

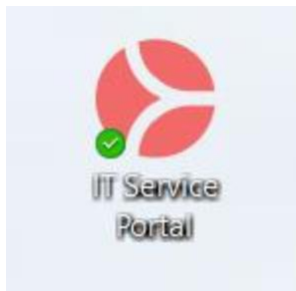
**KB_00044_Request_ How
to book an appointment
via IT Portal**

VERSION: 1.0

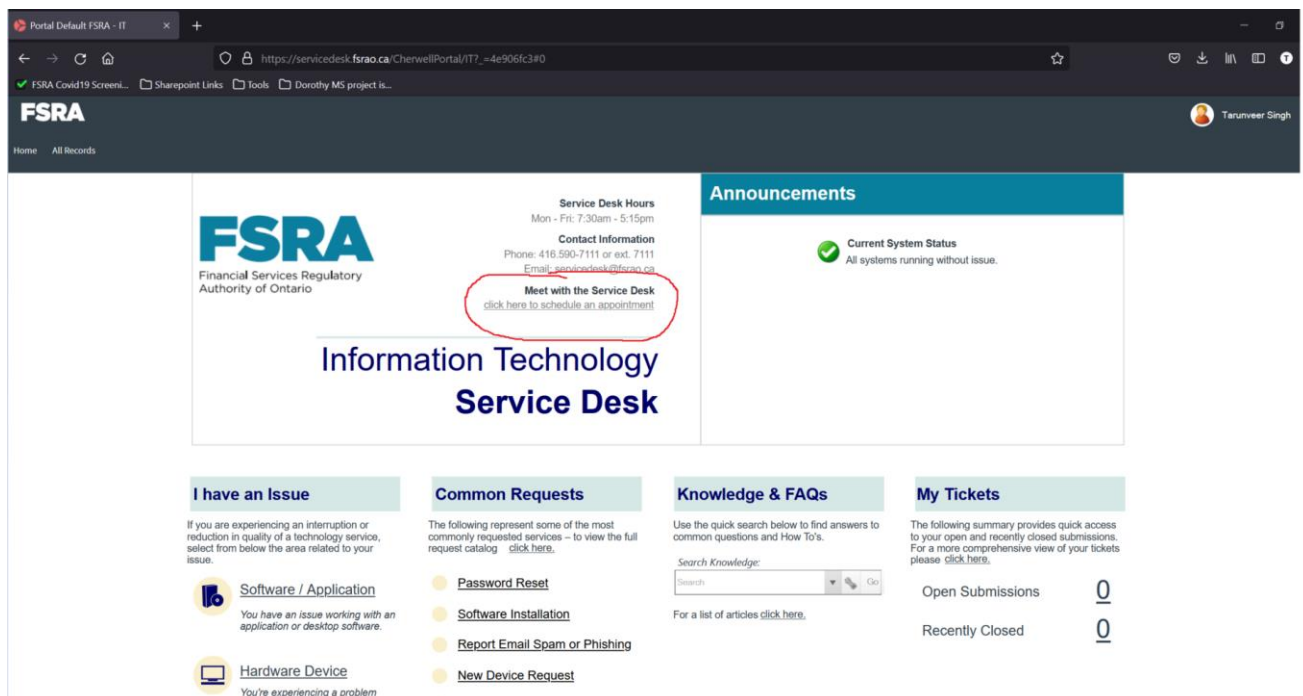
Purpose

To outline the steps for booking an appointment with IT via the IT Portal

1. Open the IT Service Portal from your desktop



2. Since the IT Portal supports SSO login, you will be logged into the portal automatically if you are connected to the FSRA network (via VPN or if you are onsite)
3. The IT Portal homepage looks like this – click on the “Meet with Service Desk” link



4. Select your preferred date & time from the available slots – double click on the slot to confirm your selection

The screenshot shows the FSRA Appointment Availability Portal. The browser address bar displays the URL: https://servicedesk.fsrao.ca/CherwellPortal/IT7_4e906fc3#1. The page title is "Appointment Availability - IT". The main content area is titled "Appointment Availability Portal - Work Week". It features a calendar view for June, July, and August 2021. The main table displays available appointment slots for the week of 2021-07-19 to 2021-07-23. The table has columns for dates and rows for times from 6 AM to 7 PM. Slots are marked as "Available For Appointment".

Time	2021-07-19	2021-07-20	2021-07-21	2021-07-22	2021-07-23
6 AM					
7 AM					
8 AM				Available For Appointment	Available For Appointment
9 AM				Available For Appointment	Available For Appointment
10 AM			Available For Appointment	Available For Appointment	Available For Appointment
11 AM			Available For Appointment	Available For Appointment	Available For Appointment
12 PM			Available For Appointment	Available For Appointment	Available For Appointment
1 PM			Available For Appointment	Available For Appointment	Available For Appointment
2 PM			Available For Appointment	Available For Appointment	Available For Appointment
3 PM			Available For Appointment	Available For Appointment	Available For Appointment
4 PM			Available For Appointment	Available For Appointment	Available For Appointment
5 PM					
6 PM					
7 PM					

5. This page will show up with the details of your selection. Click on Select this time

The screenshot shows a web browser window with the URL <https://servicedesk.fsrao.ca/CherwellPortal/>. The browser's address bar and tabs are visible at the top. Below the browser window, the FSRA logo is displayed, followed by navigation links for 'Home' and 'All Records'. A toolbar with icons for 'Edit', 'Save', 'Cancel', 'Refresh', and 'Delete' is present, along with a 'Record 1 of 1' indicator. The main content area is titled 'Appointment Details' and contains the following information:

Appointment Details

Appointment Service:

Day:

Start: End:

6. On this screen, add some details in the 'purpose' section.

[Home](#)
[All Records](#)

Save
Cancel
Refresh
Delete
Attach (0)
Record 1 of 1

Appointment (60189) Details

Service:

Service Desk Appt

Day:

2021-07-21

Start: End:

10:00 AM 11:00 AM

Purpose:

Phone upgrade,etc

☐ 30 Minute Reminder

Book this Time

Abandon

7. Click “Book this Time”. Done!

Appointment Confirmation

You have booked Appointment No. 60189. An email confirmation will follow shortly.

OK

8. **Q. How do I check the status of my booking, or any tickets I have submitted to IT?**
- A. On the IT Service Portal home page, go to the click here button on the ‘my tickets’. Here you will see the details for any IT tickets or appointments you have requested.

Portal Default: FSRA - IT

https://servicedesk.fsrao.ca/CherwellPortal/IT?...4e906f3a7

FSRA Covid19 Screen... | Sharepoint Links | Tools | Dorothy M5 project is...

Home | All Records

FSRA
Financial Services Regulatory
Authority of Ontario

Service Desk Hours
Mon - Fri: 7:30am - 5:15pm

Contact Information
Phone: 416.590-7111 or ext. 7111
Email: servicedesk@fsrao.ca

Meet with the Service Desk
[click here to schedule an appointment](#)

Information Technology Service Desk

Announcements

Current System Status
All systems running without issue

I have an Issue

If you are experiencing an interruption or reduction in quality of a technology service, select from below the area related to your issue.

- Software / Application**
You have an issue working with an application or desktop software.
- Hardware Device**
You're experiencing a problem with a computer or other hardware device, such as a

Common Requests

The following represent some of the most commonly requested services - to view the full request catalog [click here](#).

- [Password Reset](#)
- [Software Installation](#)
- [Report Email Spam or Phishing](#)
- [New Device Request](#)
- [Other Requests](#)

Knowledge & FAQs

Use the quick search below to find answers to common questions and How To's.

Search Knowledge:

For a list of articles [click here](#).

My Tickets

The following summary provides quick access to your open and recently closed submissions. For a more comprehensive view of your tickets please [click here](#).

Open Submissions **0**

Recently Closed **0**

Additional Troubleshooting Information

If you have any questions or concerns, please call the IT Service Desk at 416 590 7111 or email us at servicedesk@fsrao.ca

Document Revision History and Version

Version	Date	Name	Revision
1.0	21July 2021	Tarunveer Singh	Procedure Created

The electronic version of this document is in SharePoint