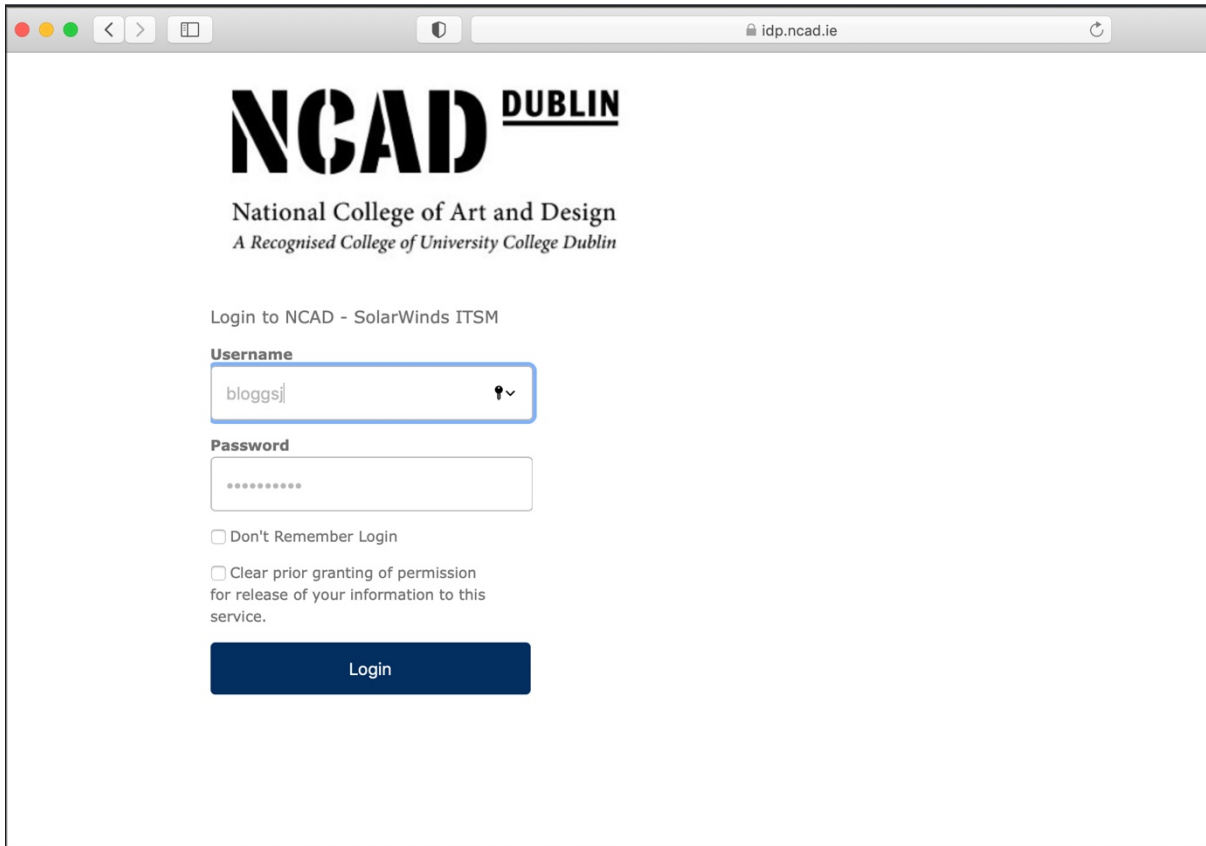


How to Log a Ticket with Facilities and IT Support

1) Enter your staff username and password and click login



The screenshot shows a web browser window with the address bar displaying 'idp.ncad.ie'. The page features the NCAD DUBLIN logo at the top, followed by the text 'National College of Art and Design' and 'A Recognised College of University College Dublin'. Below this, the heading 'Login to NCAD - SolarWinds ITSM' is visible. The login form includes a 'Username' field containing 'bloggsj', a 'Password' field with masked characters, and two checkboxes: 'Don't Remember Login' and 'Clear prior granting of permission for release of your information to this service.'. A dark blue 'Login' button is positioned at the bottom of the form.

idp.ncad.ie

NCAD DUBLIN

National College of Art and Design
A Recognised College of University College Dublin

Login to NCAD - SolarWinds ITSM

Username

bloggsj

Password

.....

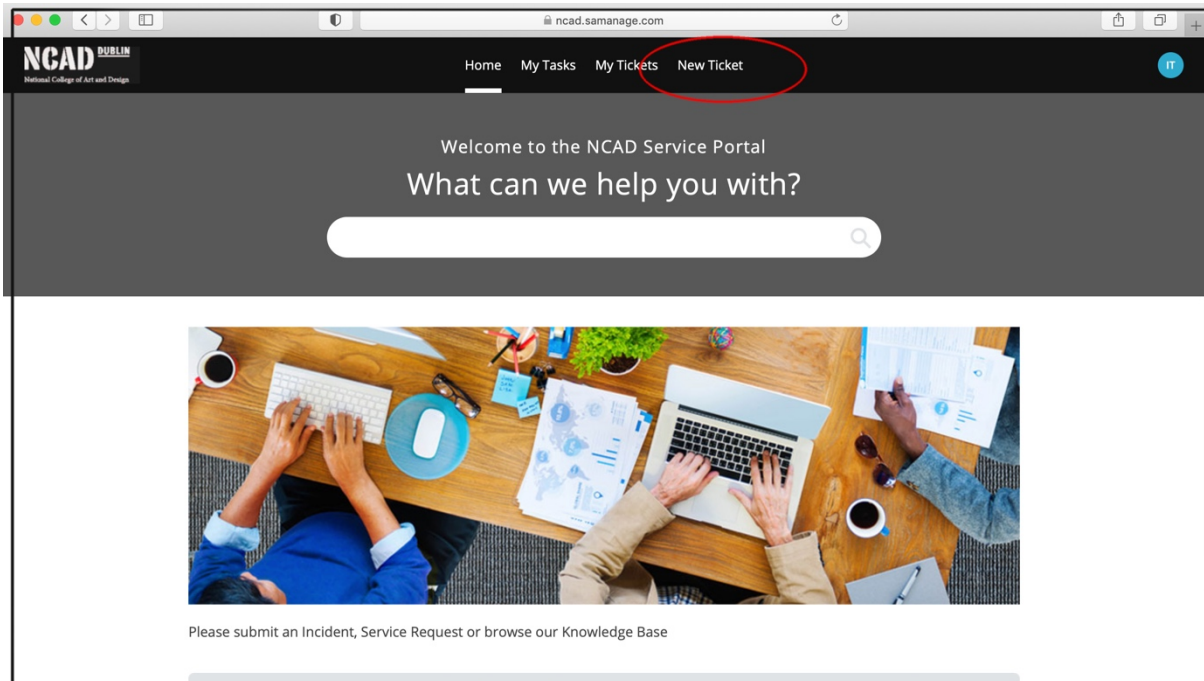
Don't Remember Login

Clear prior granting of permission for release of your information to this service.

Login

2) Click “New Ticket”

If you want to view existing tickets you have logged click on “My Tickets”



The screenshot shows the NCAD Service Portal website. The browser address bar displays "ncad.samanage.com". The navigation menu includes "Home", "My Tasks", "My Tickets", and "New Ticket", with "New Ticket" circled in red. Below the navigation menu, the text reads "Welcome to the NCAD Service Portal" and "What can we help you with?". A search bar is present below this text. The main content area features an image of people working at a desk with laptops and documents. Below the image, the text reads "Please submit an Incident, Service Request or browse our Knowledge Base".

3) To log a new ticket

- A. Enter a subject
- B. Enter a description of the problem
- C. Select a Category i.e. Facilities or ICT Staff so that your ticket gets routed to the correct Department
- D. Select a Subcategory for your ticket
- E. Click "Create New Ticket"

Requester (Email or Name)
itsupport@staff.ncad.ie

Add CC

Subject
Re: email password A.

Description
please reset my email password B.

Category: ICT Requests Staff C.
Subcategory: Select D.
Site: Select
Department: Select

Attach files

Create New Ticket E.

- Office Moves
- Paper Work
- Password Resets
- Phone/Voicemail
- Photocopiers
- Printer/Toner
- Quercus
- Quote - Hardware

4) Always remember to "Sign Out" once you are finished

