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• USAFA

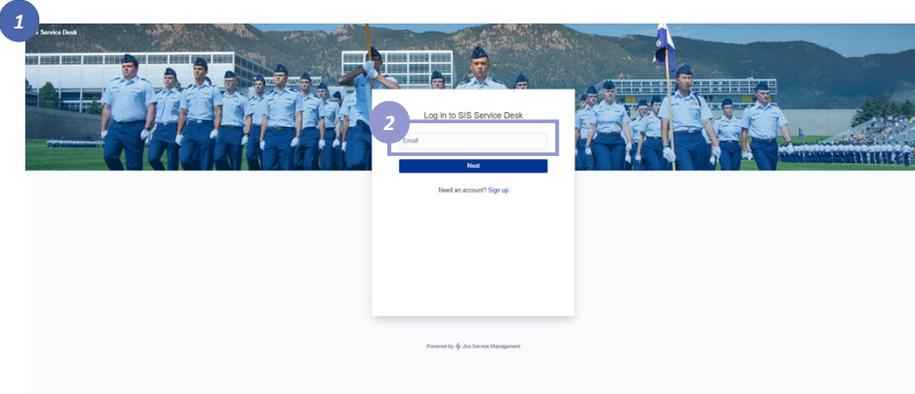
AF Strategic Transformation Support | TO# FA701421F0036

USAFA SIS Service Delivery Desk Tool Training

6/6/2022

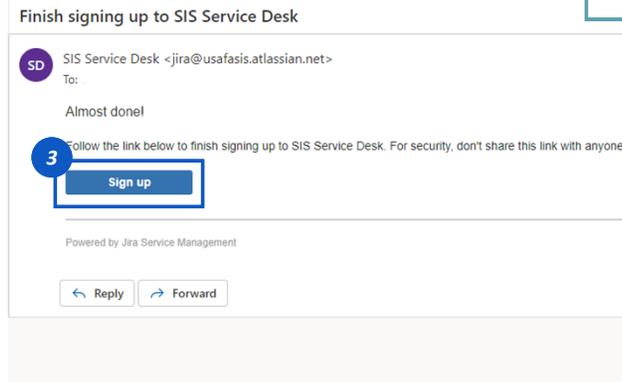
USAFA Campus Solutions | How to Sign up to the SIS Service Desk for New Users

- 1 First time users, create a user account for the SIS Service Desk Tool using the link <https://usafasis.atlassian.net/servicedesk/customer/portals>



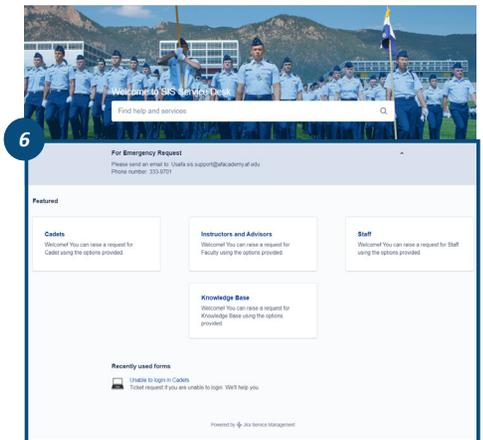
- 2 In the SIS Service Desk Log in page enter **Email Address** and select **Next**.

- 3 Once you received the email select the **Sign-up** link in the body of the email.



- 4 Enter **Full name** and **Choose a password**.

- 5 Select the **Sign-up** link.



- 6 Once in the **SIS Service Desk Portal** you are ready to submit a service request.

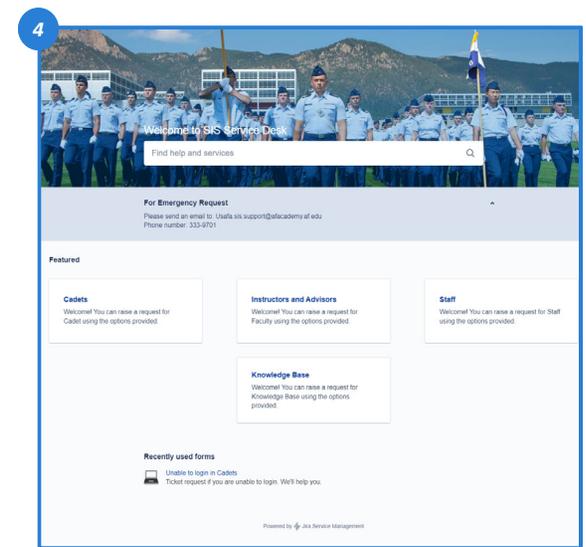
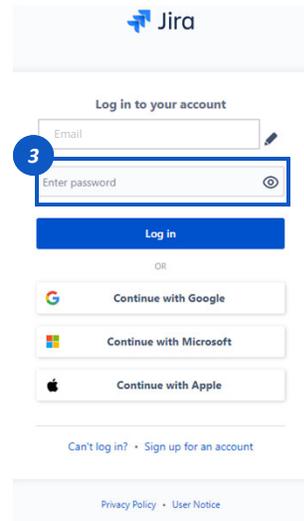
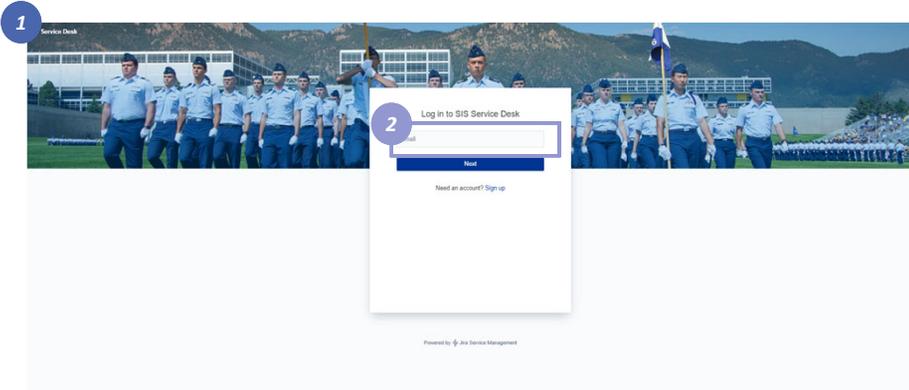
- If unable to log in either email the SIS Service Desk at usafa.sis.support@afacademy.af.edu or contact them at 333-9701.

USAFA Campus Solutions | How to Sign up to the SIS Service Desk for Existing Users

All Mission-Net users will have access to the SIS Service Desk Management Tool by **June 8th**.

- 1 Use the **link** below to access the SIS Service Desk Management Tool to create any SIS Service Request Tickets.

<https://usafasis.atlassian.net/servicedesk/customer/portals>



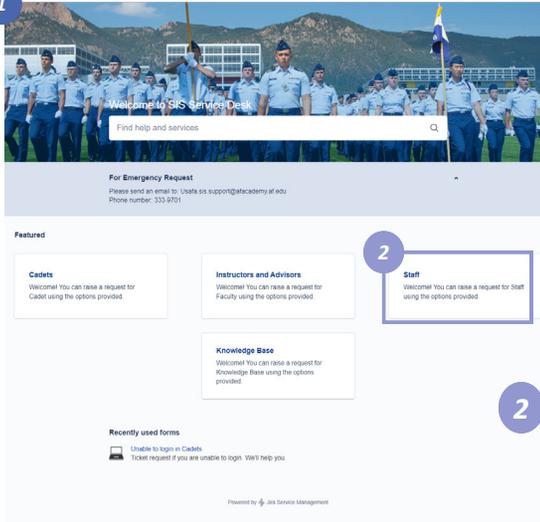
- 2 In the SIS Service Desk Log in page enter **Email Address** and select **Next**.

- 3 Enter **Password** and select **Log in**.

- 4 Once in the **SIS Service Desk Portal** you are ready to submit a service request.

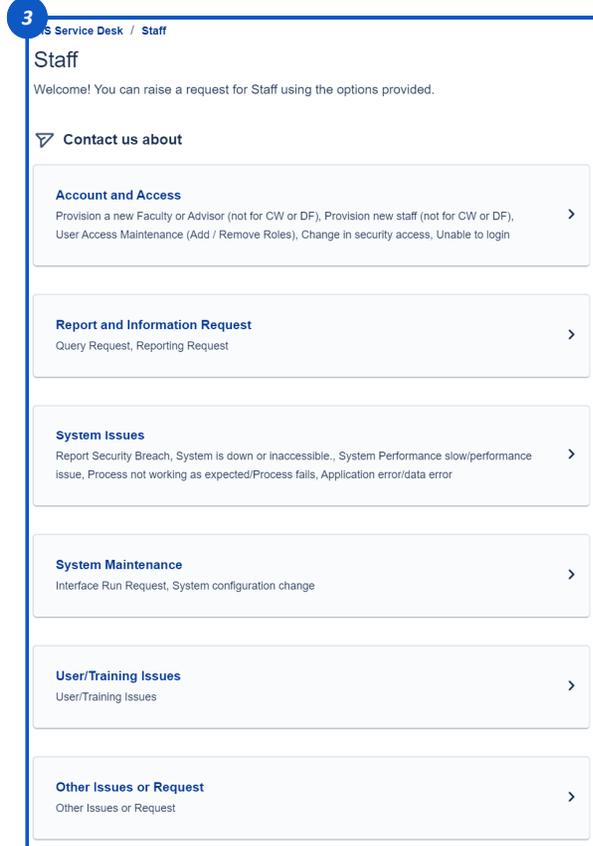
USAFA Campus Solutions | SIS Service Desk Portal for Staff

1 Staff members should access the SIS Service Desk by using the link <https://usafasis.atlassian.net/servicedesk/customer/portals> to create any Service Request Ticket.



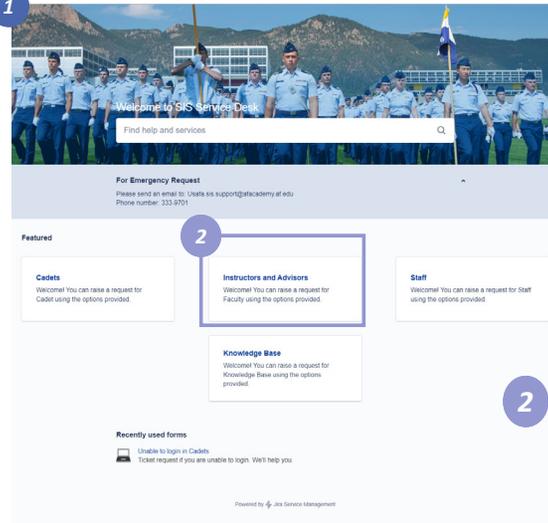
2 Select **Staff** for any issues related issues.

3 Staff service requests options.



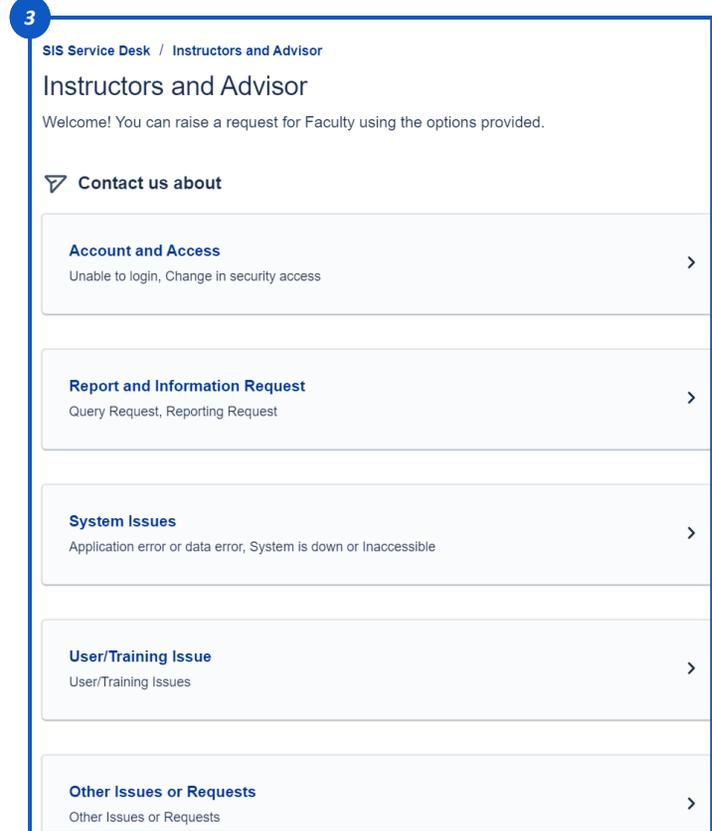
USAFA Campus Solutions | SIS Service Desk Portal for Instructors and Advisors

1 Instructors and Advisors should access the SIS Service Desk by using the link <https://usafasis.atlassian.net/servicedesk/customer/portals> to create any Service Request Ticket.



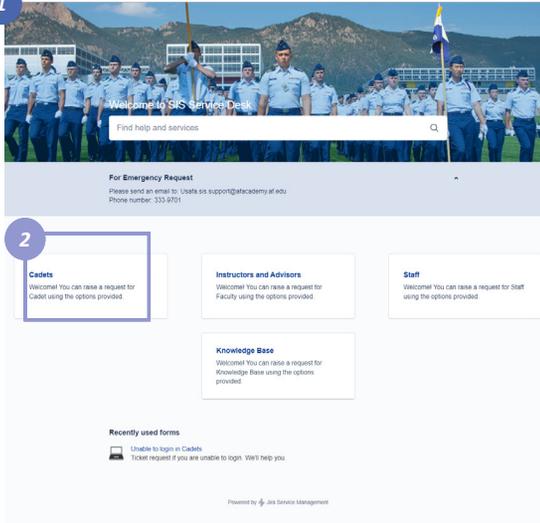
2 Select **Instructors and Advisors** for instructors and advisors related issues related.

3 Instructors and Advisors service requests options



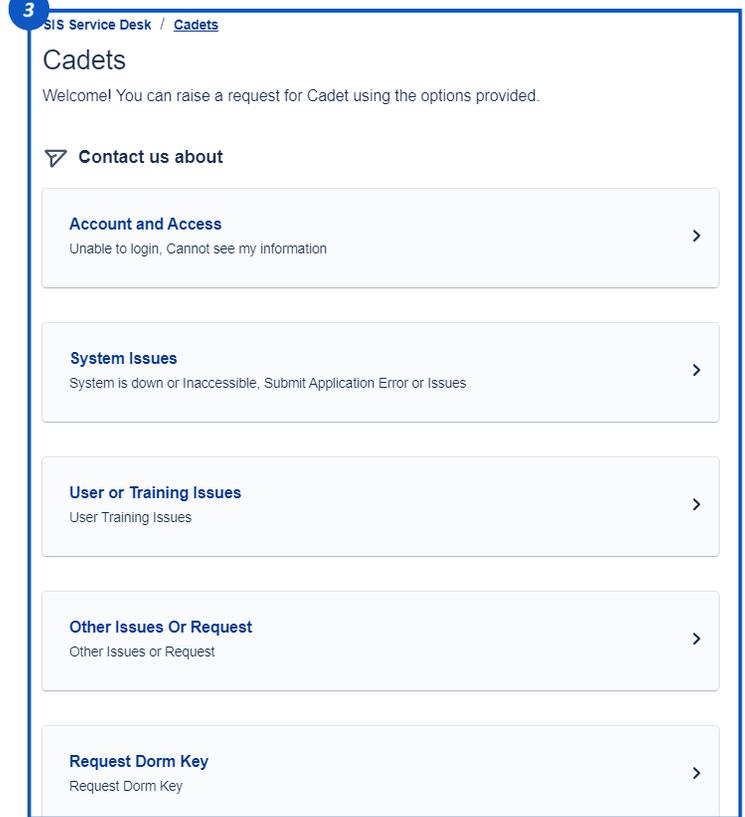
USAFA Campus Solutions | SIS Service Desk Portal for Cadets

1 Cadets should access the SIS Service Desk by using the link <https://usafasis.atlassian.net/servicedesk/customer/portals> to create any Service Request Ticket.



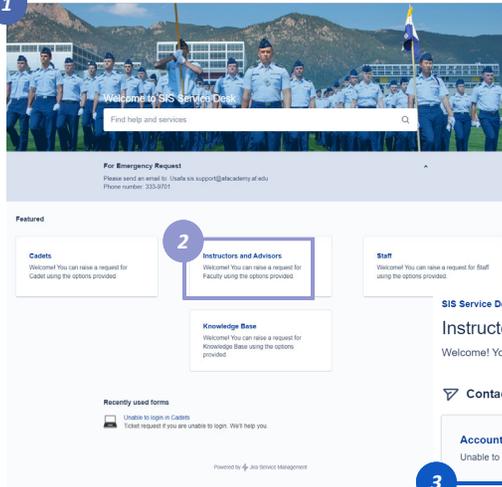
2 Select **Cadets** for cadets related requests.

3 Cadets service requests options

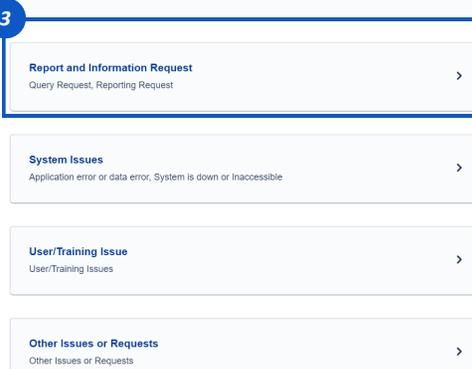


USAFA Campus Solutions | Creating a Service Request Ticket For Instructors and Advisor-Query Request

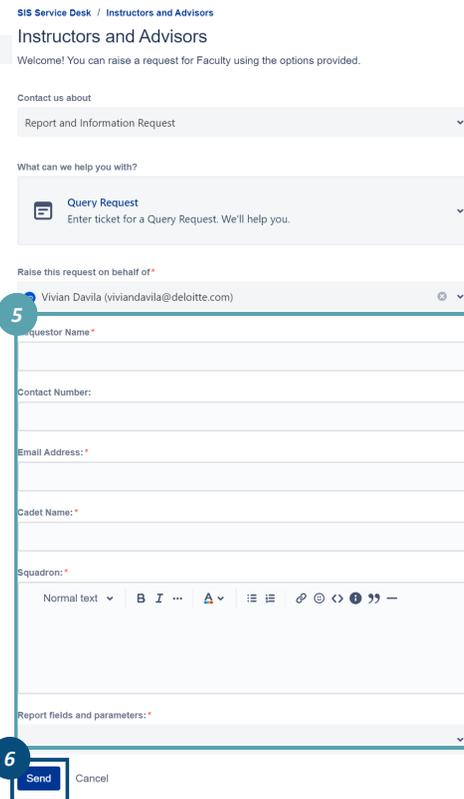
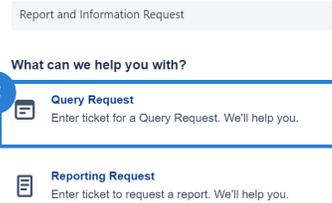
1 Users should access the SIS Service Desk by using the link <https://usafasis.atlassian.net/servicedesk/customer/portals> to create a Service Request Tickets.



2 Select **Instructors and Advisors** for an Instructor and Advisor related issues request.



3 Select **Report and Information Request** from the list of the most frequent types of services for Instructor and Advisor. Also listed are **Account and Access, System Issues, User/Training Issues, Other Issues or Request** for other types of service requests.



4 Select **Query Request** from the list of Report and Information request types.

5 Answer the information requested in the **Query Request Form** to provide the service desk admin with specific information to resolve your request. . Information required is followed by a *.

6 Select **“Send”** to submit your Unable to login Ticket Request.

Notifications and Updates:

- Once the steps above are completed the Requester receives an email with ticket number.
- Requester receives notification when ticket is completed.

USAFA Campus Solutions | Email Notification-Request Created

1 Ticket Number shows on the top heading of the email.

Key for Cadets is CAD, for Instructors and Advisor is IAA, and for Staff is STA

[EXT] CAD-5 new cadet unable to access SIS, network NETW1, ID: XXXXXX



To IT Administrator Name and Email

Requester Name

2 Request Summary of the issue shows on the top of the heading of the email

 If there are problems with how this message is displayed, click here to view it in a web browser.

Reply above this line.

Just confirming that we got your request. We're on it.

3 Select **View request** if you want to access request

View request · **Turn off this request's notifications**

4 If you desire to turn off notifications for this request, select **Turn off this request's notification**

This is shared with Vivian Davila.

Powered by Jira Service Management

USAFA Campus Solutions | Email Notification-Request Resolved

1 Ticket Number shows on the top heading of the email.

Key for Cadets is CAD, for Instructors and Advisor is IAA, and for Staff is STA

[EXT] CAD-5 new cadet unable to access SIS, network NETW1, ID: XXXXXX

HA To IT Administrator Name and Email

To Requester Name

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

Reply above this line.

Henry AJALA commented:

3 We have resolved this request. Thank you.

Henry AJALA resolved this as Done.

How was our service for this request?

5 ☆ ☆ ☆ ☆ ☆
Very poor Poor Average Good Very good

[View request](#) · [Turn off this request's notifications](#)

This is shared with Vivian Davila.

Powered by Jira Service Management

2 Request Summary of the issue shows on the top of the heading of the email

ⓘ You are not responding to the latest message in this conversation. Click here to open it.

Send To cad@usafasis.atlassian.net Cc

Subject RE: [EXT] CAD-5 new cadet unable to access SIS, network NETW1, ID: XXXXXX

4

From: Cadets <jira@usafasis.atlassian.net>
Sent: Tuesday, May 24, 2022 9:16 AM
To: Davila, Vivian <vivian.davila@deloitte.com>
Subject: [EXT] CAD-5 new cadet unable to access SIS, network NETW1, ID: XXXXXX

4 For any issues related to the completed ticket, **reply to the email and include your comments.**

Reply above this line.

Just confirming that we got your request. We're on it.

[View request](#) · [Turn off this request's notifications](#)

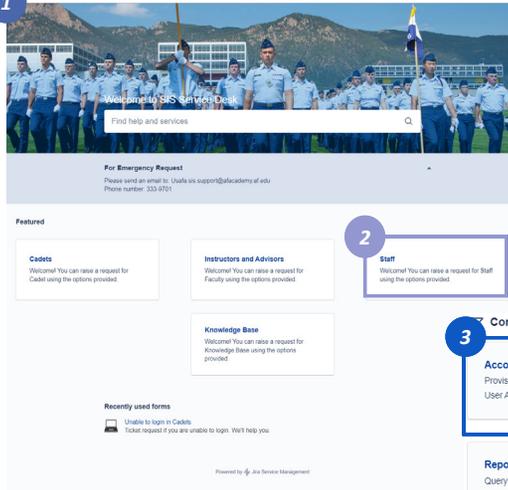
This is shared with Vivian Davila.

Powered by Jira Service Management

5 Survey notification If you desire to submit your rating

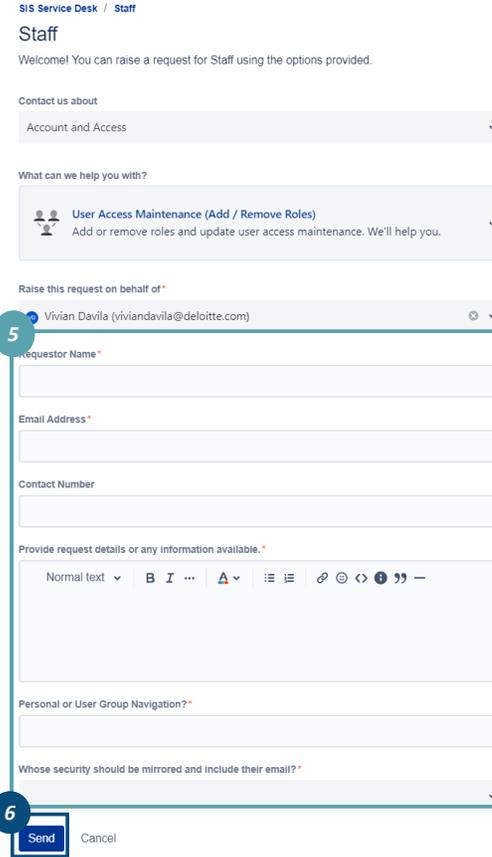
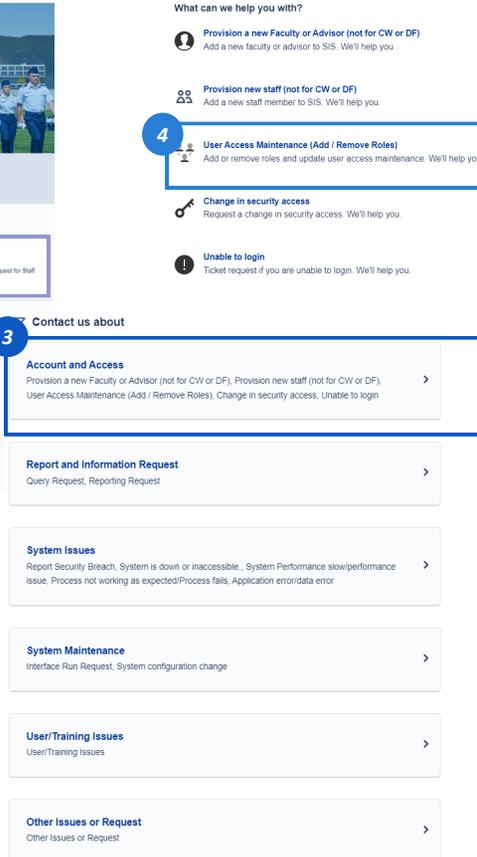
USAFA Campus Solutions | Creating a Service Request Ticket For Staff-User Access Maintenance (Add/Remove Role)

1 Users should access the SIS Service Desk by using the link <https://usafasis.atlassian.net/servicedesk/customer/portals> to create a Service Request Tickets.



2 Select **Staff** for a Staff related issues request.

3 Select **Account and Access** from the list of the most frequent types of services for Instructor and Advisor. Also listed are **Report and Information Request**, **System Issues**, **System Maintenance**, **User/Training Issues**, **Other Issues or Request** for other types of service requests.



4 Select **User Access Maintenance** from the list of Account and Access request types.

5 Answer the information requested in the **User Access Maintenance Form** to provide the service desk admin with specific information to resolve your request. Information required is followed by a *.

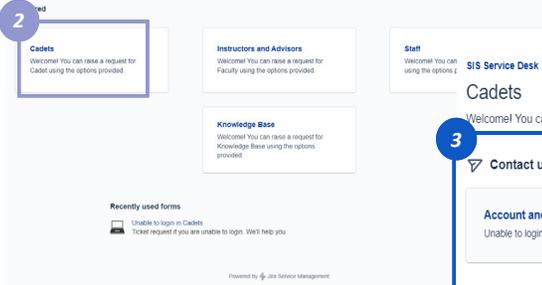
6 Select **“Send”** to submit your unable to login ticket request.

Notifications and Updates:

- Once the steps above are completed the Requester receives an email with ticket number.
- Requester receives notification when ticket is completed.

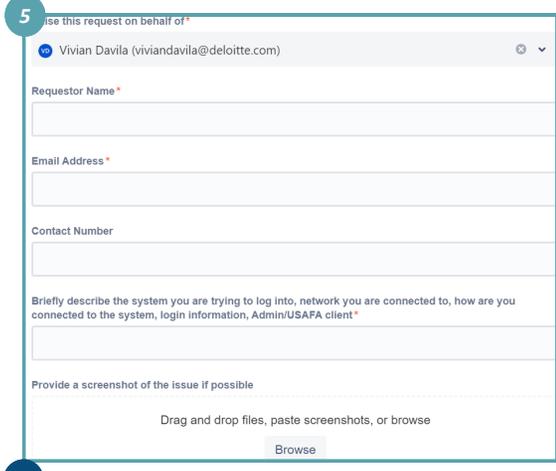
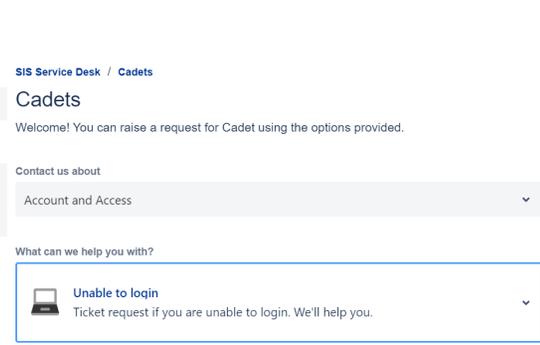
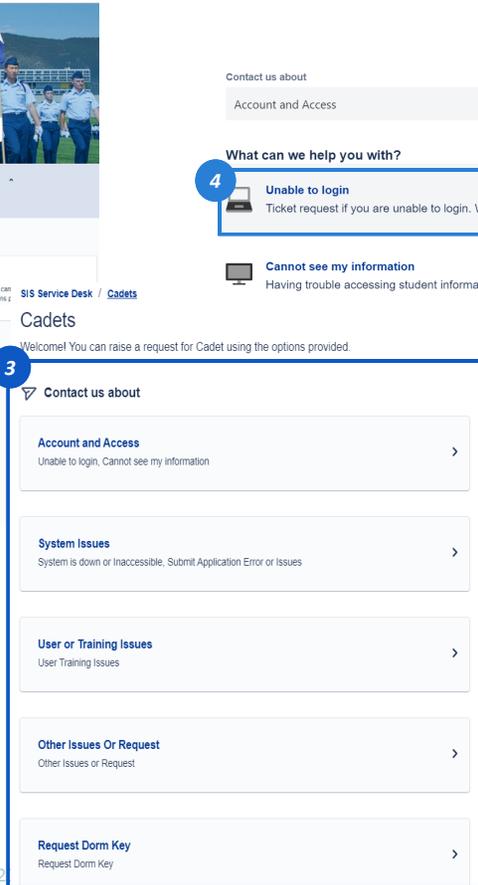
USAFA Campus Solutions | Creating a Service Request Ticket For Cadets-Account and Access-Unable to login

1 Users should access the SIS Service Desk by using the link <https://usafasis.atlassian.net/servicedesk/customer/portals> to create a Service Request Tickets.



2 Select **Cadet** for a Cadet related issue request.

3 Select from the list of the most frequent types of services for cadet request which best describe the cadet related issue: **Account and Access**, **System Issues**, **User/Training Issues**, **Other Issues or Request**, **Request Dorm Key**.



4 From the **next list under Account and Access options**, select what best describe your issue.

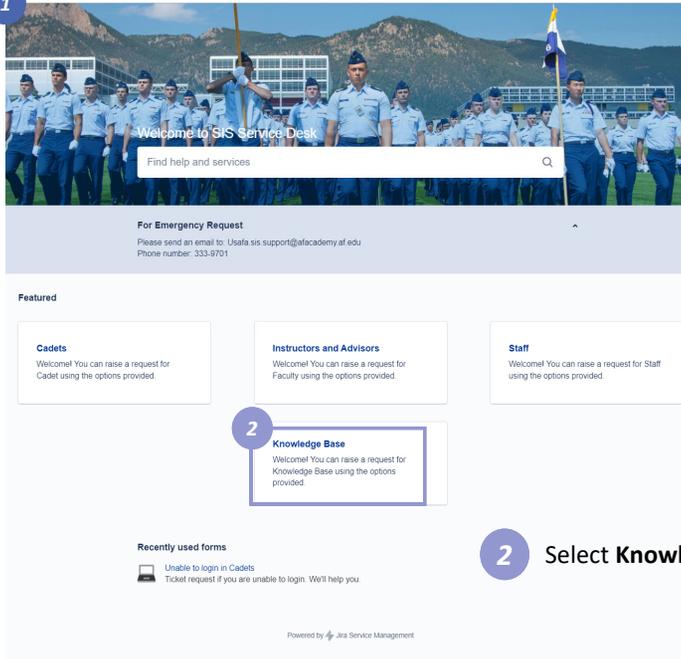
5 **Answer the information requested in the form** which provide the service desk with specific to the information to resolve your request. Information required is followed by a *.

6 **Select "Send"** to submit your Unable to login Ticket Request.

- Notifications and Updates:**
- Once the steps above are completed the requester receives an email with ticket number.
 - Requester receives notification when ticket is completed.

USAFA Campus Solutions | SIS Service Knowledge Base

1 Users should access the SIS Service Desk by using the link <https://usafasis.atlassian.net/servicedesk/customer/portals> to create a Service Request Tickets.



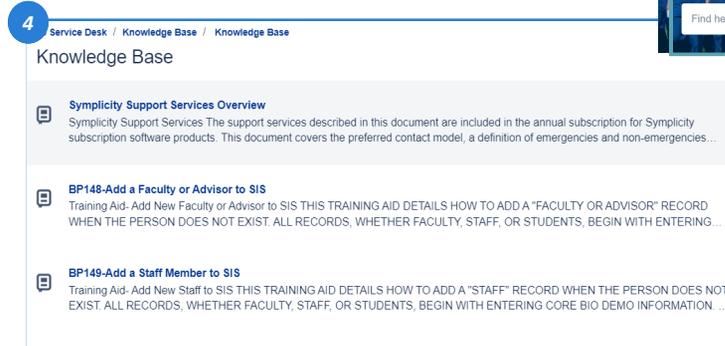
2 Select Knowledge Base.



3 Select **Knowledge Base** to view list of Training material, procedures, instructions and forms.



5 Search the Knowledge Base by typing keywords or topic of interest.



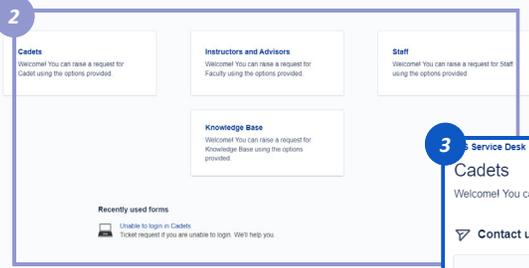
4 Select from the list of training material, procedures, instructions, other frequently requested information, and how to.

Q&A

- Any Questions?

USAFA Campus Solutions | SIS Service Desk Portal

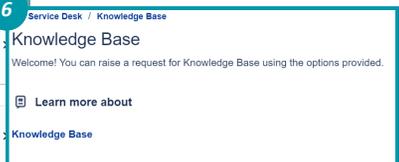
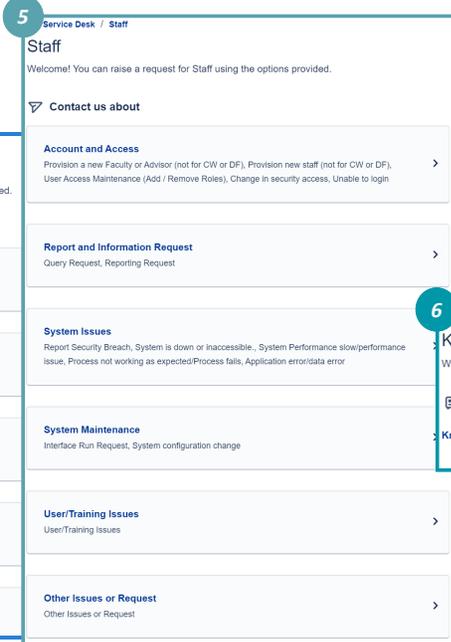
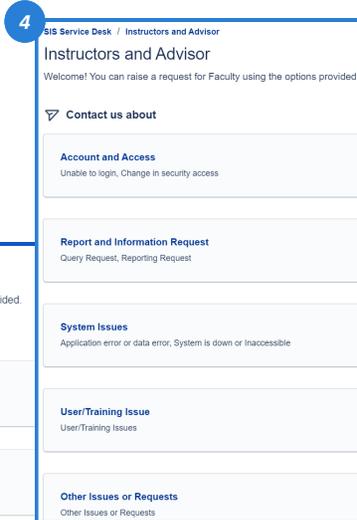
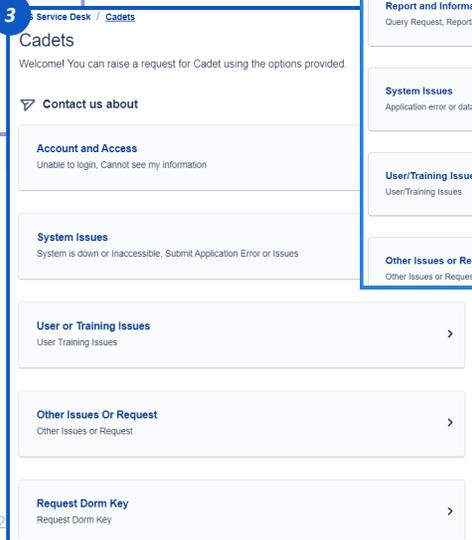
1 Users should access the SIS Service Desk by using the link <https://usafasis.atlassian.net/servicedesk/customer/portals> to create a Service Request Tickets.



2 Select for which of the following categories the request is being made for a **Cadet, Instructor and Advisor, or a Staff.**

3 Select **Cadets** for any issues related to cadets.

4 Select **Instructors and Advisor** for instructors and advisors related issues related.



5 Select **Staff** for any issues related to staff.

6 Select **Knowledge Base** for training and reference material available.

7 Select **Recently used forms** to select a request type recently requested.