

6/6/2022

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

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



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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.		4
1	https://usafasis.atlassian.net/servicedesk/customer/portals	Log in to your account Email There password Cog in Cog in Cog Continue with Google Continue with Microsoft Continue with Microsoft	In the part waves Control Manual You can use as wave of the part waves Control Manual You can use as wave of the part wav
	Powersky & da Social Stangerent	Can't log in? • Sign up for an account Privacy Policy • User Notice	Weening the use a response to solution Monetage issues using the options provides Datable to pope in Cadato Totals to topoint of you are unded to hope. We'll help you.
2	In the SIS Service Desk Log in page enter Email Address and select Next .	Enter Password and select Log in.	Once in the SIS Service Desk Portal you are ready to submit a service request.

USAFA Campus Solutions | SIS Service Desk Portal for Staff

			3 Staff service requests	Staff	
Welcome to SIS Find help and servi	service Deux		options.	Welcome! You can raise a request for Staff using the options provided.	
For Emergency Reque Please send an email to Us Phone number: 333-8701	at sata sis supportiĝiafacademy al edu	·		Account and Access Provision a new Faculty or Advisor (not for CW or DF), Provision new staff (not for CW or DF), User Access Maintenance (Add / Remove Roles), Change in security access, Unable to login	>
Defets Netcomel You, can ranke a request for Subdrusing the options provided.	Instructors and Advisors Weiconer You can rate a request for Facuty using the opticity provided	2 Staff Welcome You can sate a request to shaft using the uptions provide.		Report and Information Request Query Request, Reporting Request	>
Recently used forms	Numeral States and the second states and the	2	Select Staff for any issues related issues.	System Issues	
Ticket request if you	are unable to login. We'll help you. ${\rm Powered}\; by \frac{1}{2^{\mu}} Jas {\rm Service Management}$			Report Security Breach, System is down or inaccessible, System Performance slowiperformance issue, Process not working as expected/Process fails, Application error/data error	
				System Maintenance Interface Run Request, System configuration change	>

Other Issues or Request

Other Issues or Request

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

Instructors and	Advisors should	access the SIS Se	rvice Desk by using the link <u>https://usafasis.atlassian.net</u> 3 Instructors and Advisors service requests options	/servicedesk/customer/portals to create any Service Request 3 SIS Service Desk / Instructors and Advisor Instructors and Advisor Welcome! You can raise a request for Faculty using the options provided.	Тіс
For Emergency Requ Press send an email to i Phone number 333.900 Peatured	est Juste is support(gatacatery at eou 2 Instructors and Advisors	^ Staff		Contact us about Account and Access Unable to login, Change in security access	>
Veccomit from can see as equate to: Cable using the options provided.	Weccomit You can make a maywait the Faculty using the options provided.	Weicomit to can see a request to Staff	Select Instructors and Advisors for instructors and advisors	Report and Information Request Query Request, Reporting Request	:
realized from a cades Their request fryou are unable to topol. With the you: realized resume the ∳ as factors Management			related issues related.	System Issues Application error or data error, System is down or Inaccessible	:

User/Training Issue

Other Issues or Requests

Other Issues or Requests

User/Training Issues

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USAFA Campus Solutions | SIS Service Desk Portal for Cadets

Property and an and a second s		3 Cadets service requests options	3 SIS Service Desk / Cadets Cadets Welcomel You can raise a request for Cadet using the options provided. \u03c8 Contact us about	
2 Cecis Notional Top can save a inguse for Cecisian the given provid. Instructors and Advisor Vaccount vice and the inguse for Second using the given provid.	star Staff regional for can see a request to Staff wroted wing the sprine provide.		Account and Access Unable to login, Cannot see my information	
Konvolge Base Monoration Track and the service of the Monoration Inter any three provided.	Have a second to compare the		System Issues System is down or Inaccessible, Submit Application Error or Issues	
Recently used form: $\square \qquad (Indee to Support Callette Total request if you are unable to loge. Well help you. Present by \frac{1}{2} as tonors$	a Mangarowit		User or Training Issues User Training Issues	
	2 Select Cadets for cadets related requests.		Other Issues Or Request Other Issues or Request	
			Request Dorm Key Request Dorm Key	

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

1 Users should access the SIS Service Desk by using t	he link https://usafasis.atlassian.net/servic	sis service Desk / Instructors and Advisors Instructors and Advisors	Select Query Request from the list of Report and
Prof. thelp and rankiess Q Pre Energyptice Repeat: Press and a remail (is, bulkes, support) globademy of eds: Prever marker: 335-801	What can we help you with?	Contact us about Report and Information Request	Answer the information requested in the Query
Pertained 2 Cedem Wicoma' Phy can use a regreer for Case carry in a group of the carries a regreer for Case carry in a group of the carries a regreer for Physical and Physical Advectors Case carry in a group of the carries a regreer for Physical Advectors Case carry in a group of the carries a regreer for Physical Advectors Case carry in a group of the carries a regreer for Case carry in a group of the carries a regreer for Case carry in a group of the carries a regreer for Case carry in a group of the ca	Enter ucket for a duely Request. We'll help you. Enter ticket to request a report. We'll help you.	What can we help you with? Puery Request Enter ticket for a Query Request. We'll help you.	Request Form to provide the service desk admin with specific information to
Knowledge Rase Instructors are University for an impair search for forwards Instructors are Welcome! You can rais Baseditions of toms Impair control Impair control	ruters and Advisor Id AdVisor se a request for Faculty using the options provided. out	Raise this request on behalf of*	resolve your request Information required is followed by a *.
Linder bloger i Caleri Inder strenger i Caleri Inder strenger i de sit trend i fyru er Linder i blogs, tret i het ynz Inder i de sit trend i de sit trend i fyru er Linder i blogs, tret i het ynz Inder i de sit trend i fyru er Linder i blogs, tret i het ynz Inder i de sit trend i de sit trend i fyru er Linder i blogs, tret i het ynz Inder i de sit trend i de	ess >	Contact Number:	6 Select "Send" to submit your Unable to login Ticket Request.
2 Select Instructors and Advisors for an Instructor and Advisor related issues request.	nation Request >	Email Address:* Cadet Name:*	Notifications and Updates:Once the steps above are
3 Select Report and Information Request from the list of the most	ata error, System is down or Inaccessible	Squadron: * Normal text マ B I … A マ ≔ ≔ Ø © <> ● ୨୨ -	completed the Requester receives an email with ticket number.
frequent types of services for Instructor and Advisor. Also listed are Account and Access, System Issues,	ue >	Report fields and parameters: *	 Requester receives notification when ticket is completed.
User/Training Issues, Other Issues or Request for other types of service	equests >	6 Sand Cancel	

USAFA Campus Solutions | Email Notification-Request Created



Powered by Jira Service Management

USAFA Campus Solutions | Email Notification-Request Resolved



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.								
	1)	What can we help you with?		SIS Service Desk / Staff		
	<image/> <complex-block><section-header><section-header><complex-block><section-header><complex-block><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><image/></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></complex-block></section-header></complex-block></section-header></section-header></complex-block>		Add a new faculty or advisor (not fo Add a new faculty or advisor to SIS. We'll hel	r CW or DF) p you.	Staff Welcome! You can raise a request for Staff using the options provided.		4 Select User Access Maintenance from the list of	
			Provision new staff (not for CW or DF) Add a new staff (not for CW or DF) Add a new staff member to SIS. Well help you. User Access Maintenance (Add / Remove Roles) Add or remove roles and update user access maintenance. Well help you. Change in security access Request a change in security access. Well help you.		Contact us about		Account and Access request types.	
					Account and Access	Ť	5 Answer the information	
					User Access Maintenance (Add / Remove Roles) Add or remove roles and update user access maintenance. We'll help you.	v	requested in the User Access Maintenance Form	
			Staff Welcome! You can raise a regu using the options provided.	will to suit Unable to login Unable to login. We'll help you.		Raise this request on behalf of *		to provide the service desk admin with specific
			Contact us about Account and Access Provision a new Faculty or Advisor (not for CW or DF), Provision new staff (not for CW or DF), User Access Nataritemence (Add / Remove Roles), Change in security access, Unable to login		5 Vivian Davila (viviandavila@deloitte.com) 5 Vivian Davila (viviandavila@deloitte.com)	information to resolve your request. Information required is followed by a *.		
			Report and Information Request Overy Request, Reporting Request	>	Email Address*		6 Select "Send" to submit your unable to login ticket request.	
2	Select Staff for a request	Select Staff for a Staff related issues		System issues		Provide request details or any information available.*		Notifications and Updates:
	Select Account and Access from the list of the most frequent types of services for Instructor and Advisor. Also listed		Report Security Breach, System is down or inaccessible., System Performance slowiperforn issue, Process not working as expected/Process fails, Application error/data error	nance >	Normal text \checkmark B I \triangle \checkmark \coloneqq \blacksquare \varnothing \bigcirc \diamondsuit \bigcirc $>$ \bigcirc $>$ $>$ $>$ $>$ $>$ $>$ $>$ $>$ $>$ $>$		• Once the steps above are	
3			System Maintenance > Interface Run Request. System configuration change				completed the Requester receives an email with ticket number.	
	are Report and	Information R	equest,			Personal or User Group Navigation?*		Requester receives
	System Issues, System Maintenance, User/Training Issues, Other Issues or Request for other types of service requests.		User/Training Issues User/Training Issues	>	Whose security should be mirrored and include their email?*		completed.	
			Cher Issues or Request >		6 Send Cancel	~		

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	y using the link <u>https://usafasis.atlassian.net/</u>	/servicedesk	/customer/portals to create a Service Request Tic	kets.
	Pro hega and access	Contact us about Account and Access What can we help you with?		SIS Service Desk / Cadets Cadets Welcome! You can raise a request for Cadet using the options provided.	From the next list under Account and Access options, select what best describe your issue.
	For Emergency Request A Please and an atto Usata is support[jatfccdemy at edu Please number: 333 4701	Unable to login Ticket request if you are unable to login. We'll	ll help vou	Account and Access	5 Answer the information
(2 Colst Uncome from care a regime tor Calor using the options provided. Uncome is regime tor Faculty using the options provided. Staff	SIS Service Desk / Cadets Cadets Cadets	n system? We'll help you.	What can we help you with? Unable to login Ticket request if you are unable to login. We'll help you.	which provide the service desk with specific to the
	Knowledge Base Vectoring the marging the register for Knowledge Beau ang the registers provided	Welcomel You can raise a request for Cadet using the options provided.		Ise this request on behalf of* Vivian Davila (viviandavila@deloitte.com)	your required is followed by a *.
	Recently used forms ↓ United Reguest if you are unable to tops, West help you Tourner by ∲ ats Senior Langement	Account and Access Unable to login, Cannot see my information		Requestor Name*	6 Select "Send" to submit your Unable to login Ticket
2	Select Cadet for a Cadet related issue request.	System Issues System is down or inaccessible, Submit Application Error or issues		Contact Number	Request. Notifications and Updates:
3	Select from the list of the most frequent types of services for cadet	User or Training Issues		Briefly describe the system you are trying to log into, network you are connected to, how are you connected to the system, login information, Admin/USAFA client *	Once the steps above are completed the requester receives an email with
	request which best describe the cadet related issue: Account and Access, System Issues, User/Training Issues, Other Issues or Request. Request	Other Issues Or Request > Other Issues or Request		Provide a screenshot of the issue if possible Drag and drop files, paste screenshots, or browse Browse	 ticket number. Requester receives notification when ticket is completed.
	Dorm Key. 11 AF STS Teaming Partner Town-Hall - 09092	Request Dorm Key >	e e e e e e e e e e e e e e e e e e e	5 Send Cancel]

USAFA Campus Solutions | SIS Service Knowledge Base







• Any Questions?

USAFA Campus Solutions | SIS Service Desk Portal

1	Users should acco	ess the SIS Service De	esk by using the link	https://usafasis.a	atlassian.ne	et/servicedesk/custo	omer/portals to create a Service Requ	uest Tickets			
	Contract of the second se	An es second placement es.		4	SIS Service Desk / Instruc Instructors and Welcome! You can raise	tors and Advisor Advisor a request for Faculty using the options provided.	Service Desk / Staff Staff Welcome! You can raise a request for Staff using the options provided. Contact us about Account and Access Provision a new Faculty or Advisor (not for CW or DF). Provision new staff (not for CW or DF). User Access Maintenance (Add / Remove Roles), Change in security access, Unable to login	,	Select Staff for any issues related to staff.		
	2 Cedets Welcomer You can take a tropped for Description of the cedox provided	Instructors and Advisors Si Valences You can make a square for W to Facily used to address stronged or with	eff		Contact us about	t s In security access	Report and Information Request Overy Request, Reporting Request	>			
	Consistence of the second protocol of the se		3 service Desk / <u>Cadets</u>	Service Desk / <u>Cadets</u> Cadets Welcome! You can raise a request for Cadet using the options provided.		K Cadets Cadets Cadet using the options provided. Cadet using the options provided using the op		System Issues Report Security Breach, System is down or inaccessible System Performance slowiperformance Issue, Process not working as expected Process fails, Application error/data error	Knowledge Base Base raise a request for Knowledge Base using the options provided.		
			Welcomel You can raise a reques					error, System is down or inaccessible	System Maintenance Interface Run Request, System configuration change	E Learn more Knowledge Base	about
2	 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. 		Account and Access Unable to login, Cannot see my inf	Account and Access Unable to login. Cannot see my information			User/Training Issues User/Training Issues	,	Select Knowledge Base for training and		
			e request is being made nstructor and Advisor, or System is down or inaccessible. Submit Application Error or issues Other issues or Requests Other issues or Requests Other issues or Requests		uests s	Other Issues or Request Other Issues or Request	>	reference material available.			
3			User or Training Issues User Training Issues	User or Training issues User Training issues			7 Recently used forms				
4	Select Instructor instructors and a	elect Instructors and Advisor for nstructors and advisors related issues		tructors and Advisor for s and advisors related issues			>		Unable to login in Cadets Ticket request if you are unable to login. We'll help you.		Select Recently used forms to select a request type recently
	related. 14 AF STS Tea	aming Partner Town-Hall - 0	Request Dorm Key 9092 Request Dorm Key		>				requested.		