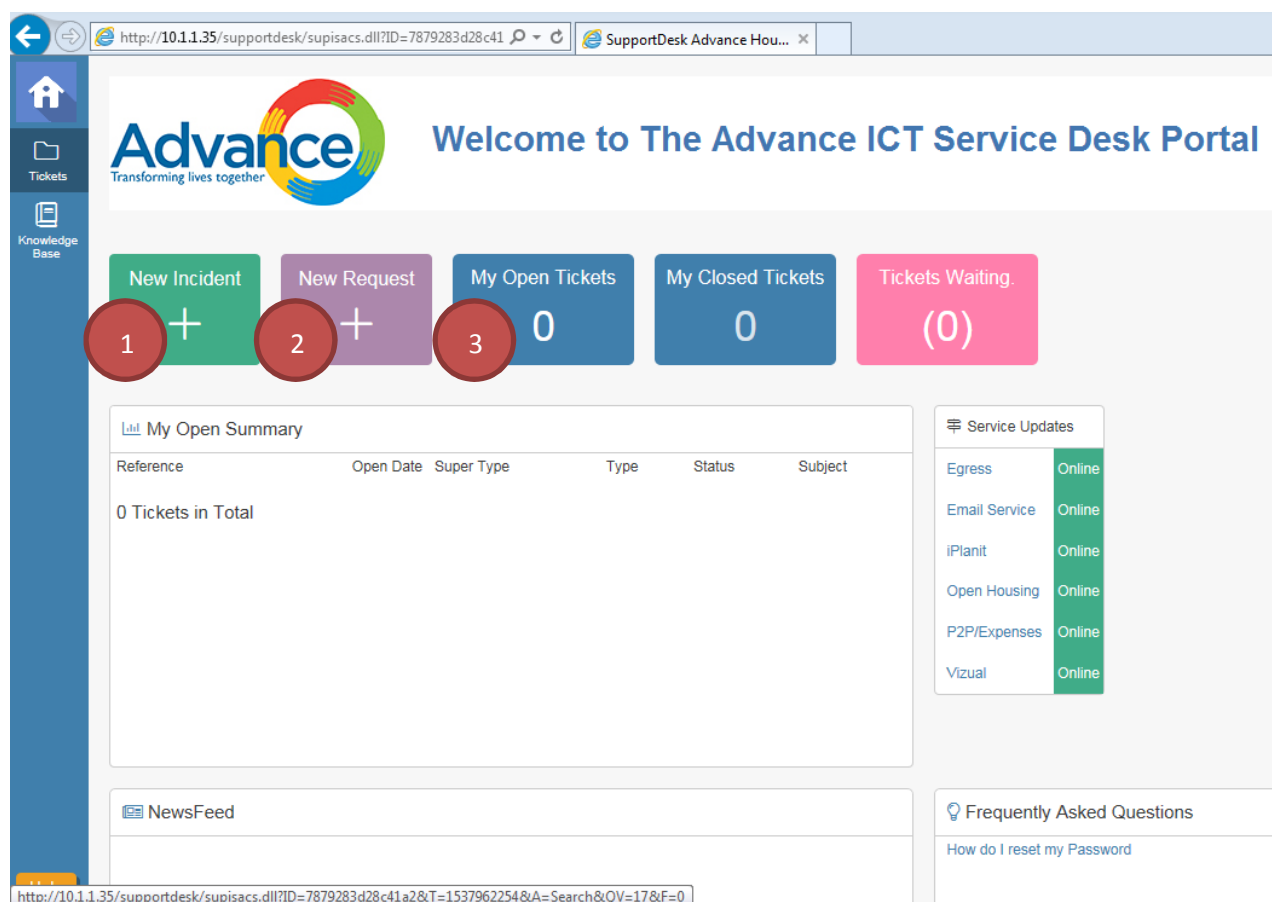


Intro: Reporting Incidents & Requesting

House on the Hill (HOTH) is the new ticket system the Service Desk and ultimately you will be using to access IT services. The system is easy to use and quite self-explanatory so the guide isn't long!

Go to: <http://10.1.1.35/supportdesk>

Your Service Desk homepage



http://10.1.1.35/supportdesk/supisacs.dll?ID=7879283d28c41

SupportDesk Advance Hou... x

Advance
Transforming lives together

Welcome to The Advance ICT Service Desk Portal

New Incident + 1
New Request + 2
My Open Tickets 0
My Closed Tickets 0
Tickets Waiting (0)

My Open Summary

Reference	Open Date	Super Type	Type	Status	Subject
0 Tickets in Total					

Service Updates

- Egress Online
- Email Service Online
- iPlanit Online
- Open Housing Online
- P2P/Expenses Online
- Vizual Online

NewsFeed

Frequently Asked Questions

[How do I reset my Password](#)

http://10.1.1.35/supportdesk/supisacs.dll?ID=7879283d28c41a2&T=1537962254&A=Search&QV=17&F=0

1. Click "New Incident" to fill out a form. Once submitted a ticket will be sent to the service desk to process.
2. Click "New Request" to fill out a form. Once submitted a ticket will be sent to the service desk to process.
3. "My Open Tickets" brings up a list of your tickets being processed but not yet resolved/closed. Here you can also click on an individual ticket and see the status and any additional info has been asked.

Difference between New Incident or Request

Incident – Something isn't working correctly.

Request – Require something e.g. New equipment, new user account.