
How to enter a service request

ServiceDesk is used to enter requests and queries on various topics.

You can find areas such as IT, HR and Object Management, as well as Open Science and much more.

You can also track the status of requests you have made, either directly via the ServiceDesk website or by email, if the same email address has been used.

You can comment on requests at the same time, add attachments and close them.

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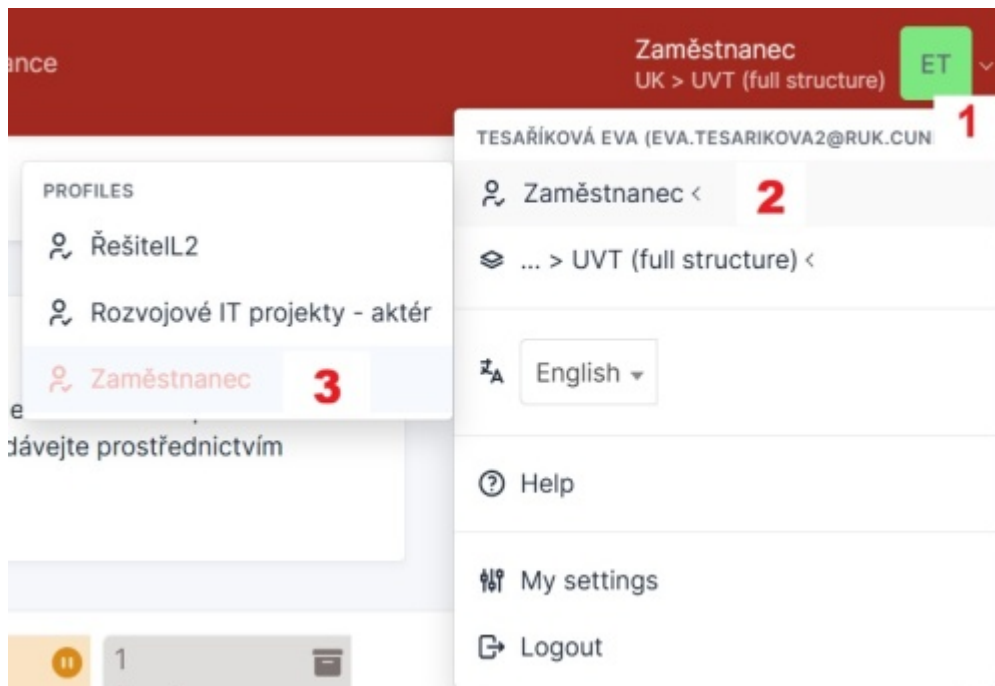
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System Login

1. Enter servicedesk.cuni.cz address in your web browser.
(Chromium-based browsers – MS Edge, Google Chrome are preferred)
2. Fill in your login credentials (CAS) in the login window

Profile Settings

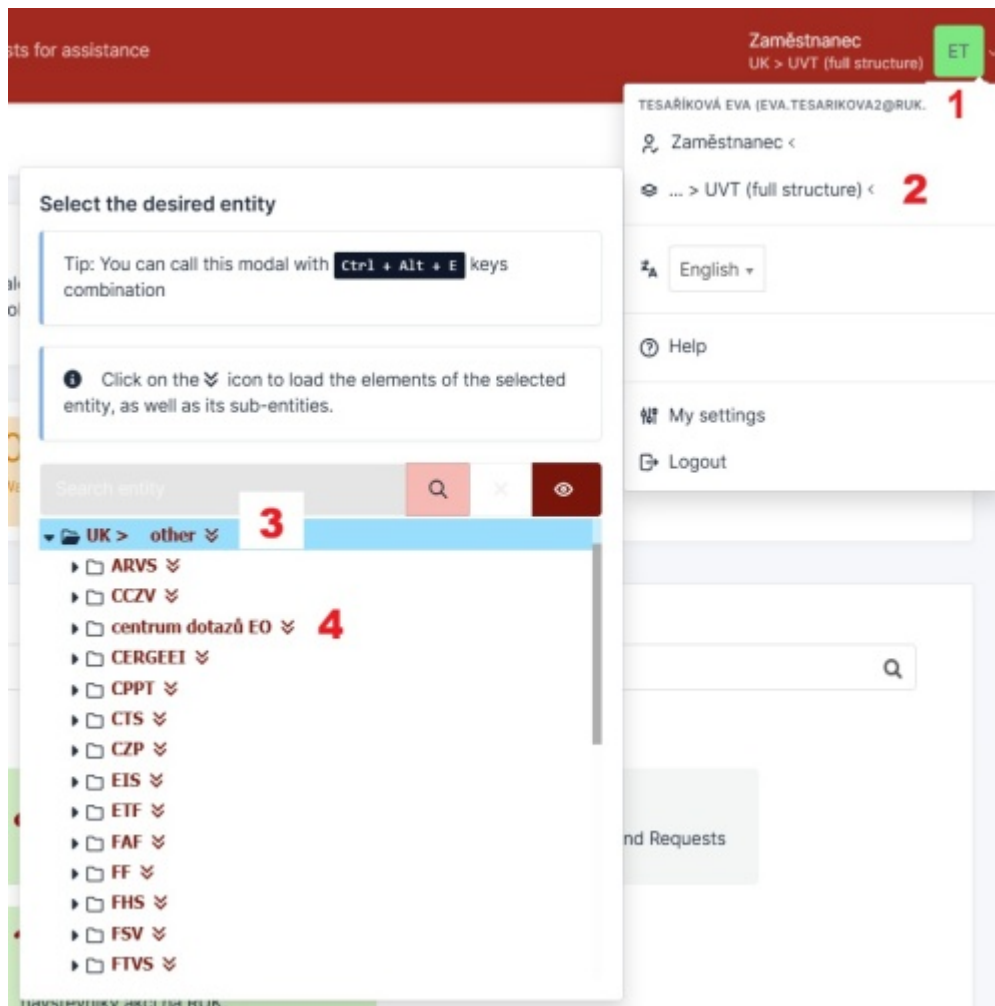
- Profile determines the permissions for allocating elements in the helpdesk
 - Default set profile is Helpdesk-Employees
1. Click the icon with your initials in the upper right corner
 2. Open a list of profiles under your name
 3. Select the profile you want



Entity Settings

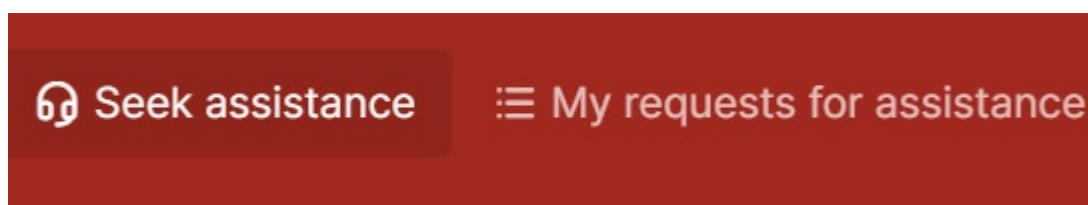
- Entity determines under which entity the request is entered and who gets it
- Entity is set automatically according to the profile
- Only users working or studying on multiple units/faculties will use the Entity Change Option

1. Click the icon with your initials in the upper right corner
2. Open an Entity List under the profile list
3. Expand Subordinate Entities
4. Select the Entity you want

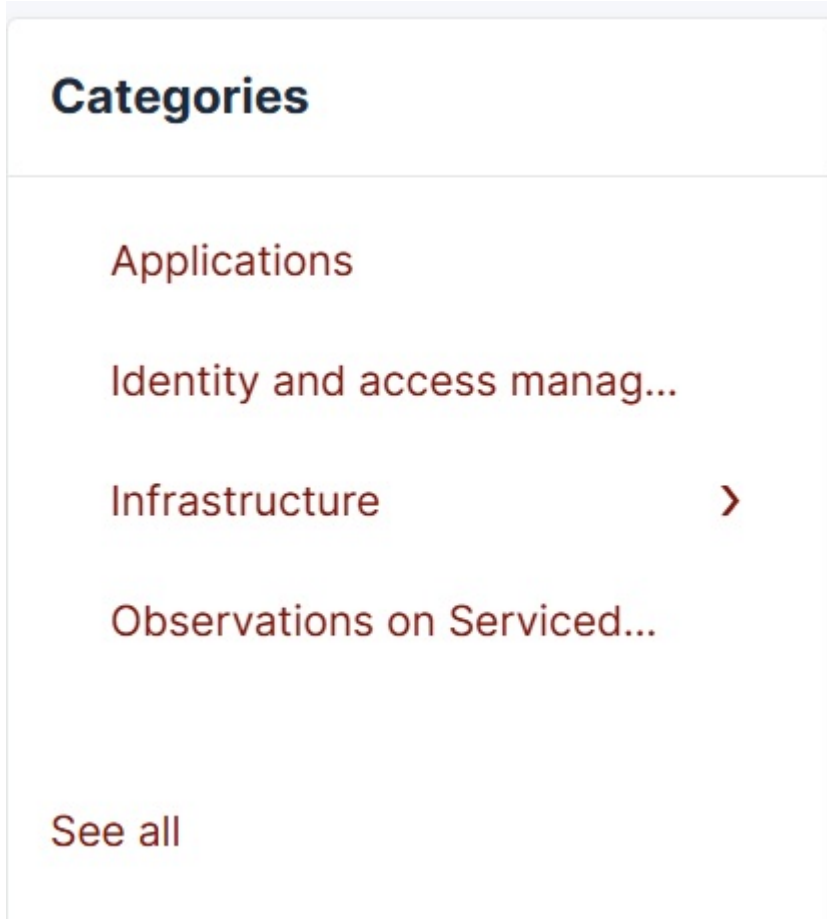


Create a new request using a web form

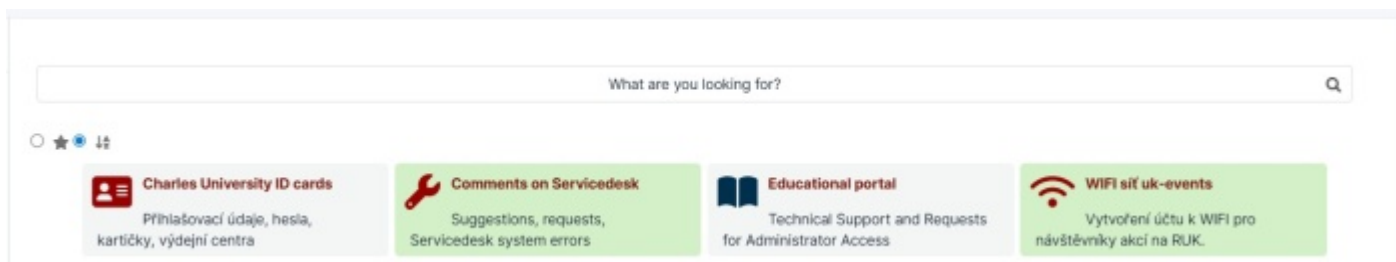
1. Set up a profile for Helpdesk-Employees, or Helpdesk-Students
2. Select the Seek Assistance option in the upper bar



3. Select the appropriate form category in the Category panel



4. Select the appropriate form type



5. Fill in the form (optionally insert an attachment – if applicable) and click the Submit button
(Maximum attachment size is 10 MB, list of supported attachments can be found [HERE](#))

Charles University ID cards

Student and Employee Identity Card Portal – a portal that allows you to

- order your ID card (as a new student or employee)
- view currently valid ID cards
- temporarily block/unblock an existing ID card
- see receipts, confirmations of receiving the ID card, or your consent to the processing of personal data
- renew the licence and pay for it online (In case of ID cards with ISIC, ITIC or ALIVE licences)

If you have another request or question, please continue by selecting a topic below.

Select the topic of your query/request

Select a topic *

- I need an ID card (loss, damage, issuance of a new card)
- ITIC and ALIVE licences
- I forgot my CU login credentials / my credentials are not working
- I have a problem with the Student and Employee Identity Card Portal
- I need to book an appointment at the CU Card Service Centre
- I need to book a time slot for students group at the CU Card Service Centre
- Other

I need an ID card (loss, damage, issuance of a new card)













Clarification of the topic - I need an ID card (loss, damage, issuance of a new card)

If you are a new CU employee, you can apply for an ID card directly on the **Student and Employee Identity Card Portal**. On this portal, you can also block your lost ID card. If you experience any problems while using the portal, please continue to *have a problem with the Student and Employee Identity Card Portal*.

If you need to issue a **new ID card due to loss or damage**, please continue with this form.

Contact and detailed description

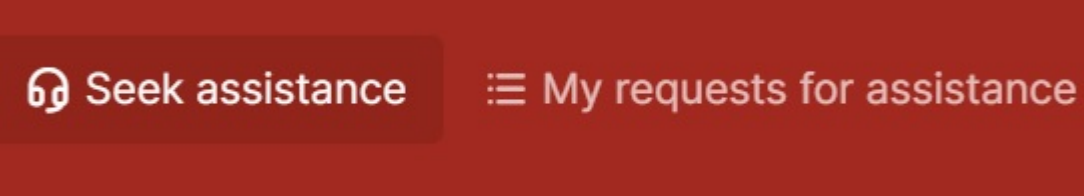
Specify your query / request *

Paragraph **B** *I*            

Phone number where we can reach you *

View requests made by a web form

1. Select My requests for assistance in the top bar



2. Here you can see an overview of your requests, their status

NÁZEV	ID	STAV	DATUM OTEVŘENÍ	POSLEDNÍ ZMĚNA	ENTITA	ŽADATEL
Cíl formuláře potřebuji zajistit Ostatní	493	Čeká na zpracování	18-10-2023 13:50	20-10-2023 10:32	UK ▶ UVT	
Obsluha formulare Nakup ICT - Monitor	475	Vyřešeno	17-10-2023 15:45	20-10-2023 10:32	UK ▶ UVT	
Cíl formuláře potřebuji zajistit Ostatní	487	Zpracovááno (přiděleno)	18-10-2023 11:06	20-10-2023 10:32	UK ▶ UVT	

15 řádků / strana Zobrazuje se 1 až 3 z 3 řádků

3. Request status

	New - New request not yet assigned to any solver
	Processed (assigned) - Request assigned to solver or group of solvers
	Processed (scheduled) - Scheduled or deferred request
	Waiting for processing – suspends the time of the solution according to the contractual terms (SLA), set by agreement with the sponsor
	Resolved - Resolved request
	Closed - Request closed by the sponsor when satisfied with the solution, or automatically after 7 days from resolution








Closing / Returning the request for a new solution

1. Closing the request is done by the client, if satisfied with the solution, use the Approve button – this will transfer the request to the "Closed" state

UK

Approval Resolution

Comments ?

Paragraph **B** *I* **A**       

Thank you, it's working now


Files (10 MiB max)
Drag file here or
 No file chosen

2. If the client is not satisfied with the solution, it can reject it after giving a reason Reject – this will transfer the request again to the "Processed (assigned)" state

UK

Approval Resolution

Comments ?

Paragraph ▾ **B** *I* A ▾  ▾

☰ ☰ ☰ ☰ ☰

Unfortunately, it still doesn't work

Files (10 MiB max)
Drag file here or
Choose Files No file chosen

3. If the solution is not approved by the client, the request will close automatically after 7 days from its resolution