Quick Guide to Use ITSC Online Service Desk
(This user guide suits common internet browser, including Chrome, Edge, Firefox and Safari)

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The ITSC Online Service Desk is empowered by ServiceNow. One can visit
https://servicedesk.itsc.cuhk.edu.hk to access the system. You will then be re-directed to the CUHK
Login page. Please continue to read Part A here to know what can be done through the system.
A. Submit an Enquiry/ Request to ITSC Online Service Desk

There are 2 methods to submit your enquiry/request.

Ai. **Method 1: Through CUHK Login (Recommended)**
   - After login, you can
     - Check the status of your submitted cases
     - See the response from the ITSC User Service Team
     - Further supplement for your cases

Aii. **Method 2: Without CUHK Login**
   - If you cannot log in, please select “Contact ITSC”.

   ![CUHK Login Page](image)

   **Method 1: Sign in to submit**

   **Method 2: Submit without login**
Ai. Method 1: Submit an Enquiry/ Request through CUHK Login (Recommended)

1. Please log in and either click
   - Get Help in the middle; OR
   - Service Catalog on the top menu bar.

2. Either
   a. click Ask a Question; OR
   b. choose the related service categories displayed on the left.

   e.g. If you have a question about accessing course materials in Blackboard, you may choose Teaching, Learning & Research > Blackboard – Course Access Request.
3. Describe your problem and attach any error messages or screens captured.

You will receive an email notification sent from ITSC Service Desk <cuhk@servicenow.com> to your CUHK mailbox.
Method 2: Submit an Enquiry/ Request without CUHK Login

1. Click **Contact ITSC** at the CUHK Login page.

2. Complete the online form as instructed

**Notes**

a. If you hit errors while using ITSC services, please attach any screens captured or error message to facilitate our follow up

b. If you hit a login problem, please attach a **scanned copy of your CU Link Card** to collect a new password.
B. Trace ITSC Replies to Your Enquiry/ Request

1. Go to https://servicedesk.itsc.cuhk.edu.hk and log in.

2. In the top menu bar, choose Requests/ Incidents > View all requests/ incidents.
3. Your request / enquiry appears under My Incidents.

You may click into the request / enquiry to check ITSC’s reply to you.

4. You can view the whole conversation between you and ITSC staff here.

Note: Your request / enquiry here will be closed, if we do not receive your response after 2 weeks.)
C. Read Knowledge Base to Solve Your Question

1. Go to https://servicedesk.itsc.cuhk.edu.hk and log in.

2. Click Knowledge Base in the middle.
3. You may browse all the frequently asked questions here by categories or hit rate.

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