

NM DEPARTMENT OF INFORMATION TECHNOLOGY



THE NEW INFORMATION TECHNOLOGY SERVICE MANAGEMENT TOOL

 **IDENTIFICATION**

Login

Password

[Forgot your Password?](#)



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INFORMATION TECHNOLOGY



Version : 2014.1.175.0 Date : 10/28/2014
Device : Desktop

AGENCY REPRESENTATIVE TRAINING TRAINING REFERENCE GUIDE

2014

TRAINING CONTENT

Welcome

Identification/Login 3

Login

Home Page

Navigation 4

SELF SERVICE PORTAL

How to open a Request..... 5-9

How to check a Request Status 10-11

How to open an Incident 12-13

How to check an Incident Status 14-15

Check My Approvals 16-17

WELCOME TO EASYVISTA - LOGIN

 **IDENTIFICATION**

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Version : 2014.1.175.0 Date : 10/28/2014
Device : Desktop

EasyVista <http://easyvista.doit.state.nm.us>

My Login _____
(Your Email Login User Name)

My Password _____
(Your Email Password)

Let's get started....

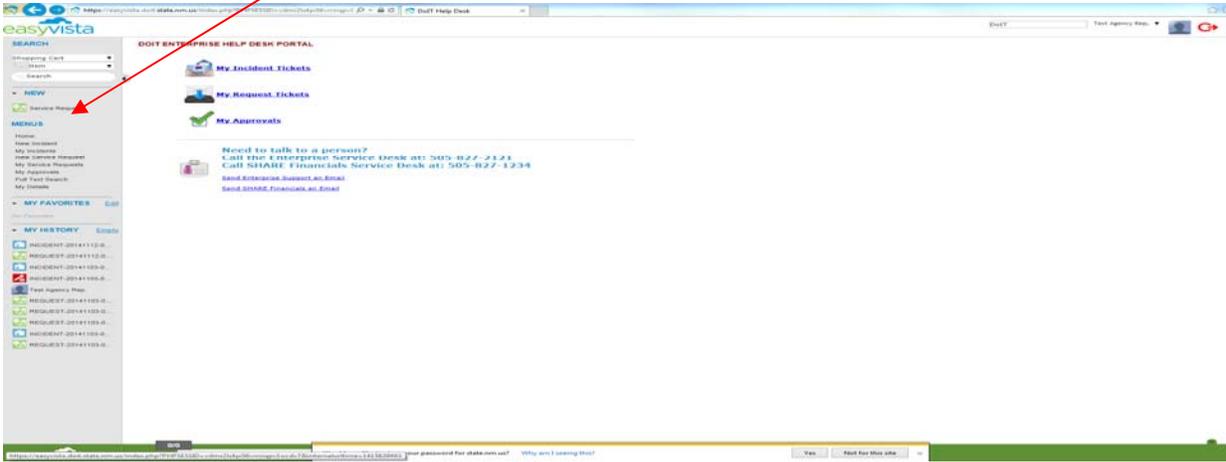
Home Page - Navigation

- Search
- New
- Menus
- My Favorites
- My History
- My Incident Tickets
- My Request Tickets
- My Accounts
- EasyVista Support
- DOIT News/Announcements

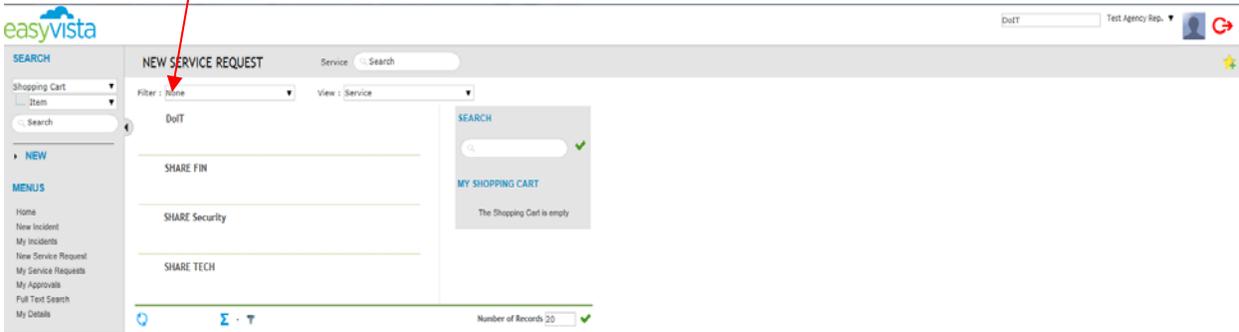
The screenshot displays the EasyVista user interface. At the top, there is a browser window with the address bar showing 'DoIT' and a user profile icon. The main content area is titled 'DOIT ENTERPRISE HELP DESK PORTAL'. On the left, a sidebar contains navigation sections: 'SEARCH' with a search bar, 'NEW', 'MENUS' with a list of links (Home, New Incident, My Incidents, New Service Request, My Service Requests, My Approvals, Full Text Search, My Details), 'MY FAVORITES' (No Favorites), and 'MY HISTORY' (Empty) with a list of recent requests and incidents. The main content area features three large buttons: 'My Incident Tickets', 'My Request Tickets', and 'My Approvals'. Below these is a section titled 'Need to talk to a person?' with contact information for the Enterprise Service Desk (505-827-2121) and the SHARE Financials Service Desk (505-827-1234), along with links to 'Send Enterprise Support an Email' and 'Send SHARE Financials an Email'. On the right side, a large empty rectangular box is labeled 'DOIT News/Announcement Area'. The footer of the page shows the EasyVista logo and a search bar.

Self-Service Portal - Open a Request

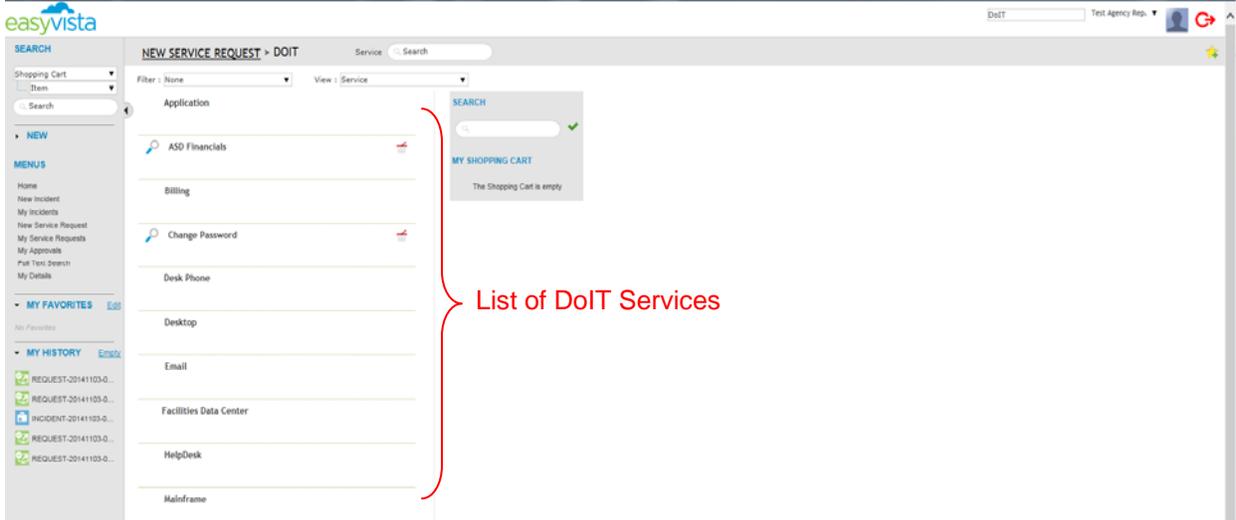
1. Click on **Service Request**



2. Click on **DoIT**

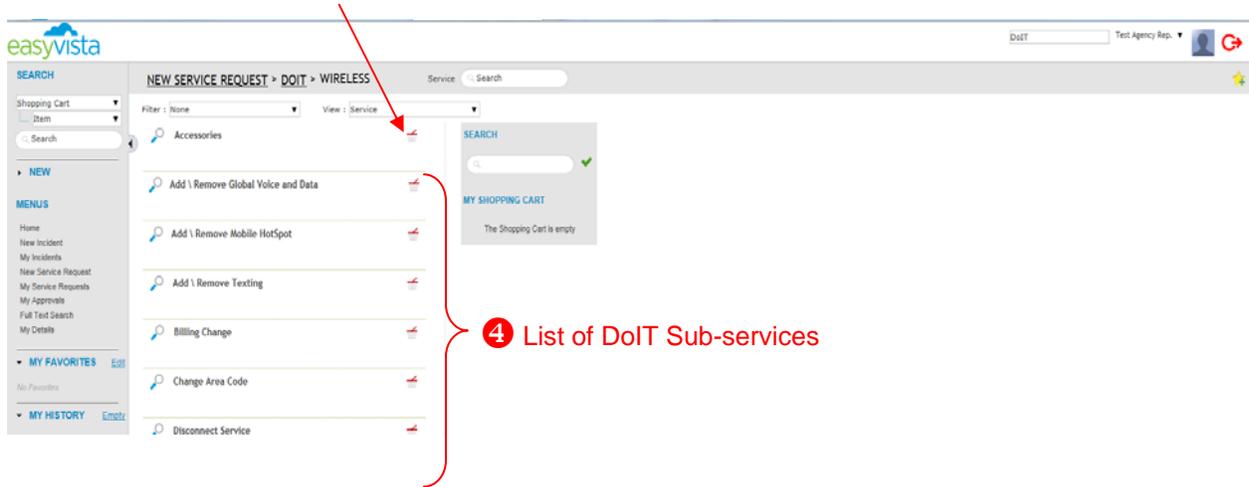


3. Scroll down to **Wireless** to select as the example

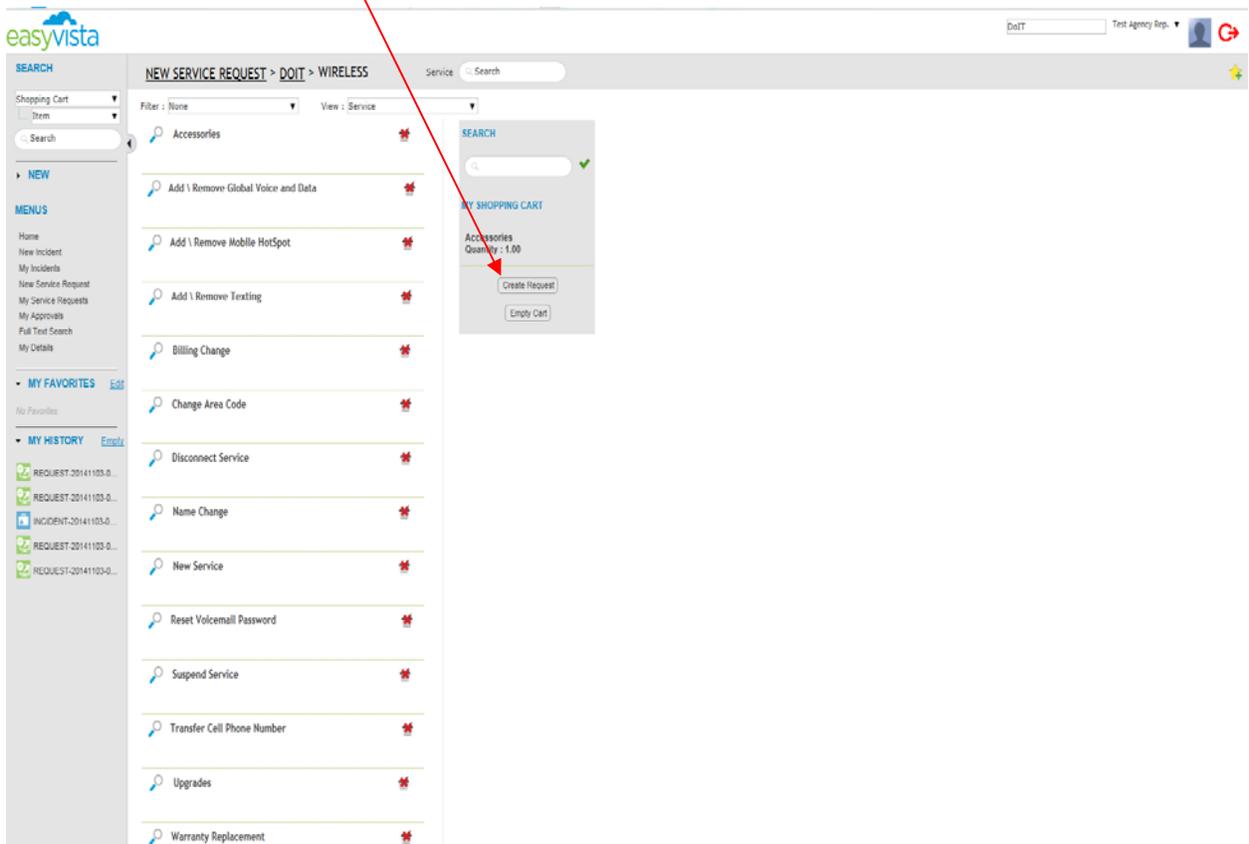


Self-Service Portal - Open a Request

4. Click on the **Accessories Shopping Cart**

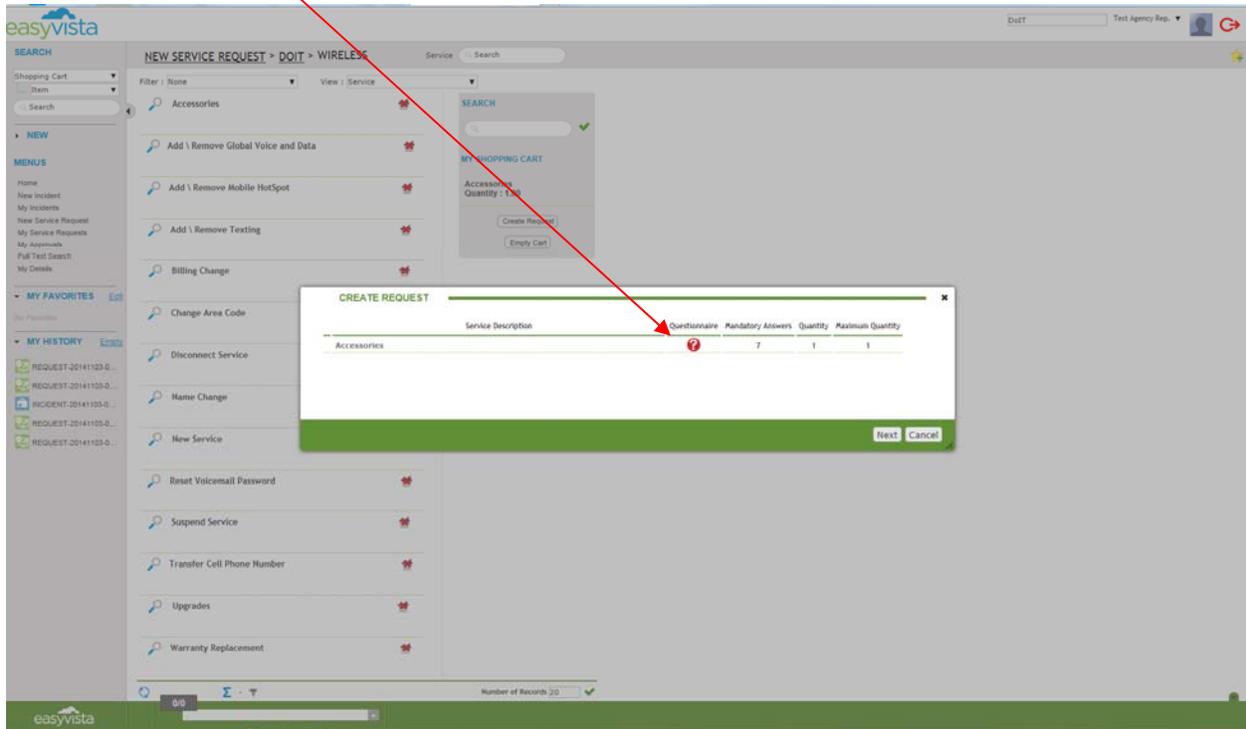


5. Click **Create Request**

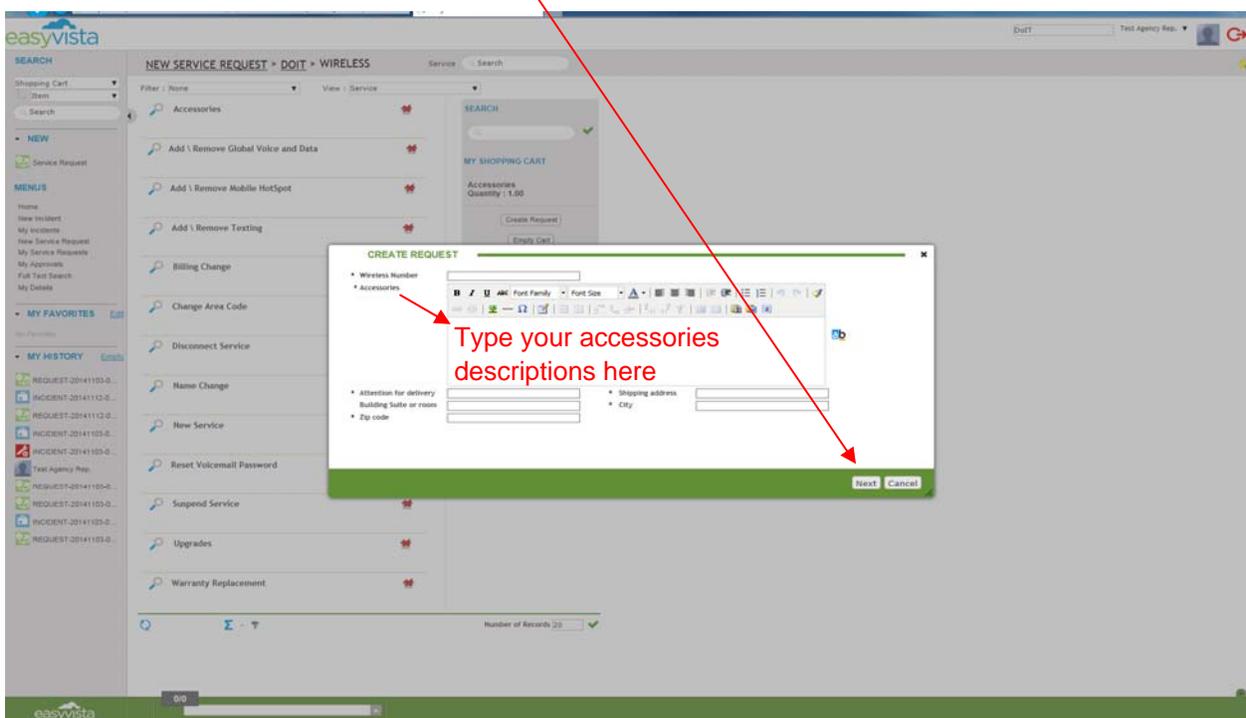


Self-Service Portal - Open a Request

6. Click the  symbol.

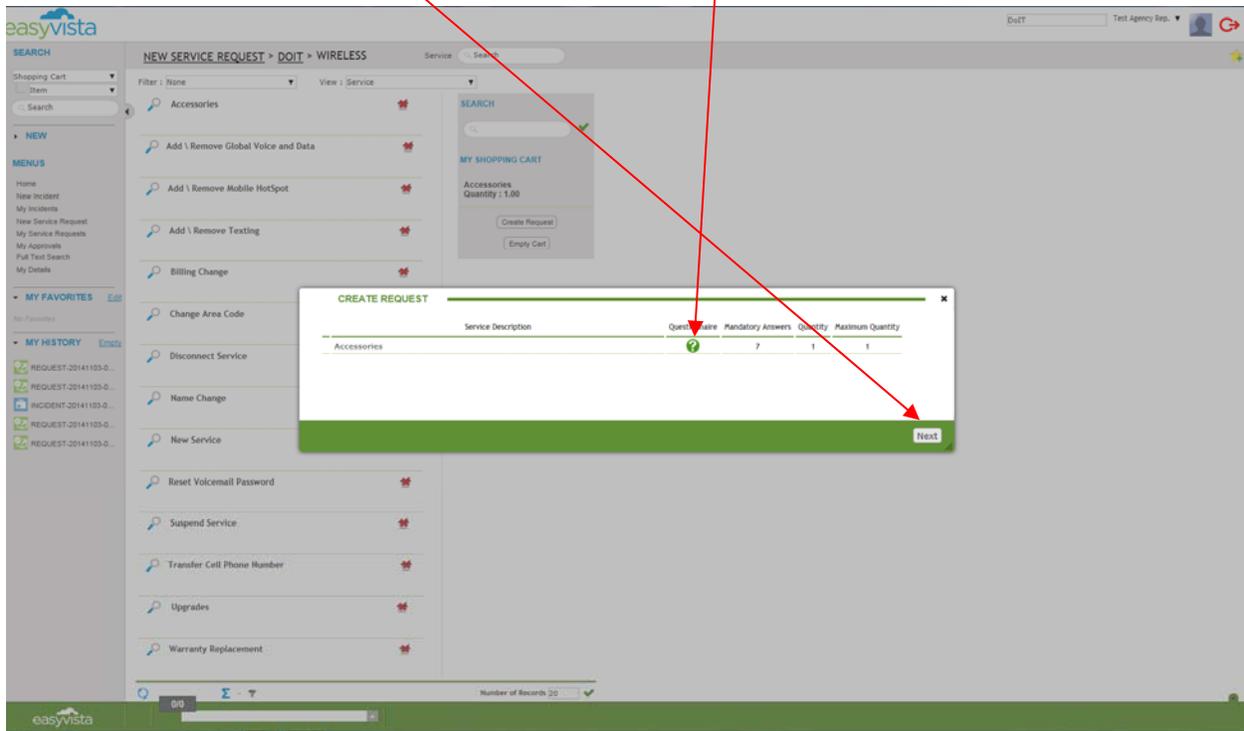


7. Fill-in **all** fields and then click **Next**.

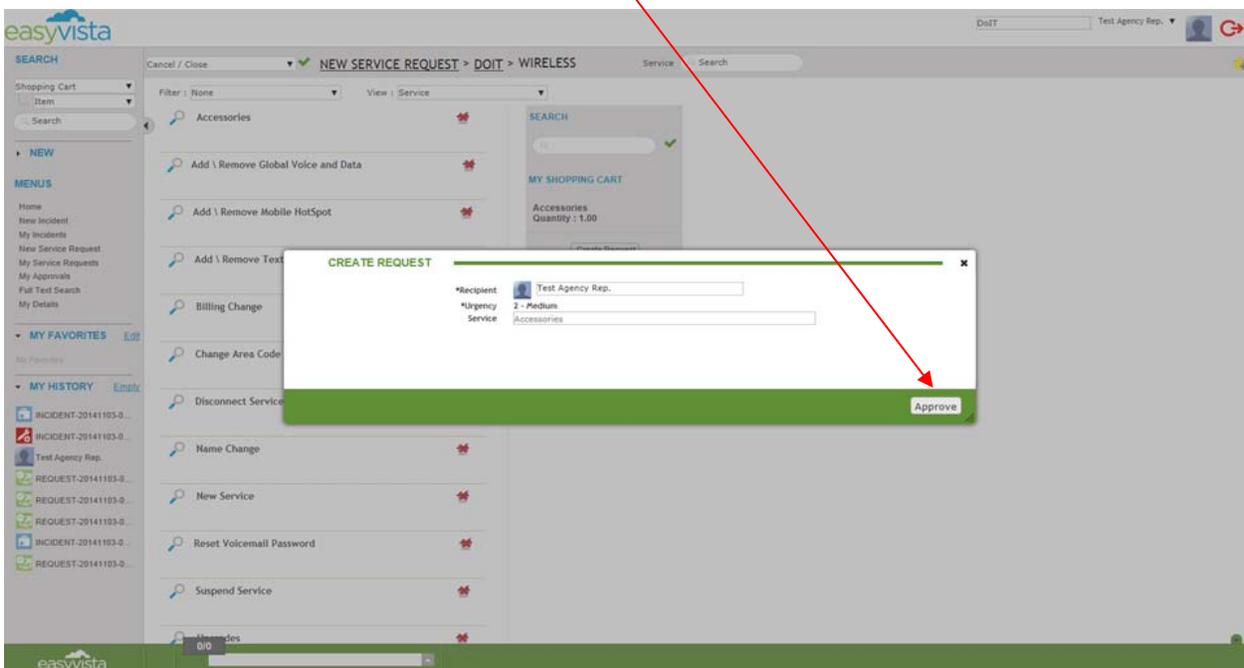


Self-Service Portal - Open a Request

8. If you need to edit the previous screen, click  , otherwise, click **Next** to submit for approval.

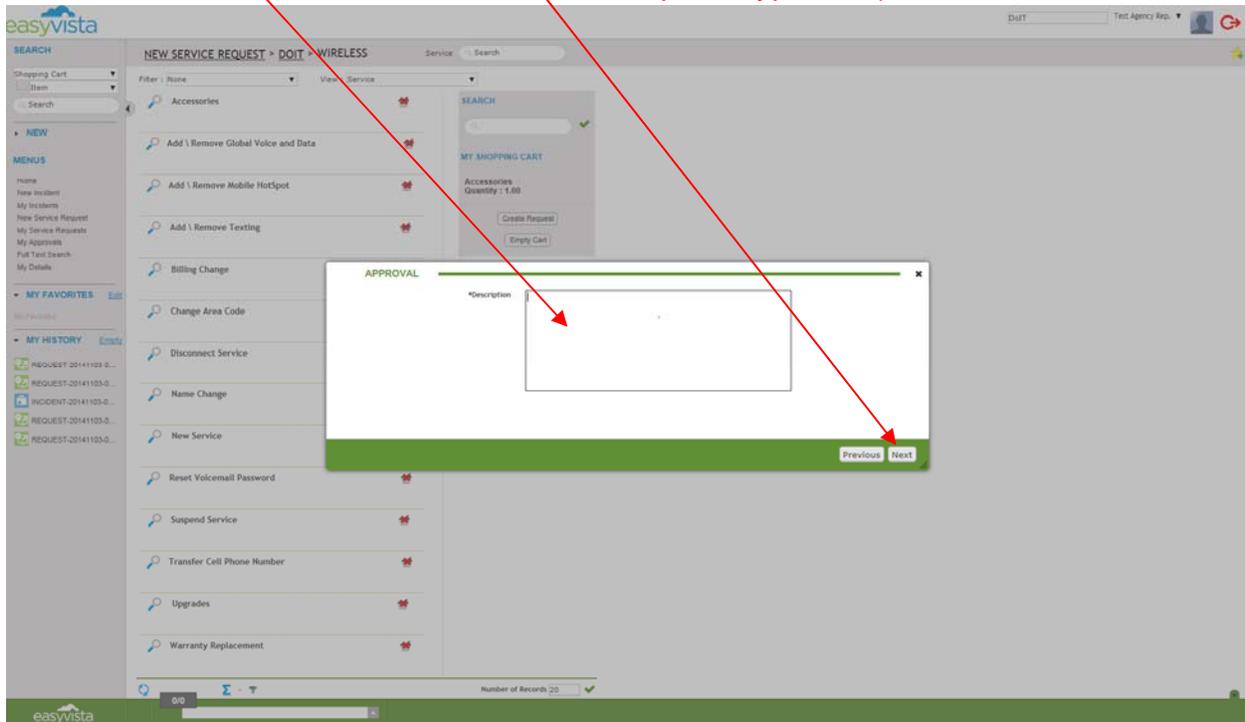


9. Fill-in the **Recipient** and click **Approval**.

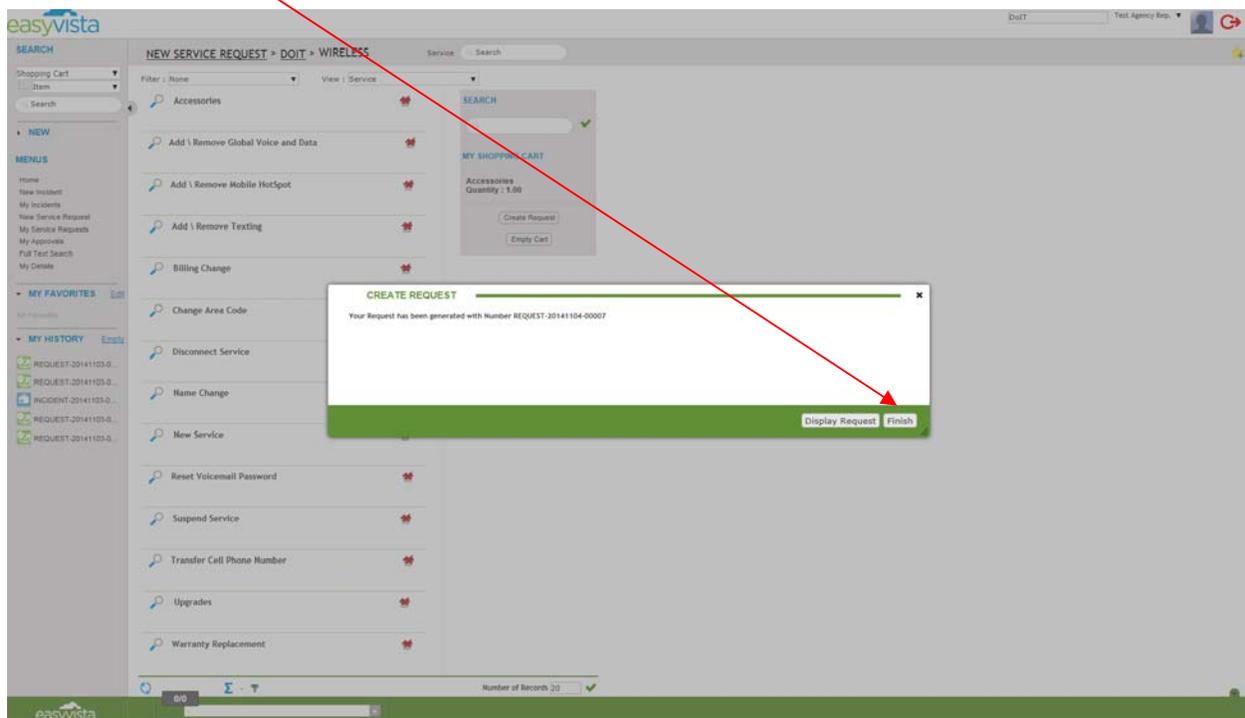


Self-Service Portal - Open a Request

10. Add a **description** and click **Next**. (Will not allow submission if left blank. If no description, type N/A.)

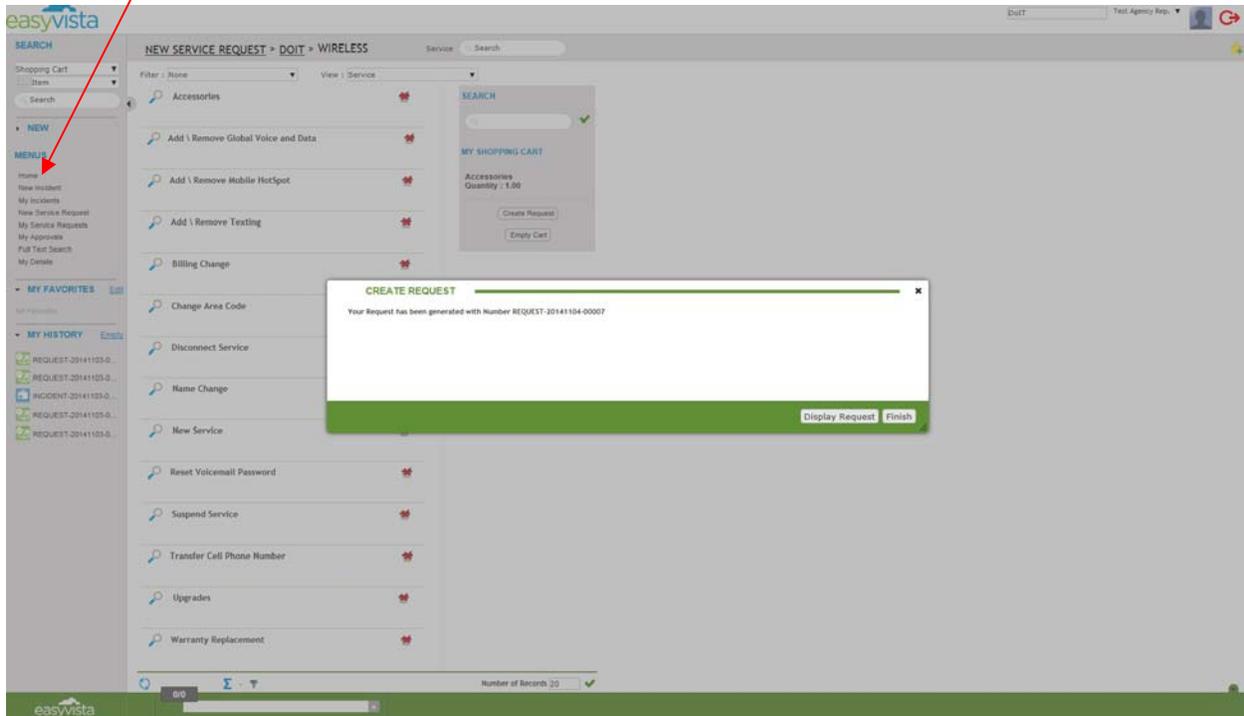


11. Click **Finish**.

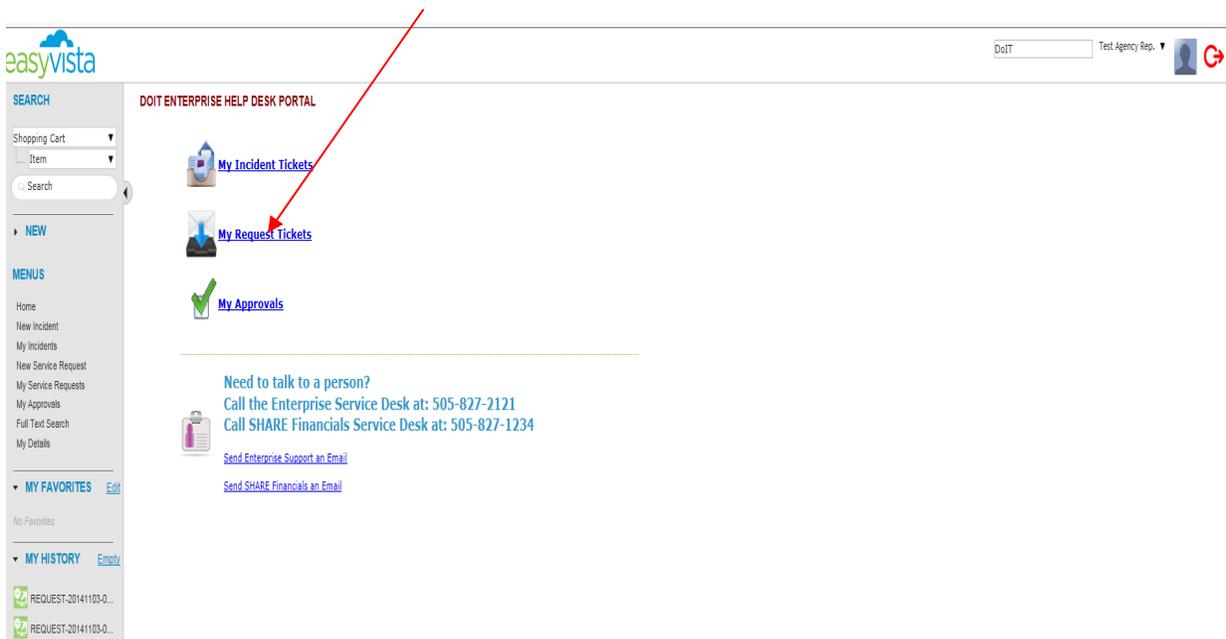


Self-Service Portal - Check Request Status

1. Click **HOME** to return to the Home Screen

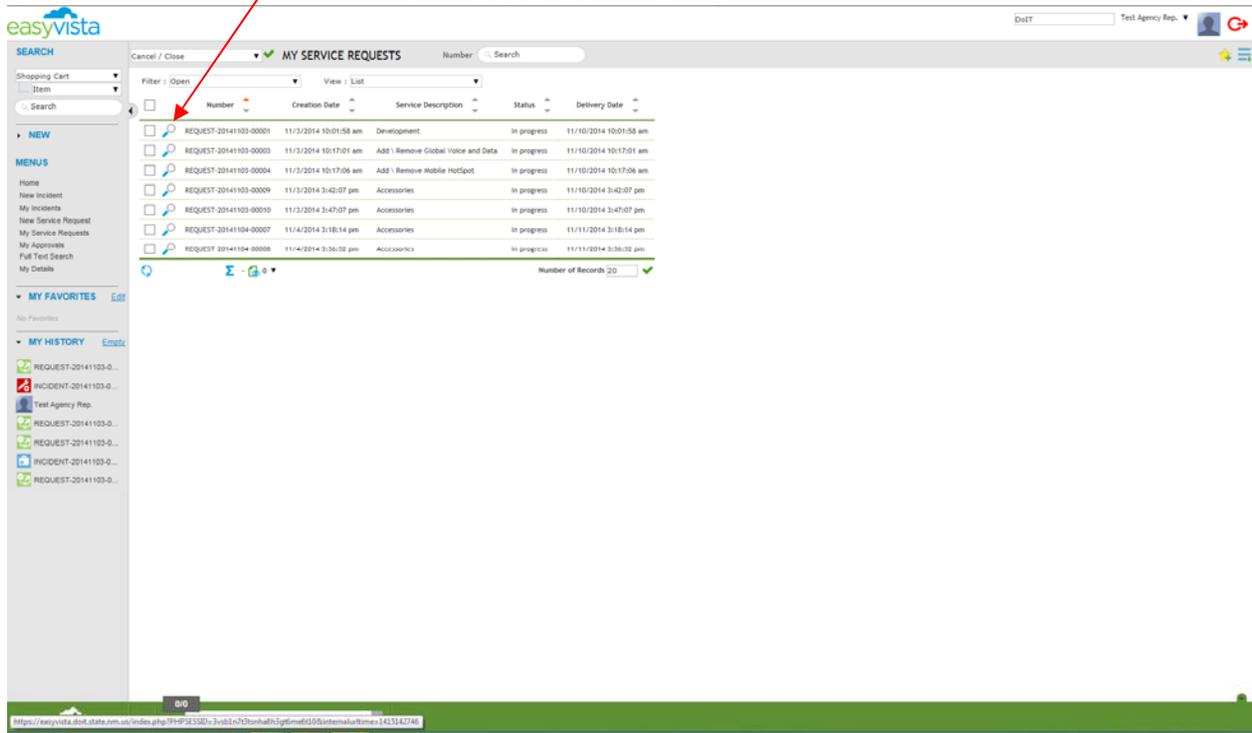


2. Click on **My Request Tickets**



Self-Service Portal - Check Request Status

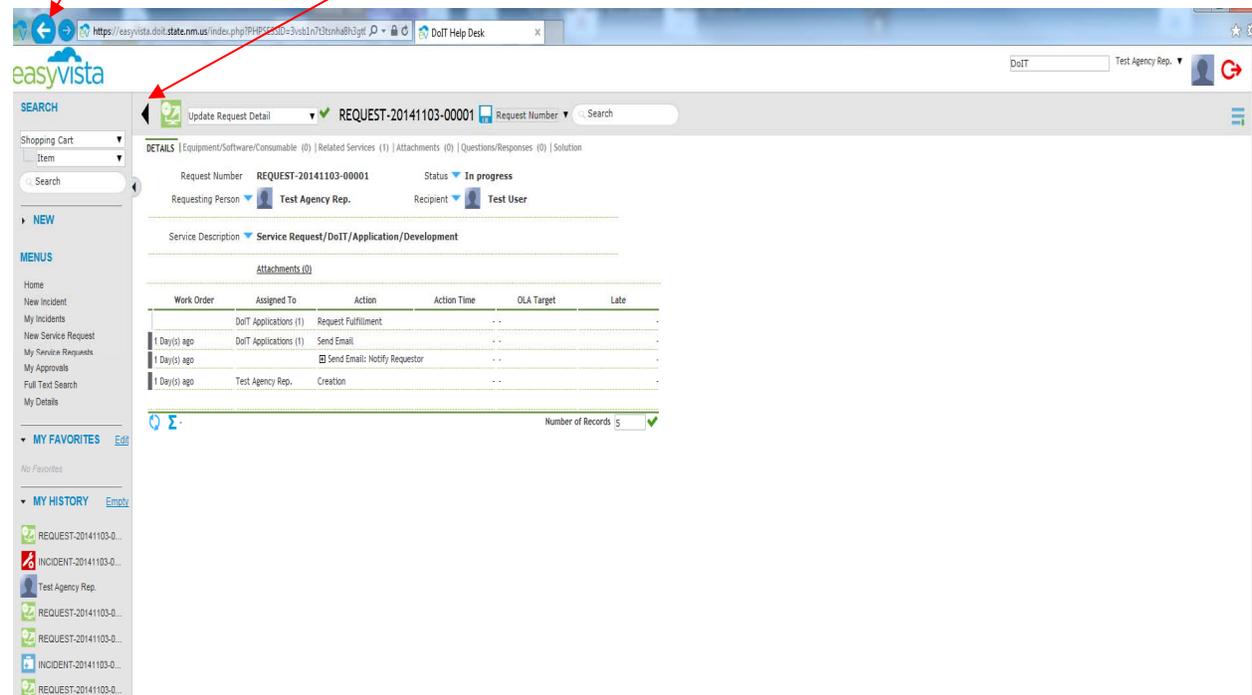
3. Click on the  symbol to open the ticket status



The screenshot shows the 'MY SERVICE REQUESTS' page in the EasyVista portal. The page has a search bar at the top and a table of requests below. A red arrow points to a magnifying glass icon in the first column of the table, which is used to view the details of a specific request.

	Number	Creation Date	Service Description	Status	Delivery Date
	REQUEST-20141103-00001	11/3/2014 10:01:58 am	Development	In progress	11/10/2014 10:01:58 am
	REQUEST-20141103-00003	11/3/2014 10:17:01 am	Add / Remove Global Voice and Data	In progress	11/10/2014 10:17:01 am
	REQUEST-20141103-00004	11/3/2014 10:17:06 am	Add / Remove Mobile HotSpot	In progress	11/10/2014 10:17:06 am
	REQUEST-20141103-00009	11/3/2014 3:42:07 pm	Accessories	In progress	11/10/2014 3:42:07 pm
	REQUEST-20141103-00010	11/3/2014 3:47:07 pm	Accessories	In progress	11/10/2014 3:47:07 pm
	REQUEST-20141104-00007	11/4/2014 3:18:14 pm	Accessories	In progress	11/11/2014 3:18:14 pm
	REQUEST-20141104-00008	11/4/2014 3:36:32 pm	Accessories	In progress	11/11/2014 3:36:32 pm

4. Status screen is revealed. Click  to return to previous page or click Home. **DO NOT** click the Back key. The program may shut down.

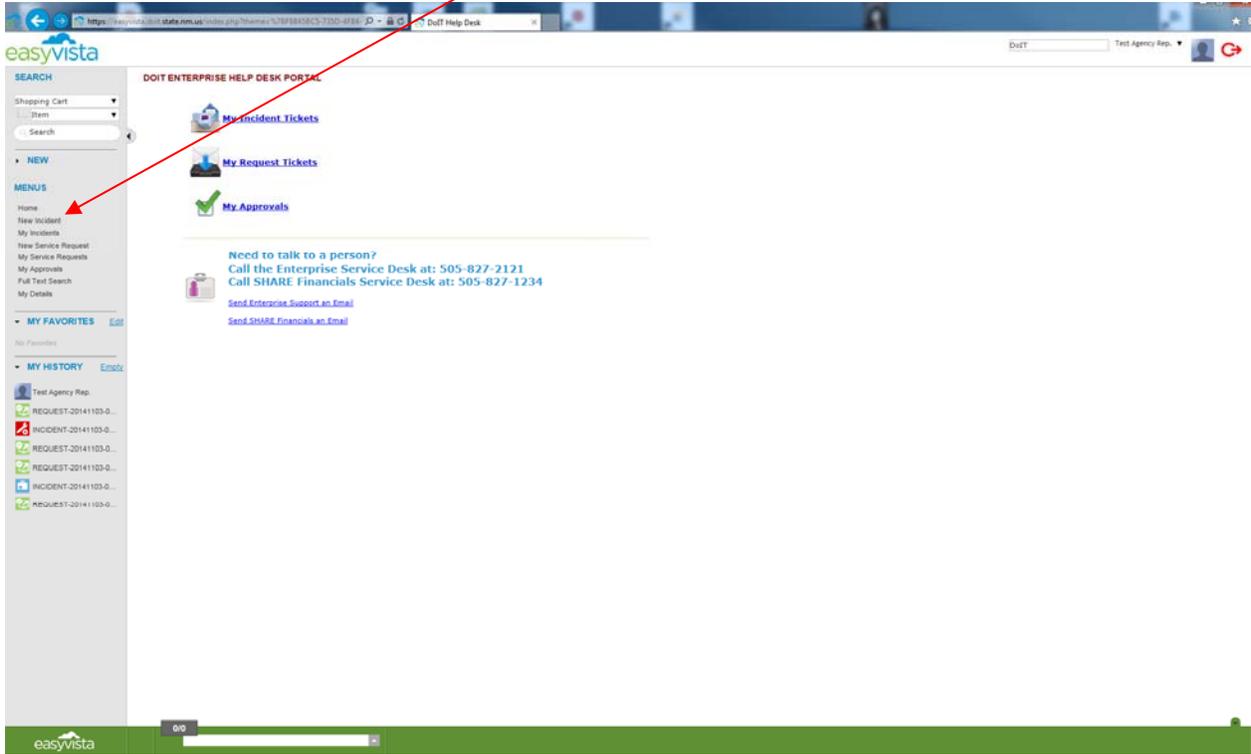


The screenshot shows the details page for request 'REQUEST-20141103-00001'. The page displays the request number, status (In progress), requesting person (Test Agency Rep.), and recipient (Test User). It also shows a table of work orders and their actions. A red arrow points to the back arrow icon in the top left corner of the page, which is used to return to the previous page.

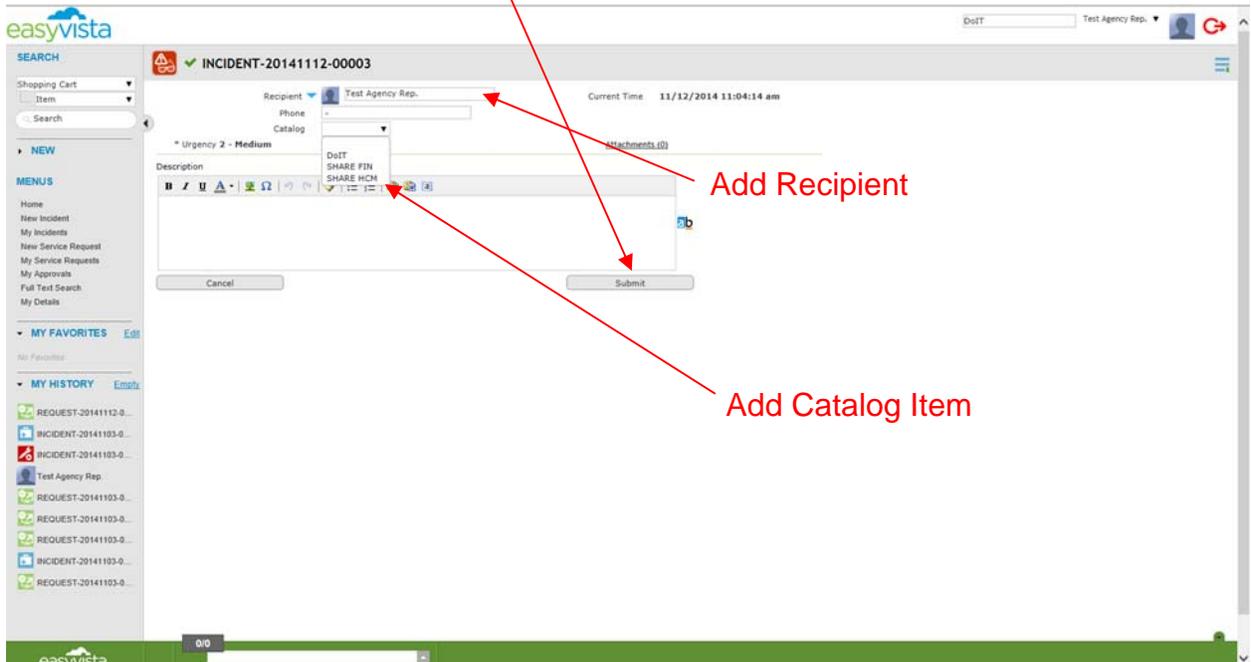
Work Order	Assigned To	Action	Action Time	OLA Target	Late
	DoIT Applications (1)	Request Fulfillment			
1 Day(s) ago	DoIT Applications (1)	Send Email			
1 Day(s) ago		Send Email: Notify Requestor			
1 Day(s) ago	Test Agency Rep.	Creation			

Self-Service Portal - Open an Incident

1. At the Home Screen, Click on **New Incident**

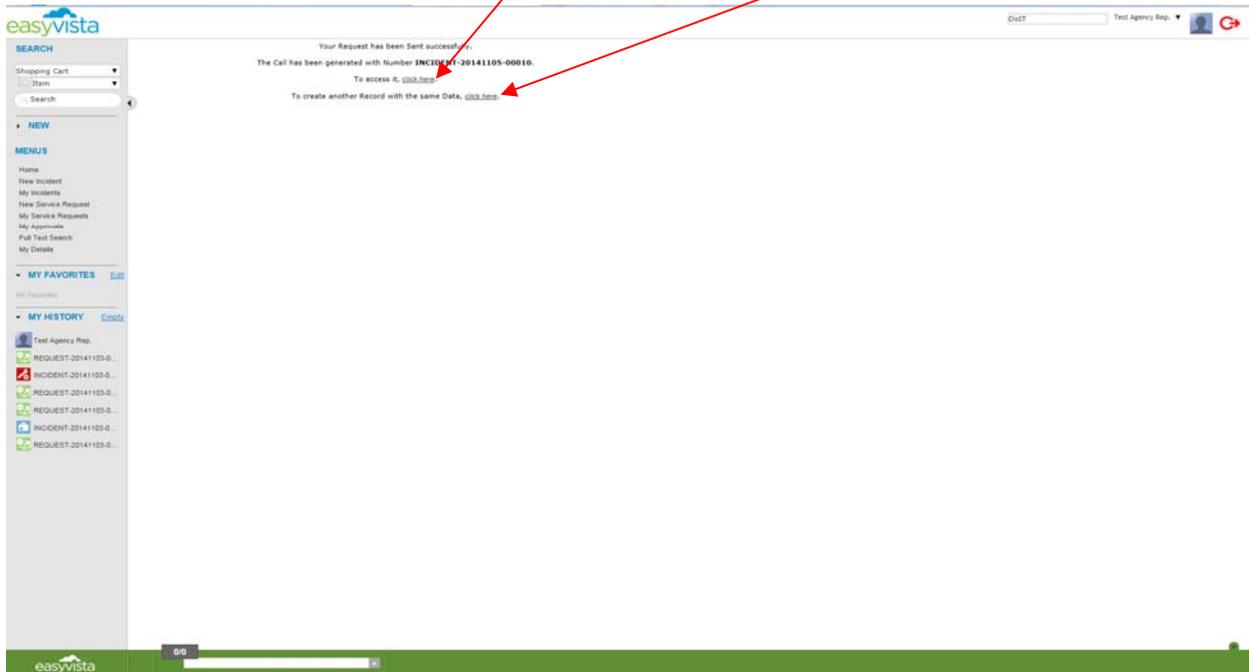


2. Fill-in all fields and Click **Submit**.

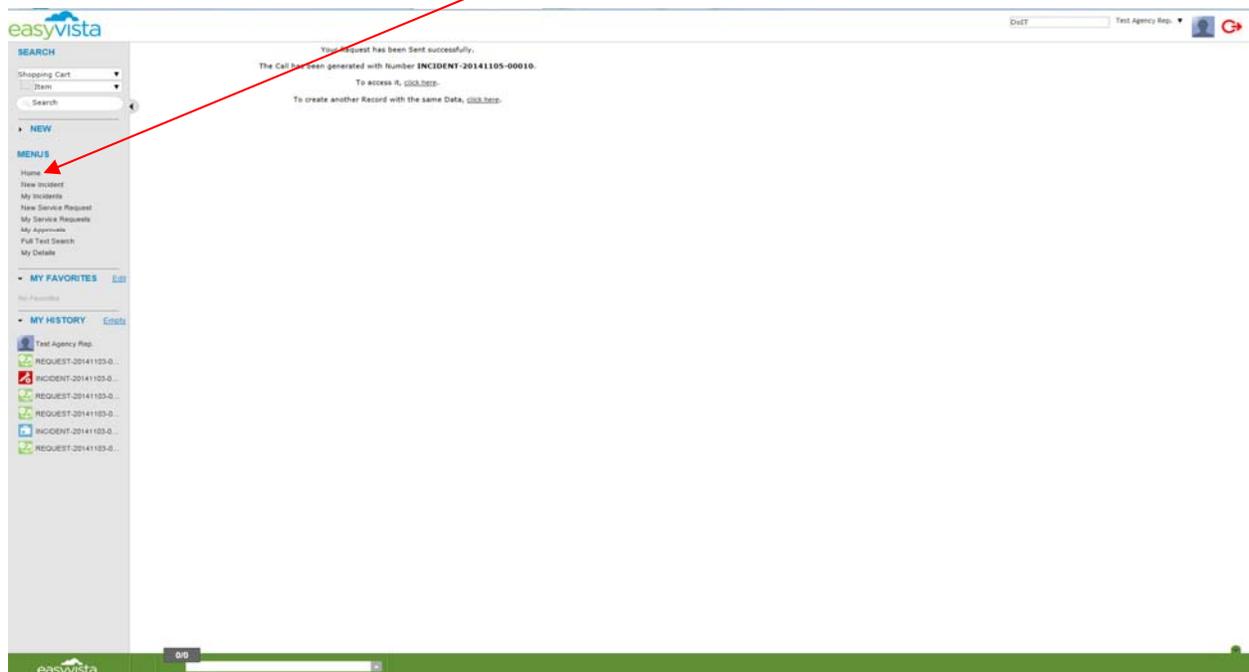


Self-Service Portal - Open an Incident

- The confirmation screen will appear with the Incident Number. You may also access the incident by clicking on the **Click Here** link and well as the **Click Here** link to create another Record with the same Data.

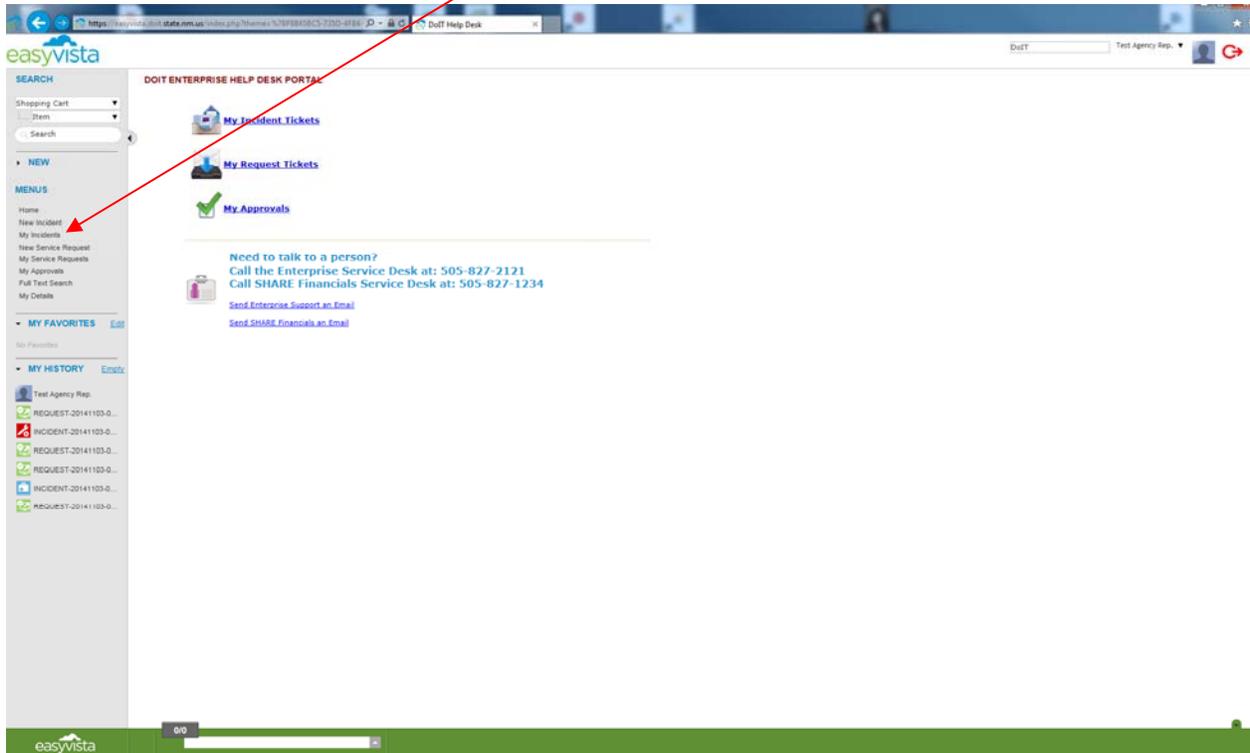


- To return to the Home Screen, Click **Home**.

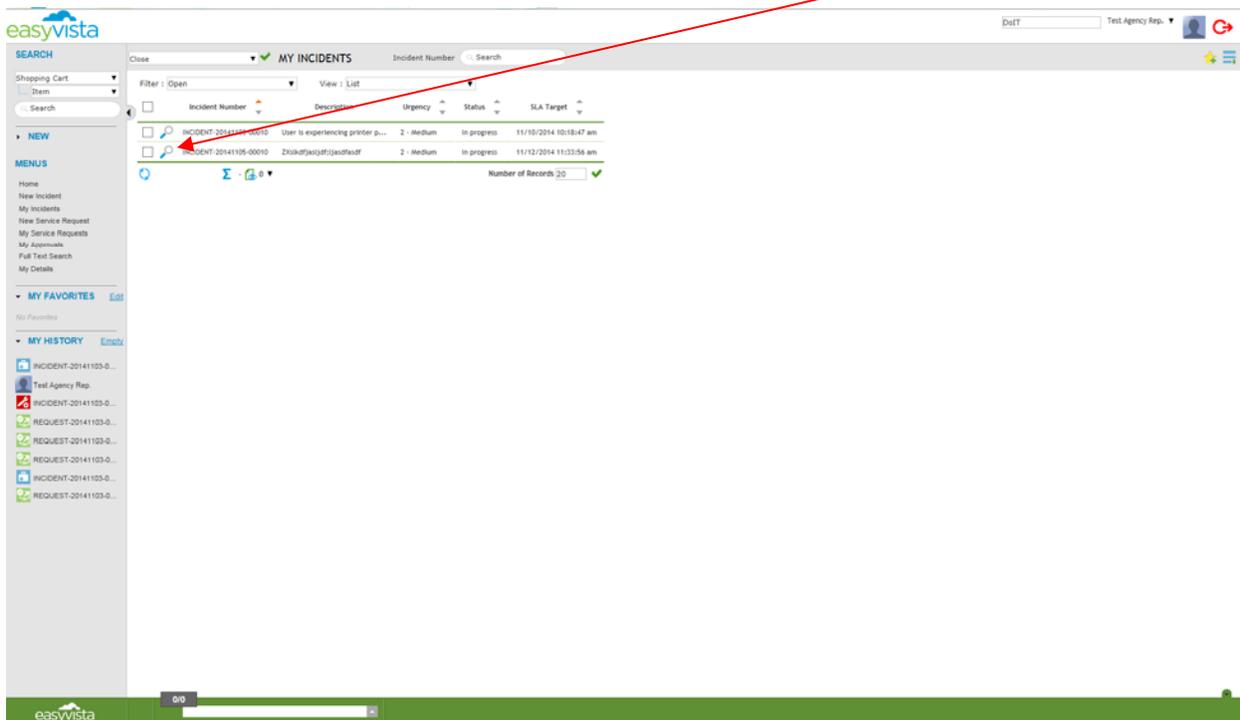


Self-Service Portal - Check an Incident

1. At the Home Screen, Click on **My Incidents**

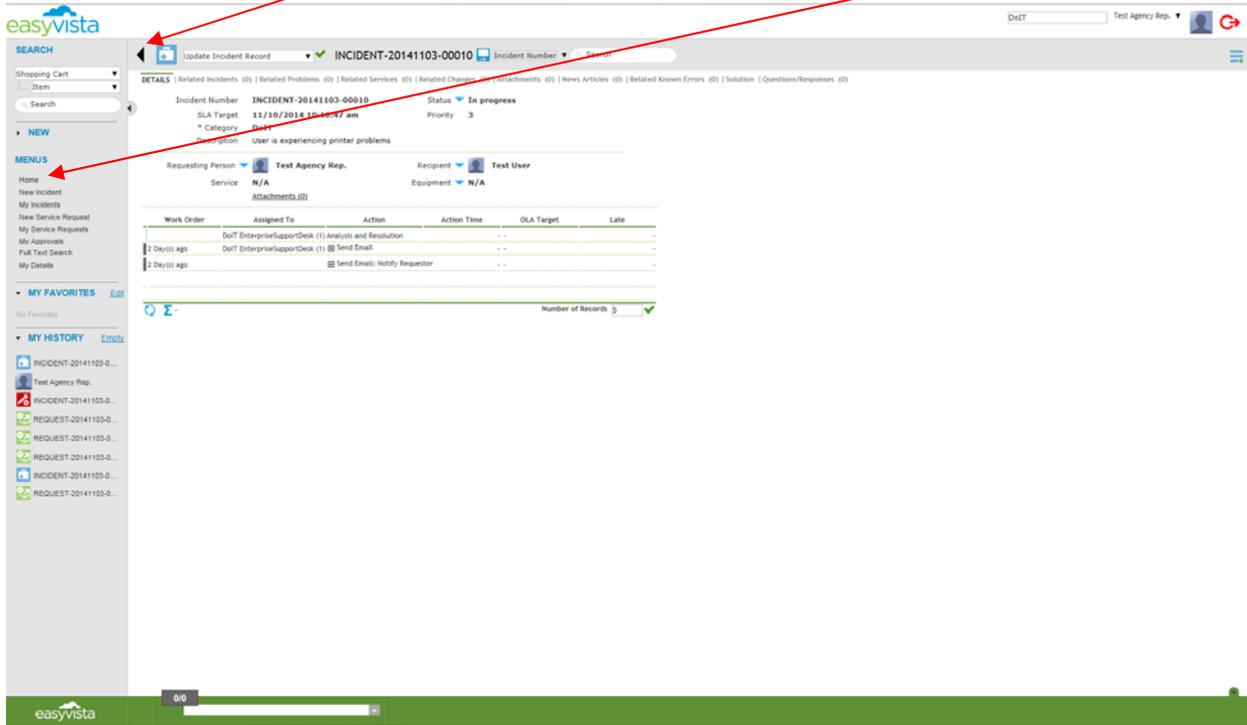


2. The My Incidents status screen appears. Click on the  icon to display the status.



Self-Service Portal - Check an Incident

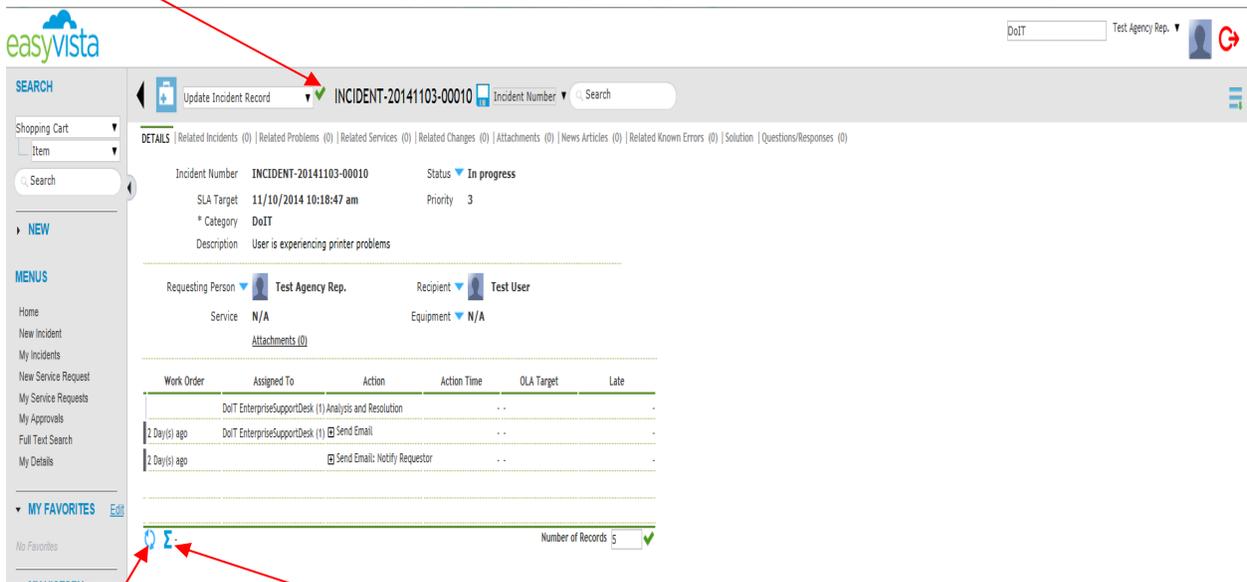
- Status screen is revealed. Click  to return to previous page or click **Home**. **DO NOT** click the **Back** key. The program will shut down.



The screenshot shows the 'Update Incident Record' page for incident 'INCIDENT-20141103-00010'. The status is 'In progress'. The description is 'User is experiencing printer problems'. The requesting person is 'Test Agency Rep.' and the recipient is 'Test User'. The page includes a table of work orders and a 'Number of Records' indicator at the bottom right.

- Other options available:

Allows you to update your description



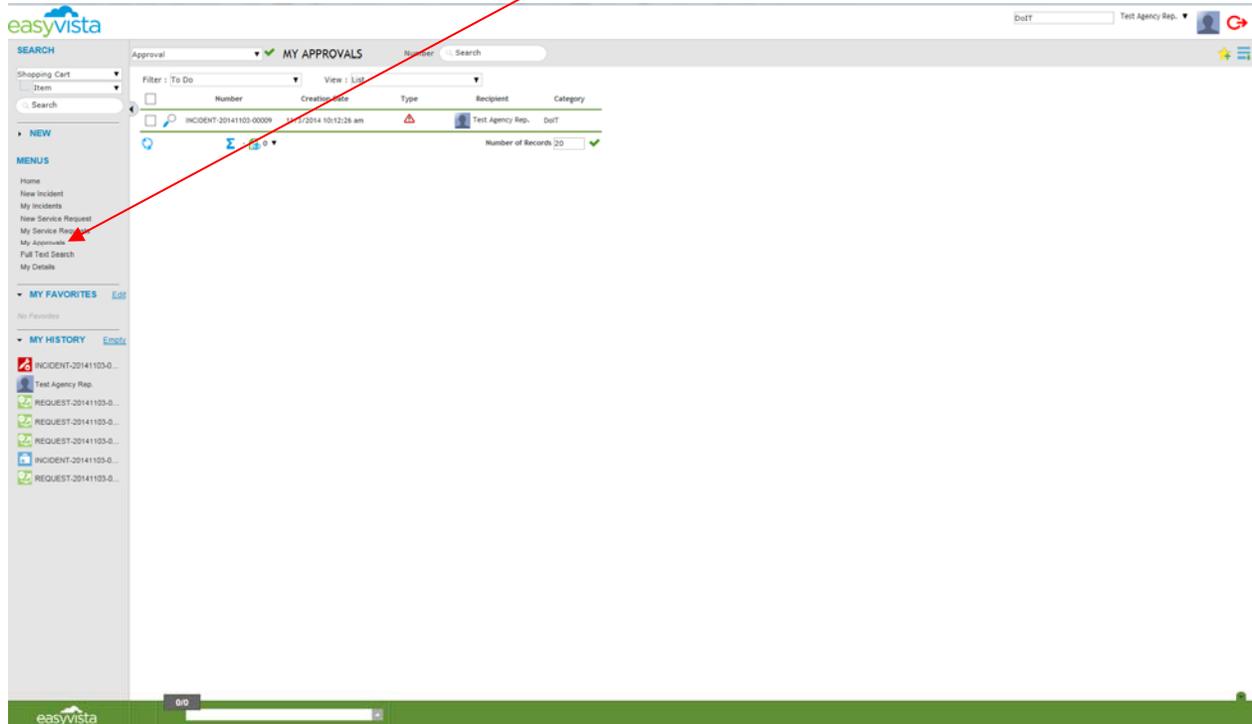
This screenshot is similar to the previous one but includes annotations. A red arrow points from the 'Update Incident Record' button to the 'Description' field, indicating that this button allows users to update their description. Another red arrow points from the 'Total of Incidents Icon' to the refresh icon (a circular arrow) located at the bottom left of the page, near the 'Number of Records' indicator.

Refresh List Icon

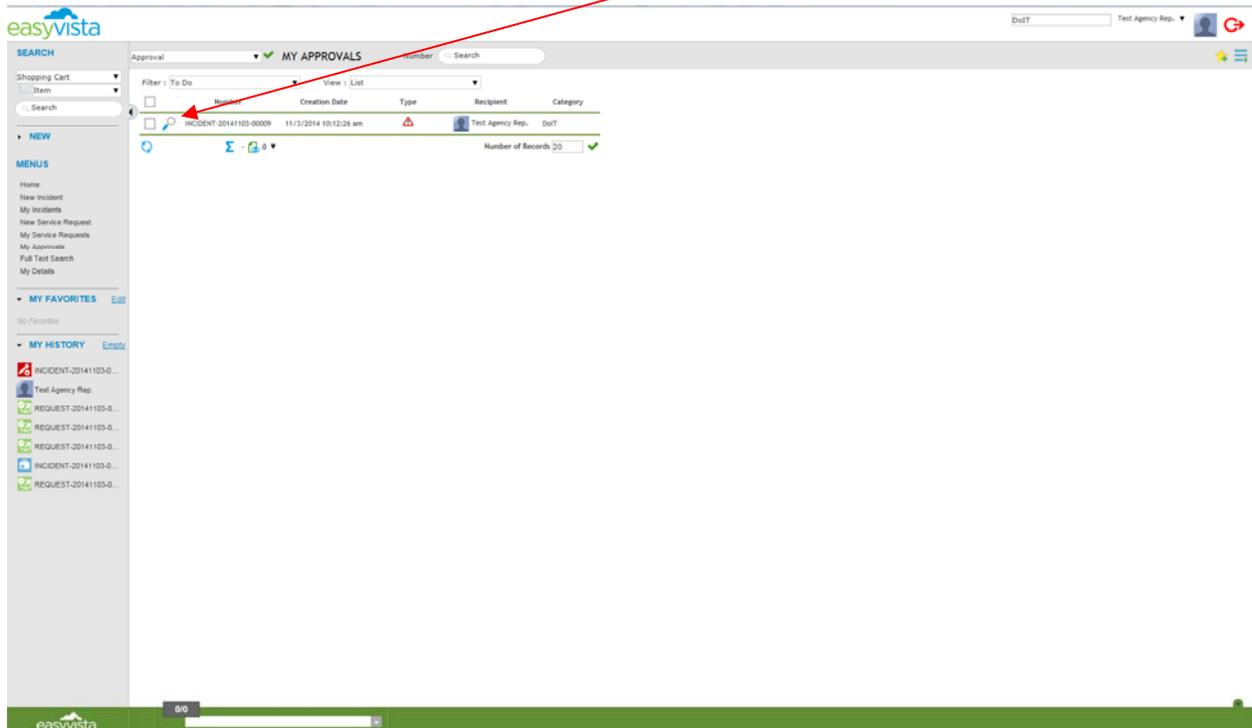
Total of Incidents Icon

Self-Service Portal - Check Approvals

1. At the Home Screen, Click on **My Approvals**.

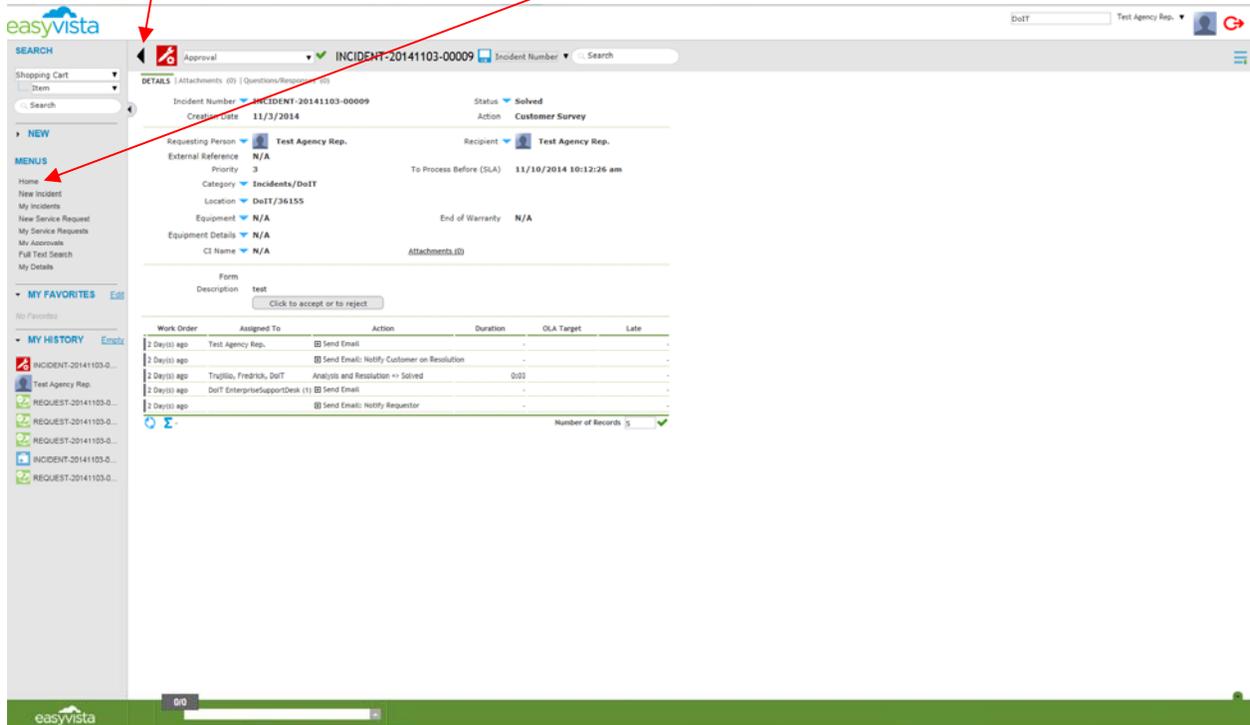


2. The approval status screen appears. Click on the  icon to display the status.



Self-Service Portal - Check Approvals

3. Click  to return to previous page or click **Home**.



The screenshot displays the EasyVista Self-Service Portal interface. The top navigation bar includes the EasyVista logo, a search bar, and a user profile dropdown. The main content area shows the details for an incident with ID 'INCIDENT-20141103-00009'. The incident status is 'Solved', and the action is 'Customer Survey'. The incident was created on 11/3/2014. The requesting person is 'Test Agency Rep.' and the recipient is also 'Test Agency Rep.'. The incident category is 'Incidents/DoIT', and the location is 'DoIT/36155'. The equipment is 'N/A', and the end of warranty is 'N/A'. The incident description is 'test'. Below the details, there is a table of work orders with columns for 'Work Order', 'Assigned To', 'Action', 'Duration', 'OLA Target', and 'Late'. The table contains five rows of data, each representing a work order with a timestamp of '2 Days(s) ago' and a specific action taken. The bottom of the page features a green footer with the EasyVista logo and a search bar.

