

## ServiceDesk Plus Quick Reference Guide

### Accessing the system

Type <http://afhelp> in the address bar of your browser of choice.

The screenshot shows the login interface with the following elements:
 

- 1**: A bracket pointing to the Username and Password input fields.
- 2**: A callout pointing to the 'Log on to' dropdown menu, which is currently set to 'BFBP'.
- 2**: A callout pointing to the 'Login' button.

1. Enter the username and password you normally use to access your computer.
2. Select **BFBP** from the drop-down menu.
3. Click on the **Login** button.

### Features

The screenshot shows the user dashboard with the following features highlighted:
 

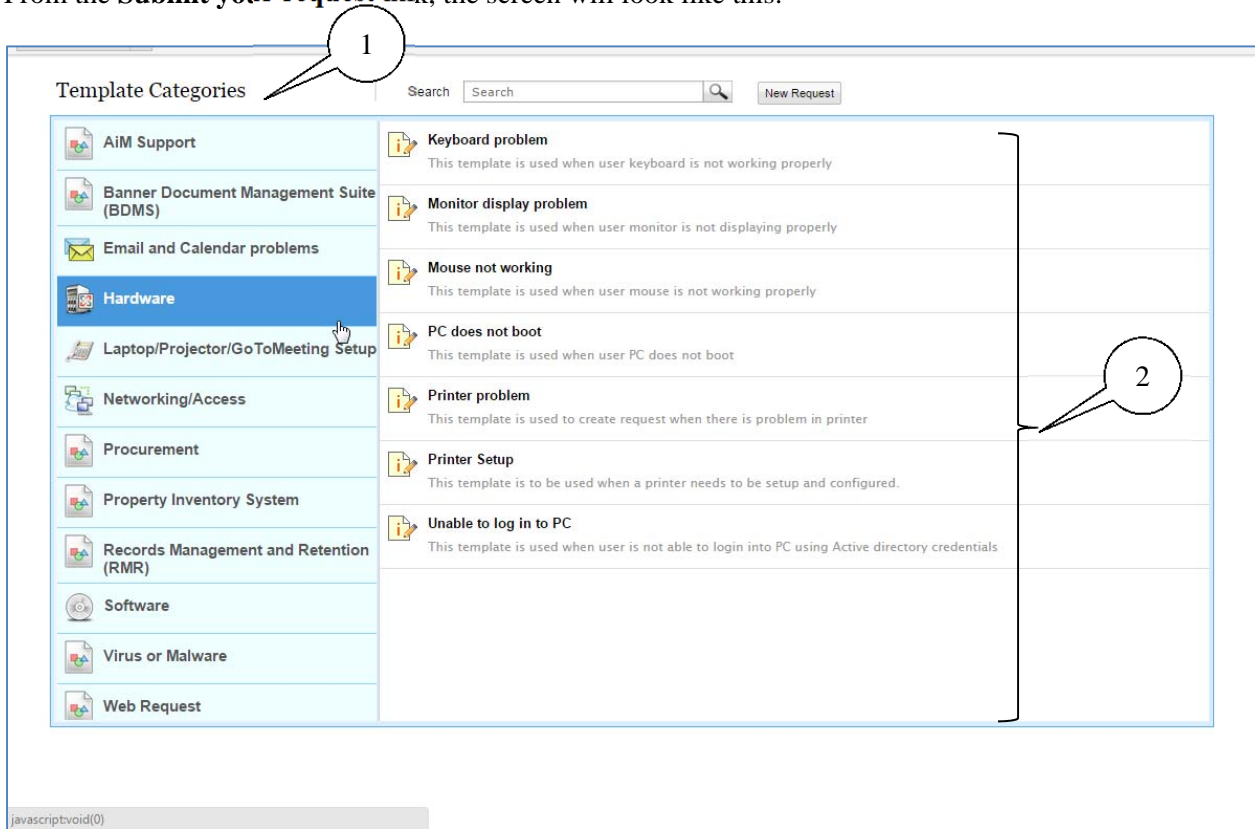
- 1**: A callout pointing to the 'Watch this Portal Usage video' link in the Portal Usage sidebar.
- 2**: A callout pointing to the 'Show all' button under the 'Announcements' section.
- 3**: Two callouts pointing to the 'Request Catalog' dropdown menu and the 'Submit your request' link.
- 4**: A callout pointing to the search bar in the 'Popular Solutions' section.
- 5**: A callout pointing to the 'Requests' tab in the top navigation bar.

1. Watch a short video on how to use ServiceDesk Plus.
2. See any important **Announcements**.
3. Access templates and submit requests by clicking on the link or using the drop-down menu.
4. Search **Solutions** to see if there is a quick fix for your problem without the need to submit a request or to get instructions for common tasks.
5. Review requests you have submitted – check status, history.

## Using Templates

Templates are an easy way to make sure that all necessary information is provided for common requests. Templates also ensure that the correct service team is notified of the request as soon as it is submitted. They are organized by category and can be accessed either by clicking on the **Submit your request** link or by using the drop-down **Request Catalog** menu.

From the **Submit your request** link, the screen will look like this:



1. Click on a template category.
2. Choose the template for your request.
3. If there is no template available for your request or you are unsure which one to use, choose **New Request** from the drop-down menu.

## On Behalf Of

If you need to submit a request for another person (for example, when their computer is not working or they are not near their desk), put their name in the **On Behalf of** field on the template:

On Behalf of:

## Attach file

Use the **Attach file** button to include a screen shot or supporting documentation for the request:

Attachments :