

SERVICE DESK GUIDE for STUDENTS

We inform you that since February 1st, 2017 “Service Desk” is open to students to provide assistance to forward directly online their requests of information or needs of assistance. Students can access “Service Desk” (<http://www.univr.it/helpdesk>) by entering their GIA login and password, or else by entering myUnivr in the dedicated spot “Service Desk”.

As a consequence, we remind you that after February 1st, 2017 any e-mail message sent by students to the International Office will remain unanswered.

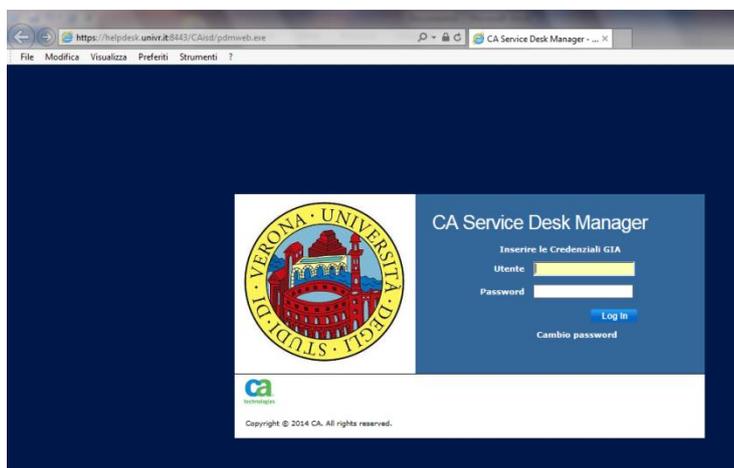
STEP 1

Go to the link <http://www.univr.it/helpdesk>

Enter your credentials :

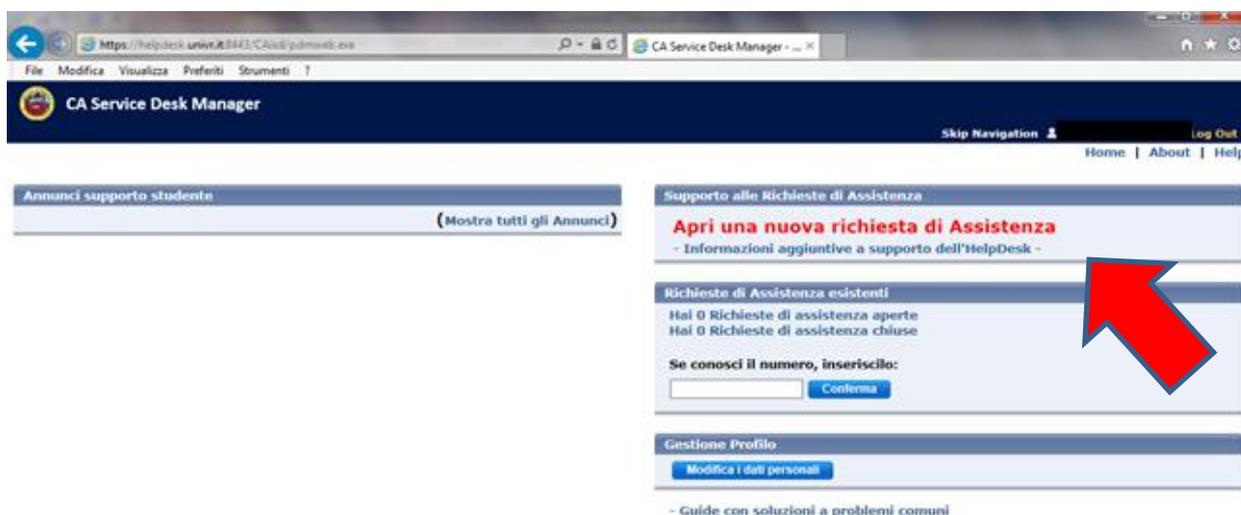
Username : enter your ID (not e-mail)

Password: enter your password



STEP 2

If you wish to open new request click on “Apri una nuova richiesta di Assistenza”



STEP 3

Click on the specific button to select the correct category for your request:

The screenshot shows a web browser window with the URL <https://helpdesk.univr.it/CAisd/CAisd/pdmweb.asp>. The page title is "CA Service Desk Manager". The main content area is titled "Nuova Richiesta di Assistenza n. 2017-104642". There are several input fields for user information: "Studente Richiedente", "Telefono", "Matricola", "Login", "Studente Part Time", "Codice Corso di Studio", "Indirizzo E-mail istituzionale", "Codice Fiscale", "Codice Indirizzo di Studio", "Indirizzo Email Alternativo", and "Tipo di Corso di Studio". A red arrow points to a blue button labeled "Controllo Ortografico" located below the "Descrizione (required)" field.

STEP 4

A new page will be opened in which can select the office you need.

IMPORTANT: For the International Office please select **DIREZIONE STUDENTI > MOBILITA INTERNAZIONALE**

The screenshot shows a web browser window with the URL https://helpdesk.univr.it/CAisd/html/popup_frames.html?POPUP_URLIX=0+popupType=1. The page title is "Category Selection - CA Service Desk Manager - Mozilla Firefox". The main content area is titled "Category Selection". Under the "Category" heading, there is a list of categories: "100 - DIREZIONE STUDENTI", "AREA SCIENZE E INGEGNERIA.UO Didattica e Studenti Scienze e Ingegneria", "AREA UMANISTICO-ECONOMICO-GIURIDICA", "DIRITTO ALLO STUDIO", "MOBILITA INTERNAZIONALE", and "130 - DIREZIONE AMMINISTRAZIONE E FINANZA.Trattamenti Economici.CU". A red arrow points to the "MOBILITA INTERNAZIONALE" category.

STEP 5

Select the type of request from the list ("Category" SEE TABLE at next page):

The screenshot shows a list of sub-categories under "MOBILITA INTERNAZIONALE": "ERASMUS+Studio", "Area Economica", "Area Giuridica", "Area lingue e letterature straniere", "Area Medico/Sanitaria", "Area Scienze e Ingegneria", "Area Scienze Motorie", "Area Umanistica", "ERASMUS+Traineeships", "Exchange Students - INCOMING", "SHORT TERM MOBILITY", and "WORLDWIDE STUDY". A red arrow points to the "Area Umanistica" sub-category.

Request type	Users
Erasmus+ Studio	Students of the University of Verona (=OUTGOING) who ask for some assistance, information or students who need to send documents as attachments etc... in the framework of the Erasmus Study Programme. <u>Important: in this type of request please specify your area of study among the following:</u> Area Economica Area Giuridica Area Lingue e Letterature Straniere Area Medico/Sanitaria Area Scienze e Ingegneria Area Scienze Motorie Area Umanistica
Erasmus+ Traineeships	Students of the University of Verona who ask for some assistance, information or students who need to send documents as attachments etc... in the framework of the Erasmus Traineeships Programme.
Short Term Mobility	Students of the University of Verona who ask for some assistance, information or students who need to send documents as attachments etc... in the framework of the Short Term Mobility Programme
Worldwide Study	Students of the University of Verona who ask for some assistance, information or students who need to send documents as attachments etc... in the framework of the of Worldwide Study Programme <u>Important: in this type of request please specify the receiving country</u>
Exchange Students - INCOMING	Erasmus or other Exchange INCOMING students

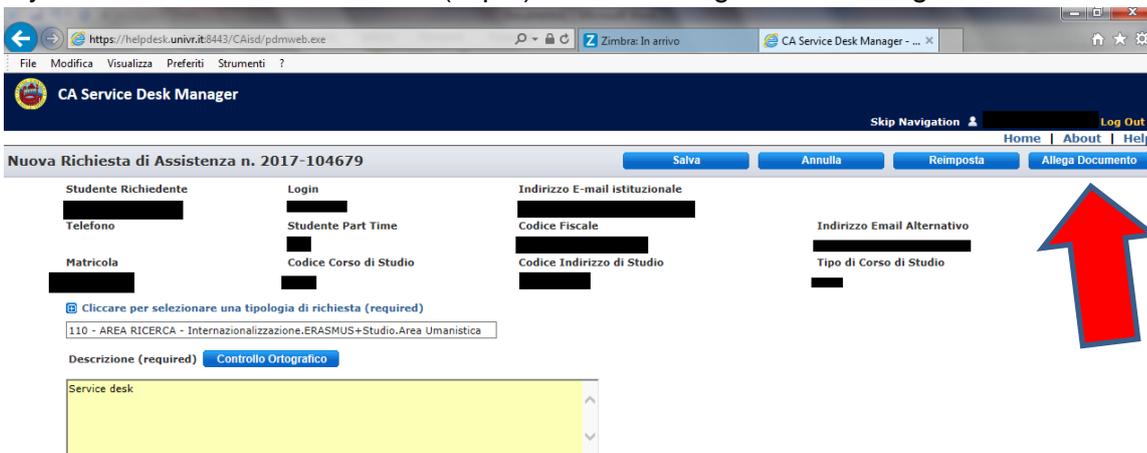
STEP 6

After choosing the correct category, you can write your message in the “Descrizione” box, as in the example below:

The screenshot shows the 'Nuova Richiesta di Assistenza n. 2017-104642' form in the CA Service Desk Manager. The 'Descrizione (required)' field is highlighted in yellow and contains the text: "Buongiorno, dovrei consegnare dei documenti per l'Erasmus, posso inviarglieli direttamente via mail o devo venire a consegnarli a mano?". A red arrow points to this field.

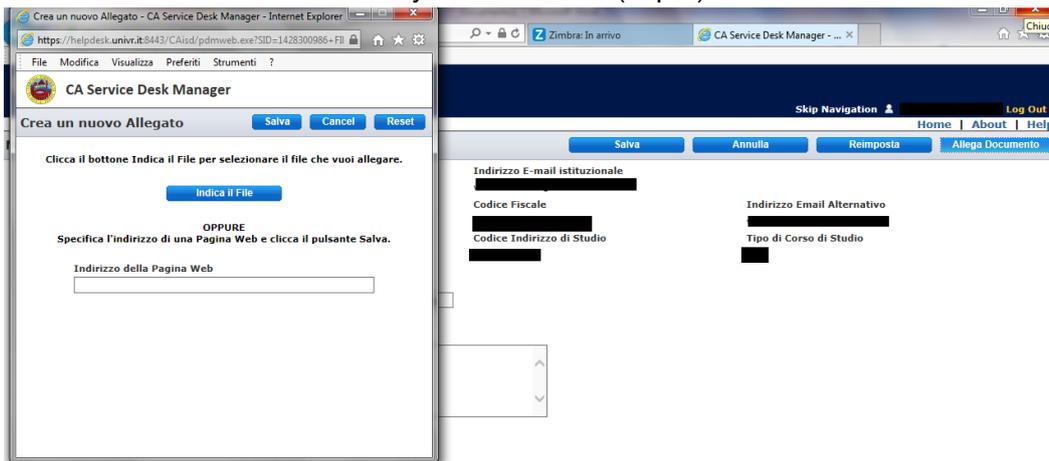
STEP 7

If you need to attach a document (in pdf) click on the right button “Allega documento”:



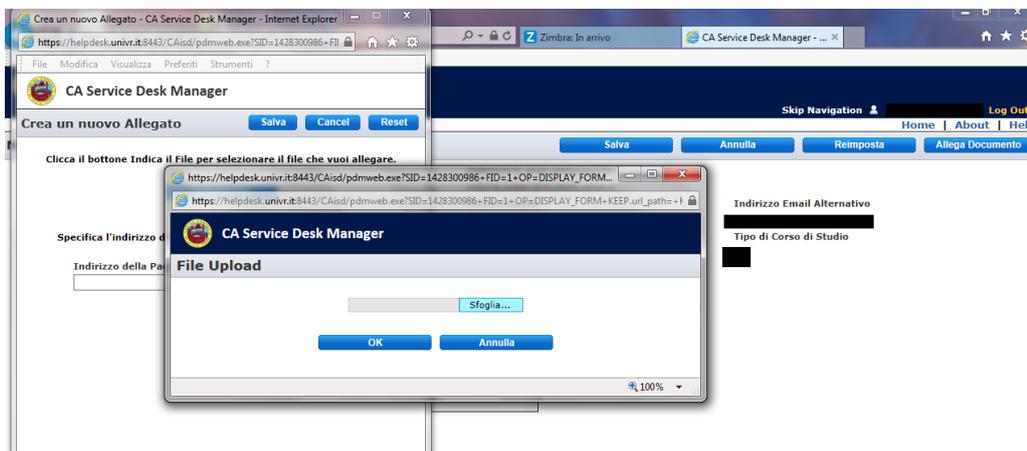
STEP 8

Click on “Indica il file” to attach your document (in pdf):



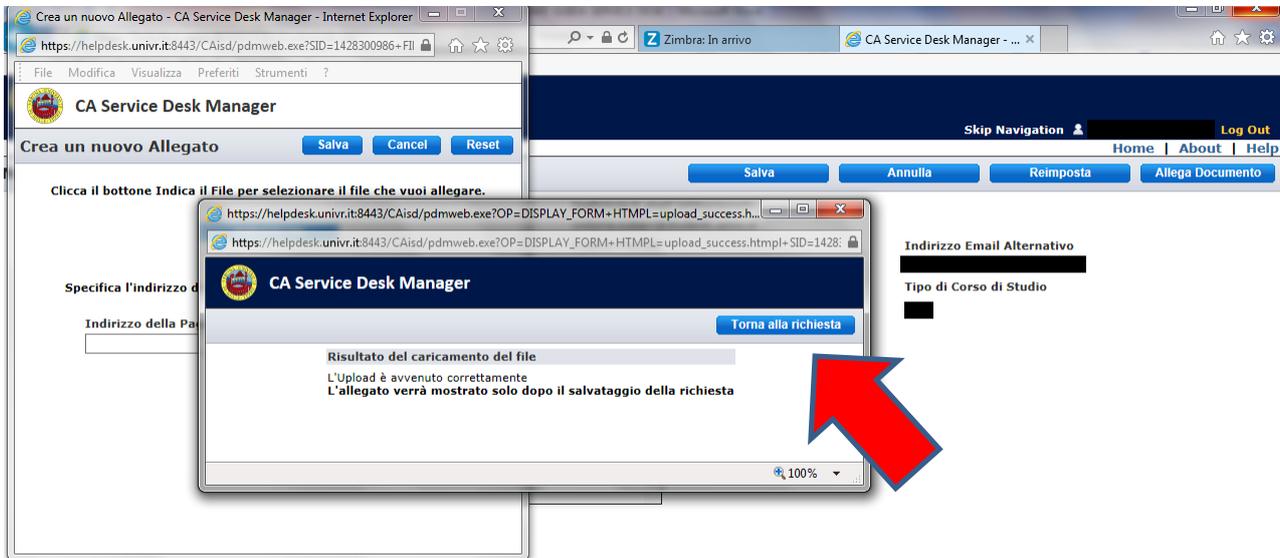
STEP 9

Click on “Sfoggia” to select the correct attachment in your pc/device:



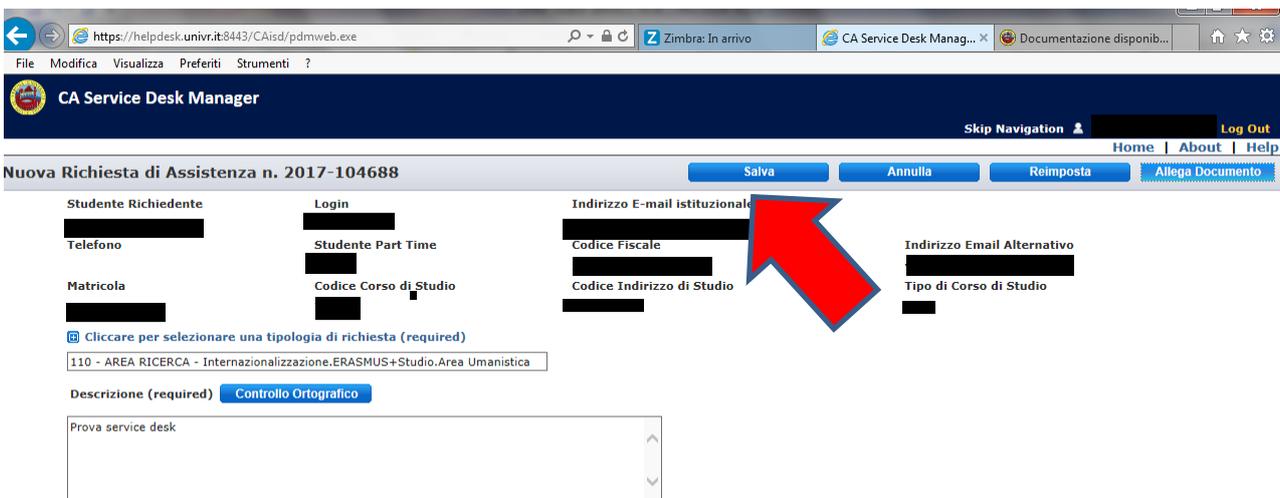
STEP 10

At the end of Step 9, the following message will inform you that the upload was completed. Click on “Torna alla richiesta”:



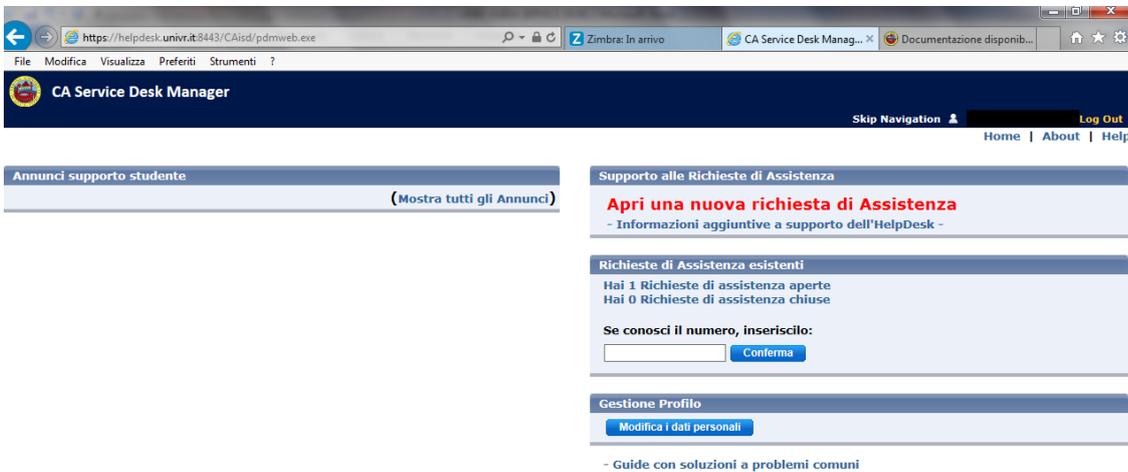
STEP 11

To save your request click “Salva” (=“Save”),
IMPORTANT: no notice regarding the attached document will appear.
The attachment will be shown after saving.



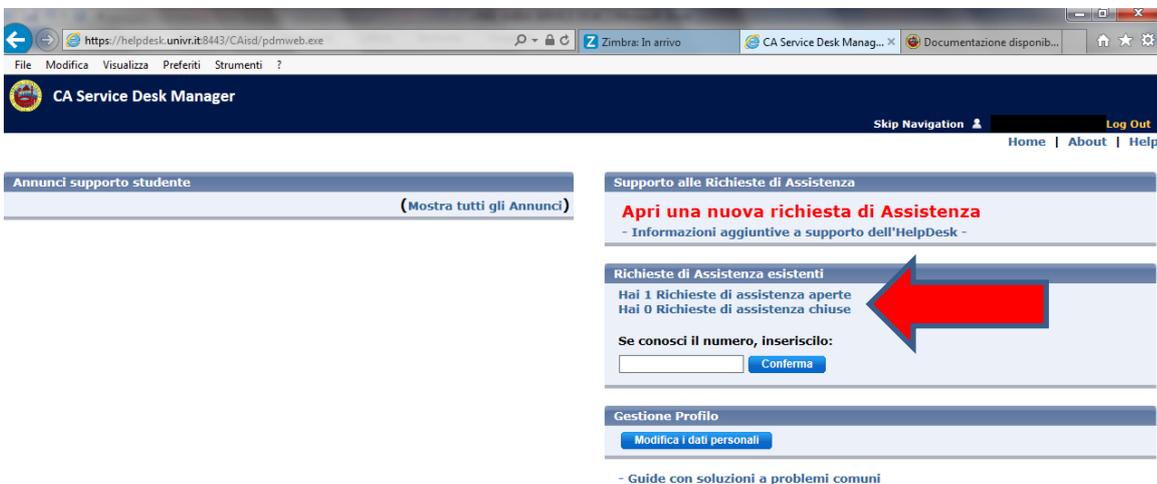
STEP 12

Automatically the home page will be opened. It's possible to verify the opened assistance requests (request without answer), or closed assistance requests (already answered):

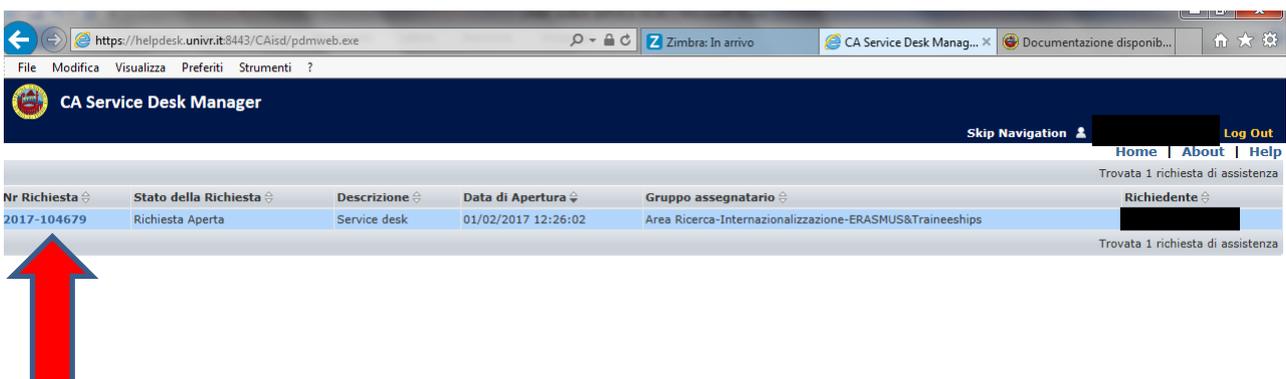


STEP 13

To see your request click on “Richiesta di assistenza aperta” or “Richiesta di assistenza chiusa”. There you can view your request, the attachments, and the answer your received from the International Office:



Click to view the request details:



Nr Richiesta	Stato della Richiesta	Descrizione	Data di Apertura	Gruppo assegnatario	Richiedente
2017-104679	Richiesta Aperta	Service desk	01/02/2017 12:26:02	Area Ricerca-Internazionalizzazione-ERASMUS&Traineeships	[Redacted]

An example with details.

CA Service Desk Manager

Dettaglio Richiesta di Assistenza n. 2017-104679

Aggiungi Nota | Allega Documento | Annulla la Richiesta

Studente Richiedente	Login	Email Istituzionale	
Telefono	Studente Part Time	Codice Fiscale	
Indirizzo E-mail alternativo			
Matricola	Codice Corso di Studio	Codice Indirizzo di Studio	Tipo di Corso di Studio
Aperta il	Aperta da	Stato	Tipologia della Richiesta
110 - AREA RICERCA - Internazionalizzazione.ERASMUS+Studio.Area Umanistica			
Descrizione			
Service desk			
Campi aggiuntivi per la tipologia di richiesta			
Nome	Valore	Esempio	
Cronologia richiesta			
Utente	Data	Tipo	Sommario

STEP 14

As in Step 7, if you need to indicate a web link, click on the right button "Allega documento" and enter the link :

CA Service Desk Manager

Nuova Richiesta di Assistenza n. 2017-104679

Salva | Annulla | Reimposta | Allega Documento

Studente Richiedente | Login | Indirizzo E-mail istituzionale

Telefono | Studente Part Time | Codice Fiscale | Indirizzo Email Alternativo

Matricola | Codice Corso di Studio | Codice Indirizzo di Studio | Tipo di Corso di Studio

Descrizione (required) | Controllo Ortografico

Service desk

STEP 15

Enter the link in the box "Indirizzo della Pagina Web". Click on "Salva" when you finish:

CA Service Desk Manager

Crea un nuovo Allegato

Salva | Cancel | Reset

Clicca il bottone Indica il File per selezionare il file che vuoi allegare.

Indica il File

OPPURE

Specifica l'indirizzo di una Pagina Web e clicca il pulsante Salva.

Indirizzo della Pagina Web

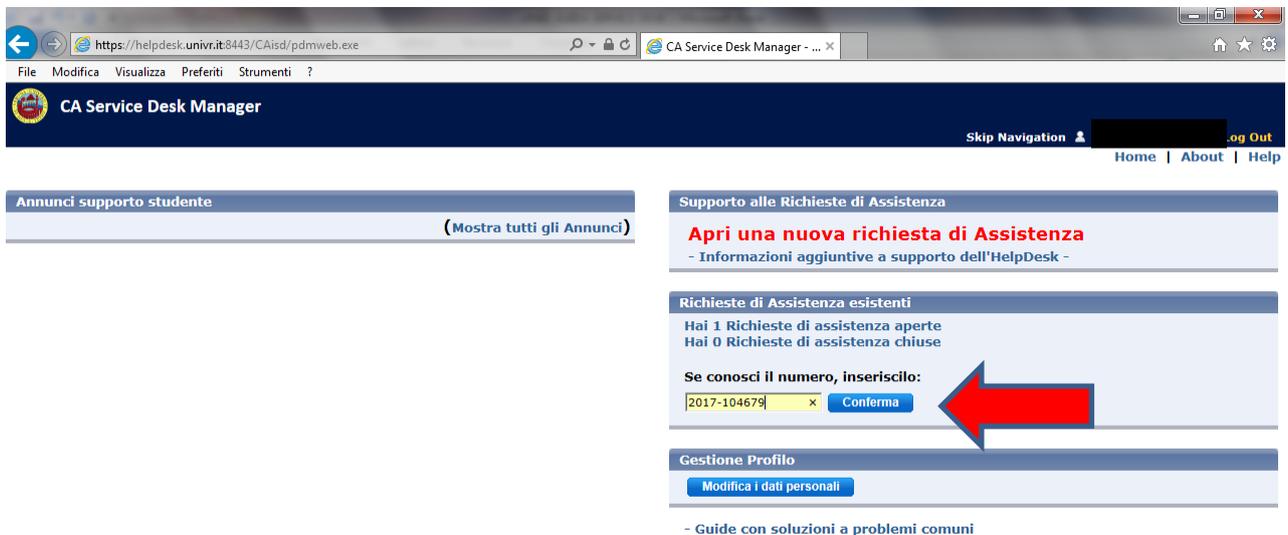
[=4612&idDest=1&sServ=1428&serv=29&ssServ=27&lang=it]

Click again on "Salva" to send the request.

IMPORTANT: no notice regarding the attached link will appear.

STEP 16

To search your past requests, if you know the request number, enter it in the box and click on "Conferma":

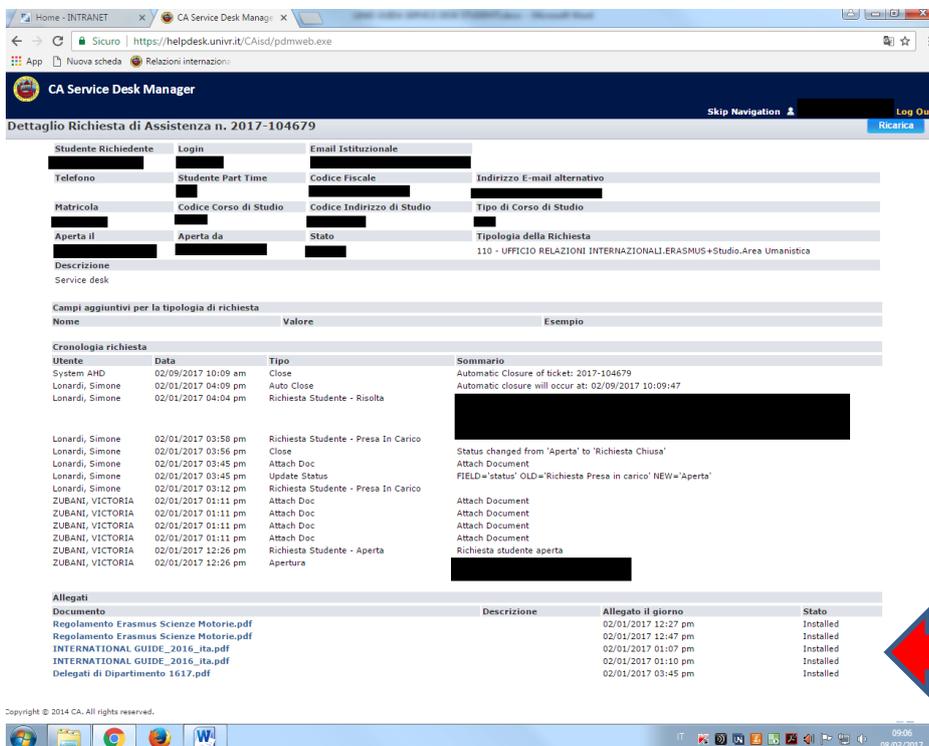


The screenshot shows the CA Service Desk Manager interface. At the top, there's a navigation bar with "Skip Navigation" and "Log Out". Below that, there are several sections: "Annunci supporto studente" with a "(Mostra tutti gli Annunci)" link; "Supporto alle Richieste di Assistenza" with a link to "Apri una nuova richiesta di Assistenza"; "Richieste di Assistenza esistenti" showing "Hai 1 Richieste di assistenza aperte" and "Hai 0 Richieste di assistenza chiuse". A search box is present with the text "Se conosci il numero, inseriscilo:" and a "Conferma" button. A red arrow points to this search box. Below the search box is a "Gestione Profilo" section with a "Modifica i dati personali" button. At the bottom, there's a link for "Guide con soluzioni a problemi comuni".

STEP 17

The sent and received **ATTACHMENTS** are at the bottom of the page.

ATTENTION: the attachments are NOT divided between sender and recipient. However the dates in which they have been uploaded are specified in this format: day/month/year.



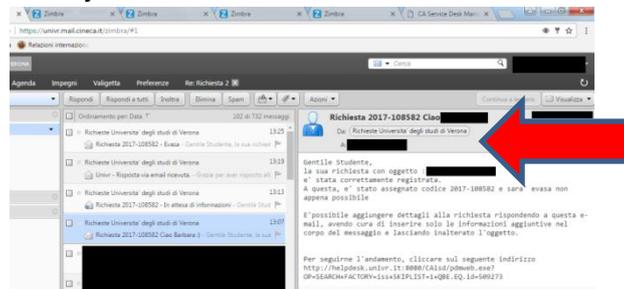
The screenshot shows the "Dettaglio Richiesta di Assistenza n. 2017-104679" page. It contains a form with fields for "Studiante Richiedente", "Telefono", "Matricola", "Aperta il", "Descrizione", "Campi aggiuntivi per la tipologia di richiesta", "Cronologia richiesta", and "Allegati". A red arrow points to the "Allegati" section at the bottom of the page.

Documento	Descrizione	Allegato il giorno	Stato
Regolamento Erasmus Scienze Motorie.pdf		02/01/2017 12:27 pm	Installed
Regolamento Erasmus Scienze Motorie.pdf		02/01/2017 12:47 pm	Installed
INTERNATIONAL GUIDE_2016_ita.pdf		02/01/2017 01:07 pm	Installed
INTERNATIONAL GUIDE_2016_ita.pdf		02/01/2017 01:10 pm	Installed
Delegati di Dipartimento 1617.pdf		02/01/2017 03:45 pm	Installed

STEP 18

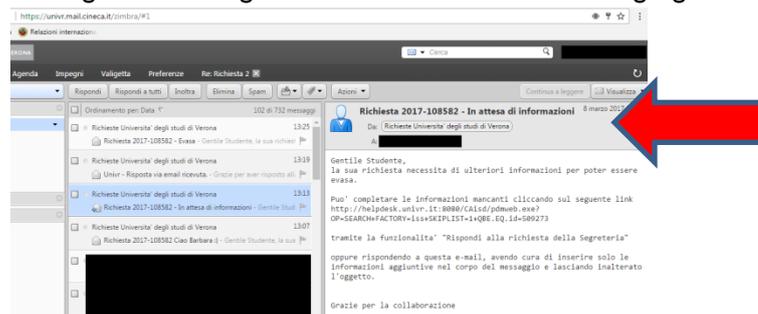
When an event occurs in Service Desk you will receive an E-MAIL NOTIFY in your institutional e-mail account. Here below some examples:

- a) When you open a new issue through service desk, you will receive a notify titled “Richiesta *issue number* – *issue subject*”.

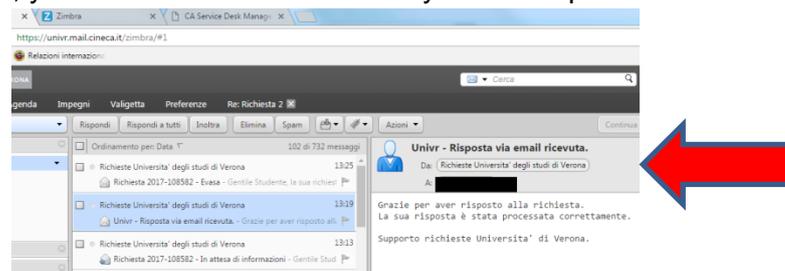


- b) If the office needs additional information, you will receive a notify titled “Richiesta *issue number* – In attesa di informazioni”.

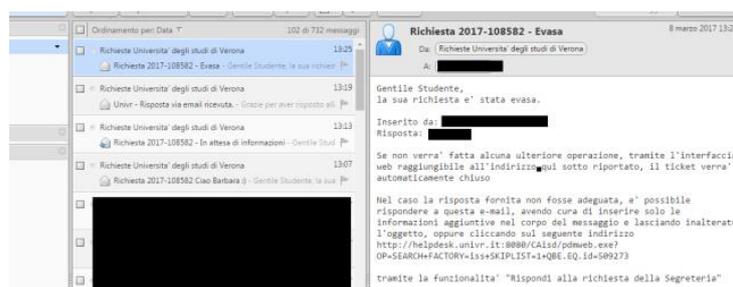
Then you can reply either using service desk (please use the link specified in the -email) or directly by e-mail adding the missing information but without changing the title.



- c) When you answer, you will receive an e-mail notify titled “Risposta via email ricevuta”.

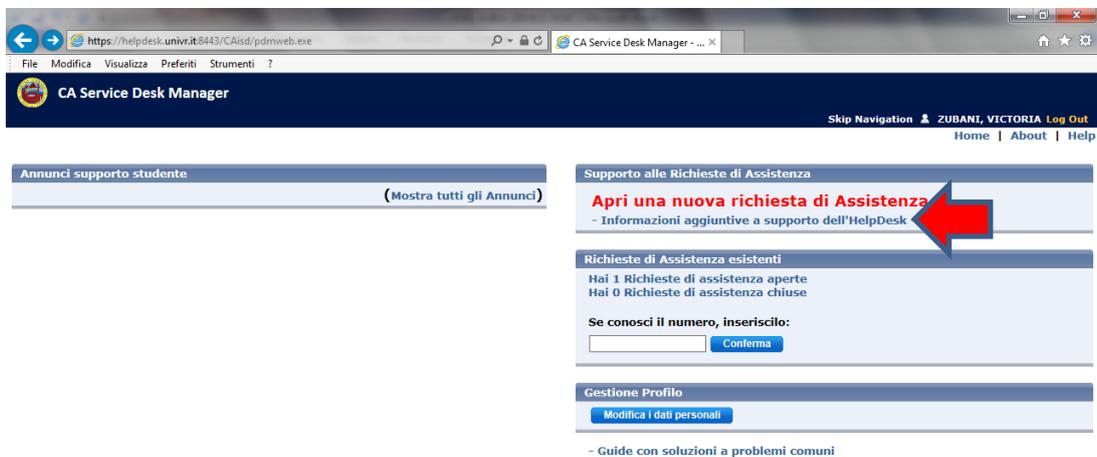


- d) Once the office has solved your request, you will receive an e-mail notify titled “Richiesta *issue number* – Evasa”.



STEP 19

If you face a problem using Service Desk, please click on “Informazioni aggiuntive a supporto dell’HelpDesk”:



The screenshot shows the CA Service Desk Manager web interface. The browser address bar displays <https://helpdesk.univr.it:8443/CA/aid/pdmweb.exe>. The page title is "CA Service Desk Manager". The user is logged in as "ZUBANI, VICTORIA". The main content area is divided into several sections:

- Annunci supporto studente**: (Mostra tutti gli Annunci)
- Supporto alle Richieste di Assistenza**:
 - Apri una nuova richiesta di Assistenza** - Informazioni aggiuntive a supporto dell’HelpDesk (highlighted with a red arrow)
 - Richieste di Assistenza esistenti**:
 - Hai 1 Richieste di assistenza aperte
 - Hai 0 Richieste di assistenza chiuse
 - Se conosci il numero, inseriscilo:
- Gestione Profilo**:
 -

At the bottom, there is a link: [- Guide con soluzioni a problemi comuni](#)

Click on the link “Vai alla Pagina”, to view the contact details:

Informazioni aggiuntive supporto studenti	
HelpDesk Direzione Informatica dal lunedì al giovedì dalle 09.00 - 17.00 e il venerdì dalle 9.00 alle 14.00 ;	Link Vai alla Pagina
Direzione Studenti - Unità operativa - Carriere Studenti Economia e Giurisprudenza Lunedì dalle 10.00 alle 13.00 (operatori di segreteria per tutte le tipologie di pratiche) Martedì dalle 10.00 alle 13.00 (Tutor di Front-Office solo per i servizi di primo livello) Mercoledì dalle 13.00 alle 15.00 (Tutor di Front-Office solo per i servizi di primo livello) Giovedì dalle 10.00 alle 15.00 (Tutor di Front-Office solo per i servizi di primo livello) Venerdì dalle 10.00 alle 13.00 (operatori di segreteria per tutte le tipologie di pratiche)	Link Vai alla Pagina
Direzione Studenti - Unità operativa - Didattica Studenti Economia dal lunedì al venerdì dalle 9.00 alle 15.00	Link Vai alla Pagina
Direzione Studenti - Unità operativa - Didattica Studenti Giurisprudenza dal lunedì al venerdì dalle 10.00 alle 13.30	Link Vai alla Pagina
Ufficio Relazioni Internazionali - International Relations Office Lun/Mer/Ven - Mon/Wed/Fri 10.00 - 12.45	Link Vai alla Pagina