
Remedy MyIT

User Basics



December 2016

MyIT Overview

MyIT is a self-service IT service management portal that allows users to submit, manage and resolve individual or group-related requests to optimize productivity and enhance customer service.

Accessing MyIT

To access MyIT go to: <https://cornell-myit.onbmc.com>

The screenshot displays the MyIT portal interface. At the top, a red navigation bar contains the Cornell University logo, 'Home', 'My Activity' with a dropdown arrow, and notification icons. Below this is a search bar with a 'Browse categories' dropdown and a 'Search' button. The main content area is organized into sections: 'IT@Cornell' with a grid of service tiles (AV Event Support, Custom Development Web Support, EZ Backup, Pantheon, Confluence, Digital Signage, Managed AV, Zoom); 'Environmental, Health & Safety' with tiles for Fire Safety and askEHS; 'Quick Links' with tiles for IT Status Page, IT Support, Student Essentials, Phish Bowl, and Regulated Data Chart; and a final grey bar with a 'View existing requests' button.

IT@Cornell

- AV Event Support and Media Production Services
- Custom Development Web Support
- EZ Backup
- Pantheon
- Confluence
- Digital Signage
- Managed AV
- Zoom

Environmental, Health & Safety

- Fire Safety
- askEHS

Quick Links

- IT Status Page
<http://www.it.cornell.edu/services/status.cfm>
- IT Support
<http://www.it.cornell.edu/support/>
- Student Essentials
<https://www.studentessentials.cornell.edu/>
- Phish Bowl
<http://www.it.cornell.edu/security/phishbow>
- Regulated Data Chart
<http://www.it.cornell.edu/security/data/regu>

View existing requests

MyIT Navigation

The default home page of MyIT is broken into four sections:

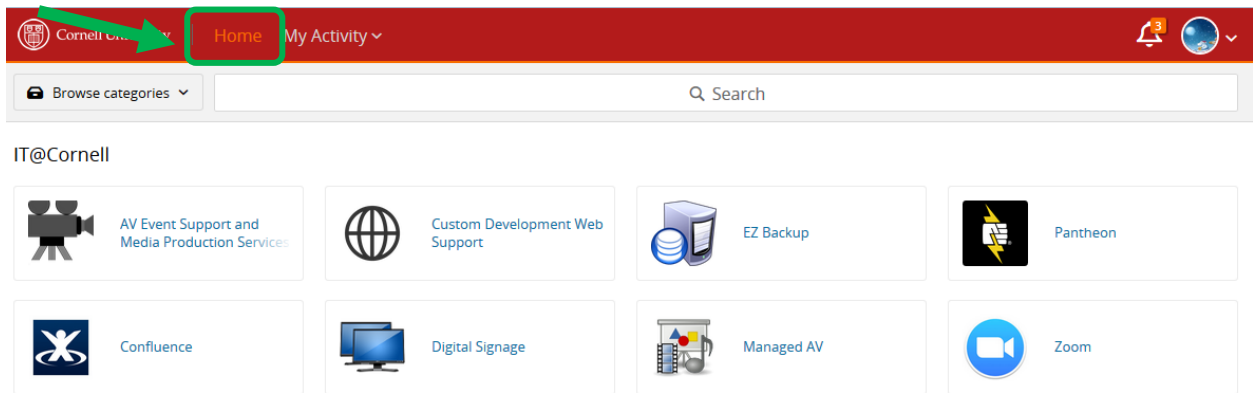
1. **Navigation:** here you can access your profile, search or see request activity (#1 below)
2. **Service Request Forms:** these are the forms that are available through MyIT (#2 below)
3. **Quick links:** These links will take you to valuable web resources (#3 below)
4. **View Existing Requests:** will take you to your existing requests (#4 below)

The screenshot shows the MyIT navigation page with four sections highlighted by red boxes and numbered 1 through 4:

- 1** Navigation: A search bar with a "Browse categories" dropdown and a "Search" button.
- 2** Service Request Forms: A grid of service request forms under the heading "IT@Cornell". The forms include: AV Event Support and Media Production Services, Custom Development Web Support, EZ Backup, Pantheon, Confluence, Digital Signage, Managed AV, and Zoom. Below this grid is the "Environmental, Health & Safety" section with "Fire Safety" and "askEHS" links.
- 3** Quick Links: A section titled "Quick Links" containing five links: IT Status Page, IT Support, Student Essentials, Phish Bowl, and Regulated Data Chart, each with its corresponding URL.
- 4** View existing requests: A button with a calendar icon and the text "View existing requests".

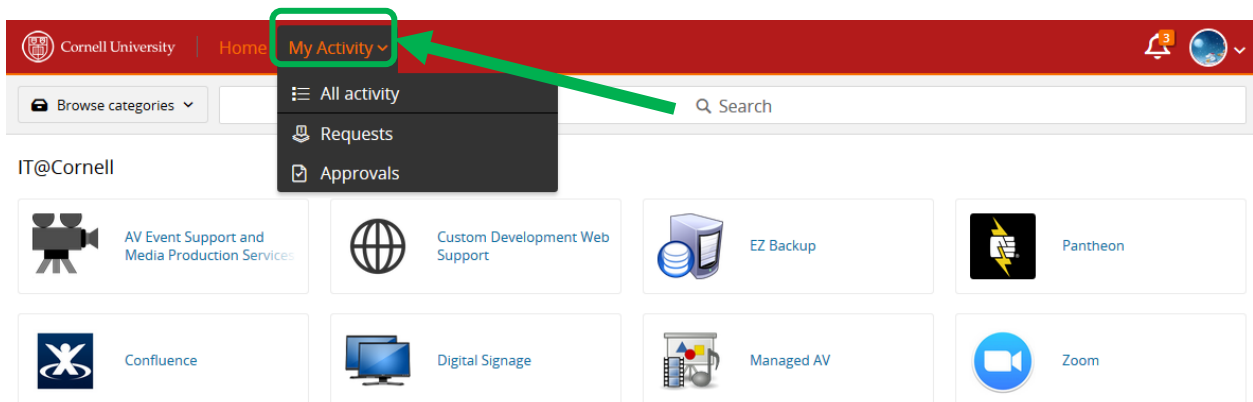
I. Navigation

The **Home** link takes you to the default view of the MyIT service landing page



The **My Activity** link provides you with insight into:

- All Activity: shows all requests and approvals
- Requests: shows the requests you have submitted, both through MyIT or by email
- Approvals: If your organization uses Change Management, approvals can be viewed here.



My Activity -Requests: When you click on Requests, you will be able to see all of the request for support that you have made, either by email or through MyIT.

The request activity will show:

1. The most recent activity (on top)
2. When it was last updated
3. Request status
4. Any Comments that were added by either the user or by support staff
5. Where users can provide updates to the ticket by adding new comments
6. A way for users to either search or filter request
7. Request again is available by opening the request and selecting **Request Again**

The screenshot displays the 'My Activity -Requests' interface. At the top, there is a red header with 'My Activity' and a dropdown arrow. Below this, a white bar contains 'Requests' with a dropdown arrow, a search icon, a filter icon, and an 'Edit' button. The main content area shows a list of requests. The first request is titled 'iClicker Issue' with Request ID: REQ00000699715, Status: Pending, and a timestamp of 3:42 PM. It has 4 comments. The second request is titled 'Adobe' with Request ID: REQ000000700219, Status: Initiated, and a timestamp of 3:39 PM. The third request is titled 'Email View' with Request ID: REQ000000700218, Status: Initiated, and a timestamp of 3:38 PM. A red arrow points from the 'Email View' request to a 'Request Details' modal window. The modal window shows the following information: 'Email View' (Normal), Request ID: REQ000000700218, Status: Initiated, Jan 5, 2017. Requested For: Greg Christofferson. Description: Use this form to submit an issue with Email or Calendaring. Request Details: Status: Initiated, Submitted: January 5, 2017 — 3:38 PM... Add Comments and Attachments. At the bottom of the modal, there are two buttons: 'Request Again' and 'Cancel Request'.

1. The most recent activity (on top)

2. When it was last updated

3. Request status

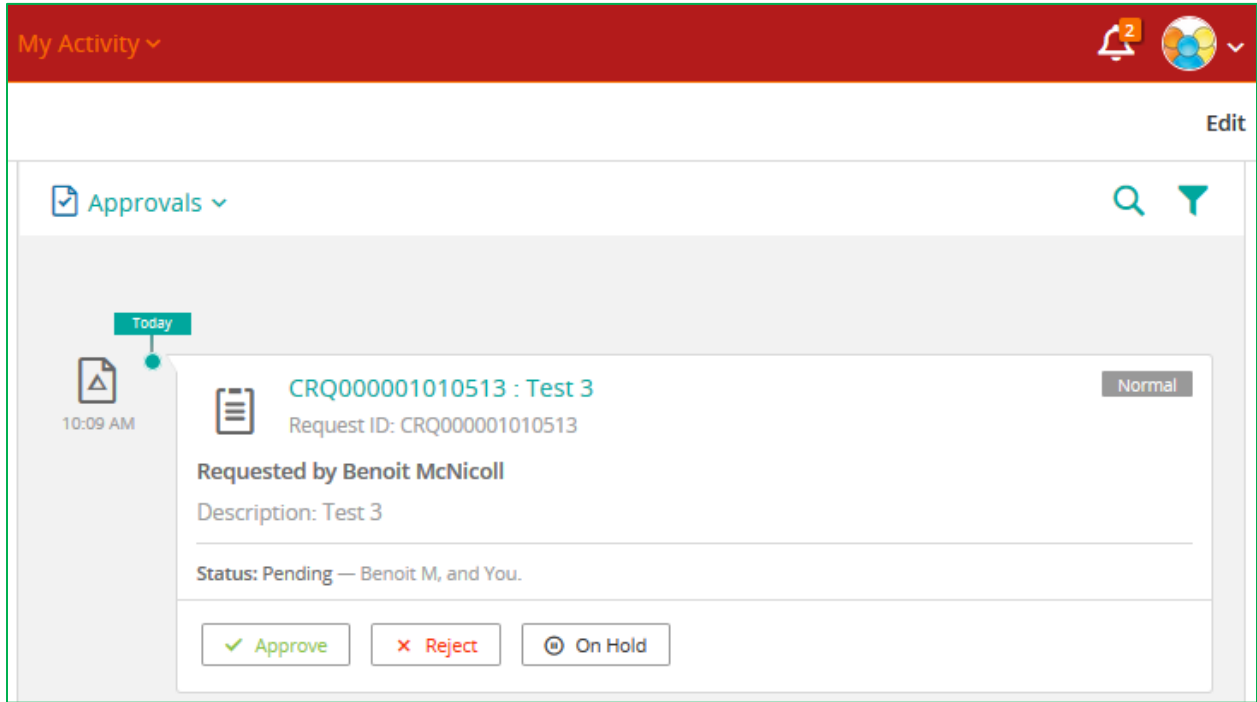
4. Any Comments that were added by either the user or by support staff

5. Where users can provide updates to the ticket by adding new comments

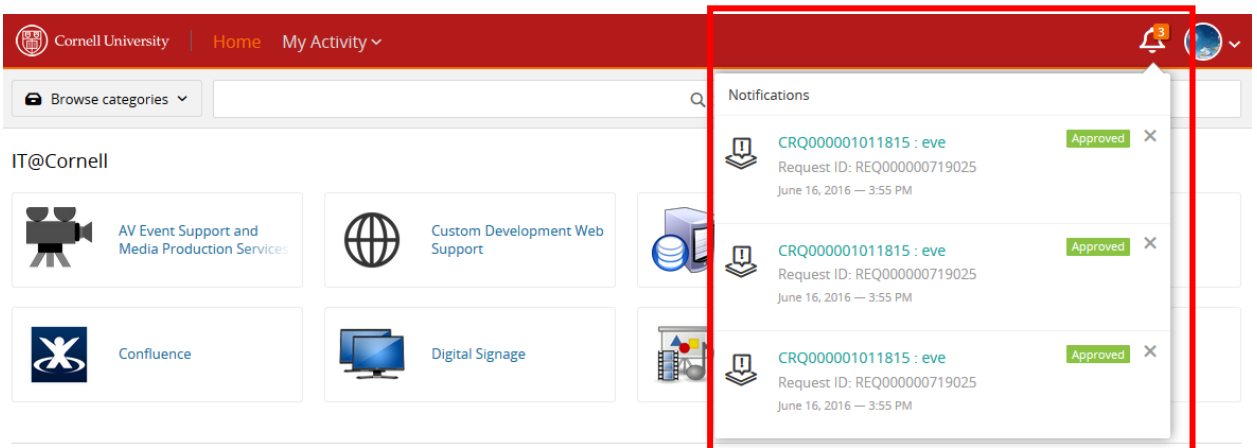
6. A way for users to either search or filter request

7. Request again is available by opening the request and selecting **Request Again**

My Activity -Approvals: show any requests that require an approval. Currently on Change Requests require approval in Remedy. From this window you can click Approve, Reject or put the request On-Hold. You can also see more information about the Change Request by clicking on the [blue](#) CRQ number.

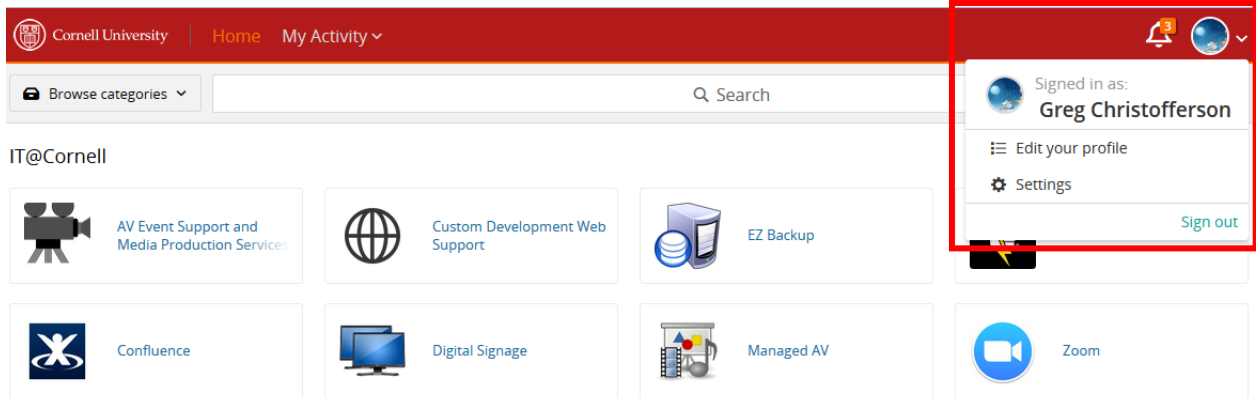


Notifications: through MyIT notifications you can see any notices that require approvals. Through this feature you can approve, reject or place Change Requests On-Hold. You can also see more information about the Change Request by clicking on the [blue](#) CRQ number.

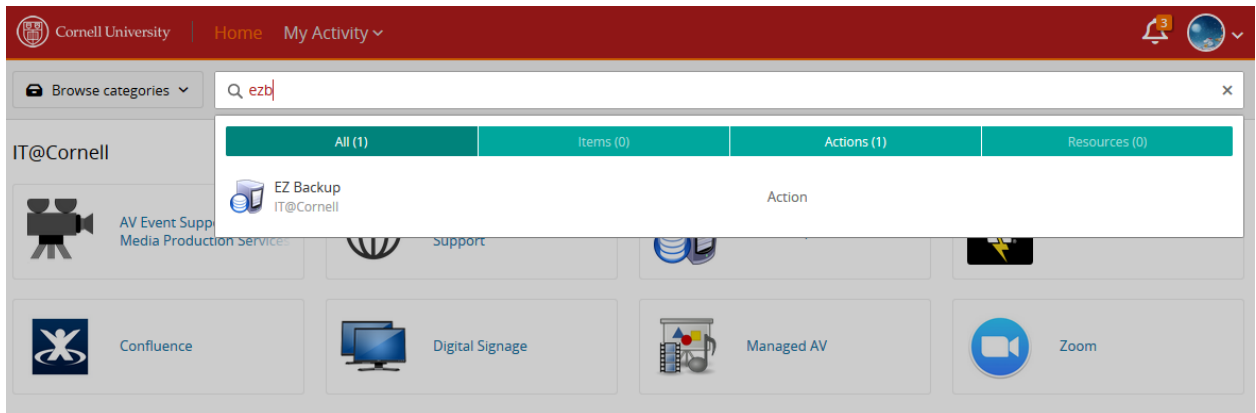


Signed in as: shows you MyIT profile, from here you can update a photo, see your default settings (email and phone numbers are not editable through this feature), or Sign out.

***Note** Under this feature is a settings link, the options under this link are not active.



Browse Categories: allows users to type in (minimum 3 letters) service names or aliases to quickly find Service Request forms.



II. Service Request Forms

Service Request forms become available as Cornell organizations Service Owners/Service Managers work with the Remedy Service Management Team. Over time users will see more service request forms get added to MyIT.

Service request forms are available for IT and Non-IT departments on Campus.

Viewing a service request form: to submit a ticket for service, click on the service icon.

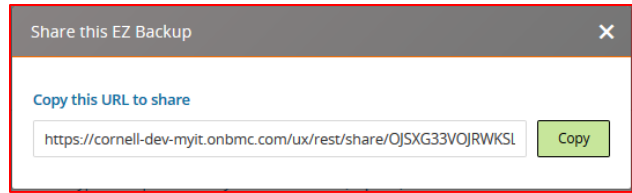
The screenshot displays the Cornell University MyIT portal interface. At the top, the navigation bar includes the Cornell University logo, "Home", and "My Activity". A search bar contains the text "ezb". The main content area is titled "IT@Cornell" and features a central "Request" form for "EZ Backup".

The "Request" form includes the following elements:

- Request Title:** EZ Backup
- Instructions:** "Use this form to: * Request a new EZ Backup node. * Change an existing EZ Backup node. * Cancel an existing EZ Backup node. * Report an issue. This form is usually completed by a Technical Support person."
- Description:** "EZ-Backup is a fee-based, automated, remote backup/archive/storage service that will automatically back up your workstation or server files, and allow you to restore them yourself."
- Requester Information:** "Request for: Greg Christofferson" with a "change customer" button.
- Request Details:** "What type of request would you like to make? (required)" with radio button options: "New Setup", "Change", "Cancellation", and "Ask a Question/Report an Issue".
- Attachment:** "Attach a file to this request" button with a note: "Large attachments (2 MB and more) can take more time to upload".
- Buttons:** "Submit Request" and "Cancel".

The left sidebar contains various service icons: AV Event Support and Media Production Services, Confluence, Environmental, Health & Safety (Fire Safety), and Quick Links (IT Status Page, Phish Bowl). The right sidebar shows icons for Pantheon and Zoom. At the bottom, there is a "View existing requests" link.

Request forms are designed by the Service Owners/Service Manager, and can vary in design, featured and fields, however all forms maintain some consistency.

A screenshot of the "Request" form for "EZ Backup". The form has a header "Request" and a "Share" button with a close icon. The main content includes: 1. A "Share" button circled in red with the number "1". 2. A service icon and title "EZ Backup" circled in red with the number "2". 3. Instructions for using the form circled in red with the number "3". 4. A description of the service circled in red with the number "4". 5. A "Request for: Greg Christofferson" field with a "change customer" button circled in red with the number "5". 6. "Request Details" section with radio buttons for "New Setup", "Change", "Cancellation", and "Ask a Question/Report an Issue" circled in red with the number "6". 7. An "Attach a file to this request" button circled in red with the number "7". 8. A "Submit Request" button circled in red with the number "7" and a "Cancel" button.

1. Share allows a user to copy the URL of the form to share with others
2. Outlines the service name and instructions
3. Outlines the service descriptions
4. Outlines who the request is for, if you want to request for someone other than the user listed, click on **Change Customer**
5. Shows the request details, the options here may be different depending on what the Service Owner have designed.
6. Ability to attach a file
7. Submitting or cancel the request

III. Quick Links

Quick links: provides valuable web resources available to MyIT users. To view the quick links, click on the link.

The screenshot shows the Cornell University MyIT portal. At the top, there is a navigation bar with the Cornell University logo, 'Home', and 'My Activity'. Below this is a search bar and a 'Browse categories' dropdown. The main content area is divided into several sections:

- IT@Cornell:** A grid of service tiles including AV Event Support and Media Production Services, Custom Development Web Support, Confluence, and Digital Signage.
- Environmental, Health & Safety:** Tiles for Fire Safety and askEHS.
- Quick Links:** A grid of links including IT Status Page, IT Support, Phish Bowl, and Regulated Data Chart.
- View existing requests:** A button with a calendar icon and an exclamation mark.

A red arrow points from the 'Phish Bowl' link in the Quick Links section to a detailed security alert window. The alert window has a red header with navigation tabs: SECURITY, POLICY & LAW, TEACHING & LEARNING, TRAINING, and GET SUPPORT. The main content of the alert is titled 'Phish Bowl: Fraudulent email examples' and includes a list of email examples with their dates. A warning box on the right side of the alert reads: 'Warning: Do not explore links or email addresses in example phish shown here. These are real life examples. Keep Cornell alert! Report suspected phishes to security-services@cornell.edu. Be sure to include the entire text of the message and email headers.'

IV. View Existing Requests:

Clicking on **View Existing Requests** will take you to your existing requests as described in the **Navigation - My Activity** section

The screenshot shows a single button labeled 'View existing requests' with a calendar icon and an exclamation mark, identical to the one shown in the previous screenshot.