

## Quick Guide to Use ITSC Online Service Desk

*(This user guide suits commons 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”.

The screenshot shows the CUHK LOGIN page. On the left is a large graphic with the text 'Welcome to CUHK' and an illustration of a campus scene. On the right, the 'CUHK LOGIN' header is followed by instructions: 'Login with Student: Student-ID@link.cuhk.edu.hk, Staff: alias@cuhk.edu.hk, Alumni: alumni-ID@link.cuhk.edu.hk, Password: OnePass Password'. Below this is a login form with fields for 'Login ID' and 'OnePass Password', and a 'Sign in' button. A red box highlights the login form, with the annotation 'Method 1: Sign in to submit' in red text. Below the login form are links for 'Login Help', 'Change Current / Expired Password', 'Maintenance Schedule', and 'Contact ITSC'. A red box highlights the 'Contact ITSC' link, with the annotation 'Method 2: Submit without login' in red text. At the bottom, there is a CADS logo and the text 'CADS Reference Number: 233', and the CUHK logo with the text '香港中文大學·資訊科技服務處 Information Technology Services Centre, CUHK'.

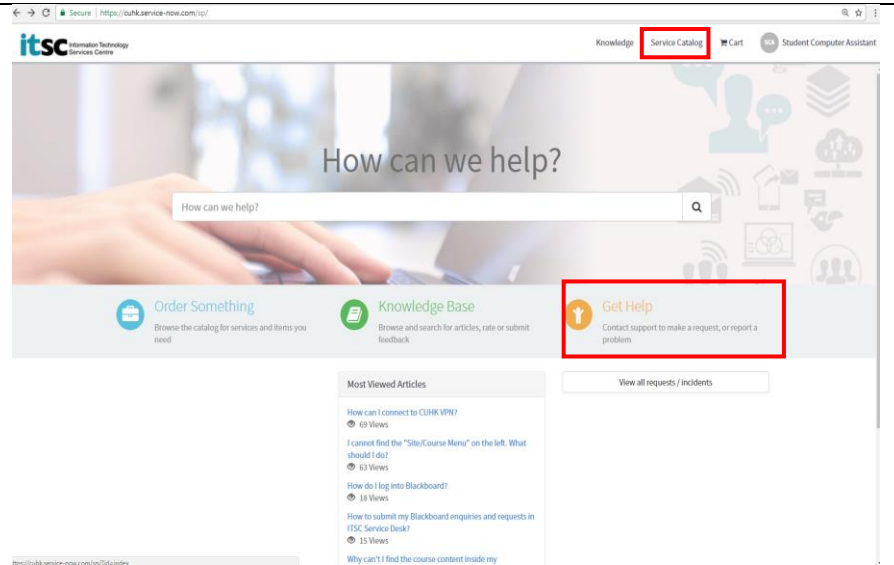
**Method 1: Sign in to submit**

**Method 2: Submit without login**

**Ai. Method 1: Submit an Enquiry/ Request through CUHK Login (Recommended)**

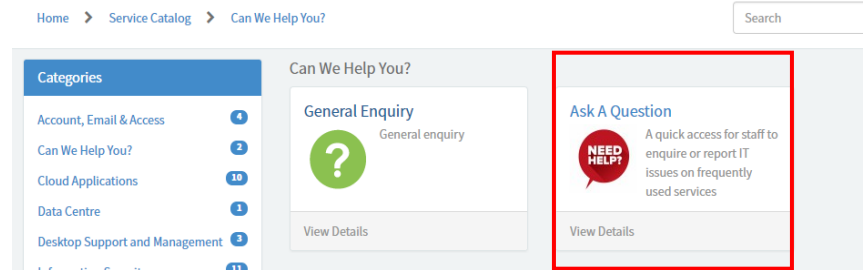
1. Please log in and either click

- **Get Help** in the middle;
- OR
- **Service Catalog** on the top menu bar.

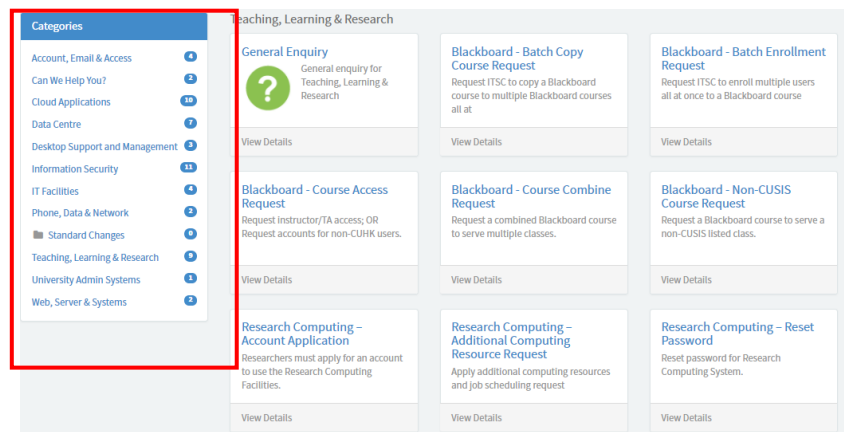


2. Either  
a. click **Ask a Question**;  
OR  
b. choose the related service categories displayed on the left.

e.g. If you have a question about accessing course materials in Blackboard, you may choose **Teaching, Learning & Research > Blackboard – Course Access Request**.



OR



3. Describe your problem and attach any error messages or screens captured.

You will receive an email notification sent from ITSC Service Desk <[cuhk@service-now.com](mailto:cuhk@service-now.com)> to your CUHK mailbox.



### Ask A Question

A quick access for staff to enquire or report IT issues on frequently used services

Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.


\* Category

-- None --

\* Please describe your enquiry below

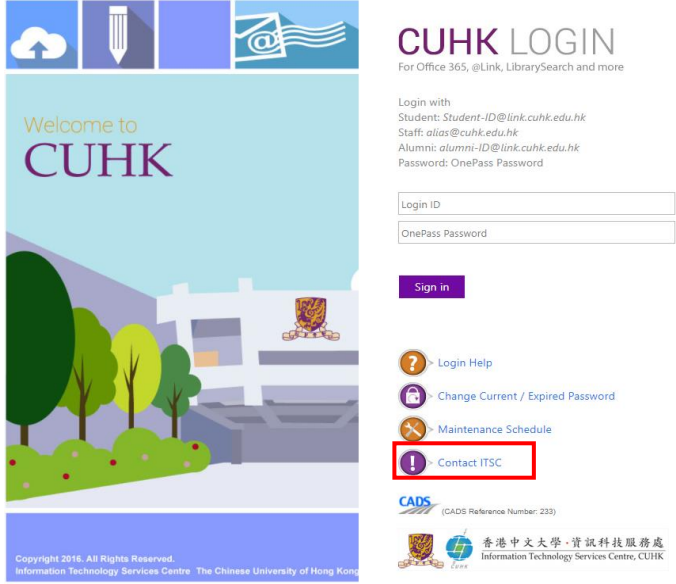
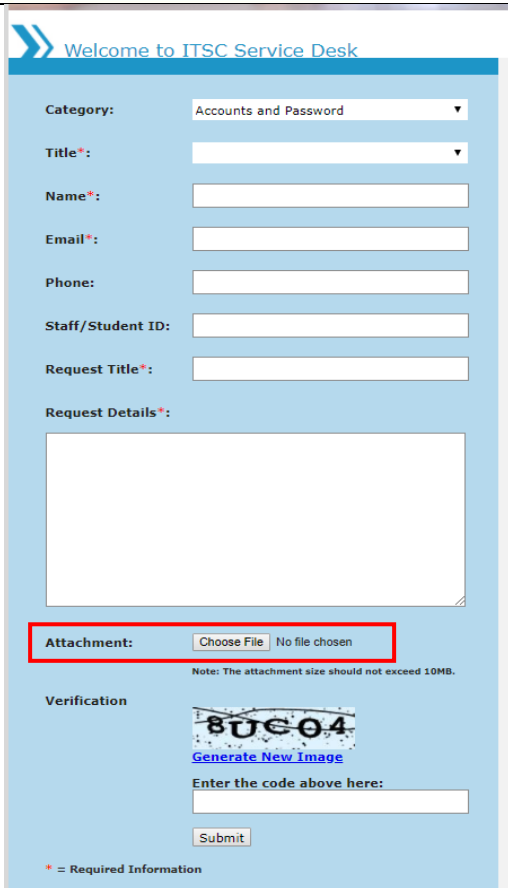
The more information you can provide here, the easier time the support organization will have in diagnosing and resolving your incident.

Submit

 Add attachments

Required information **Category** **Please describe your enquiry below**

Aii. Method 2: Submit an Enquiry/ Request without CUHK Login

<p>1. Click <b>Contact ITSC</b> at the CUHK Login page.</p>	
<p>2. Complete the online form as instructed</p> <p><b>Notes</b></p> <ol style="list-style-type: none"> <li>If you hit errors while using ITSC services, please attach any screens captured or error message to facilitate our follow up</li> <li>If you hit a login problem, please attach a <b>scanned copy of your CU Link Card</b> to collect a new password.</li> </ol>	

## B. Trace ITSC Replies to Your Enquiry/ Request

- Go to  
<https://servicedesk.itsc.cuhk.edu.hk> and log in.

**CUHK LOGIN**  
For Office 365, @Link, LibrarySearch and more

Login with  
Student: *Student-ID@link.cuhk.edu.hk*  
Staff: *alias@cuhk.edu.hk*  
Alumni: *alumni-ID@link.cuhk.edu.hk*  
Password: OnePass Password

Login ID  
OnePass Password

**Sign in**

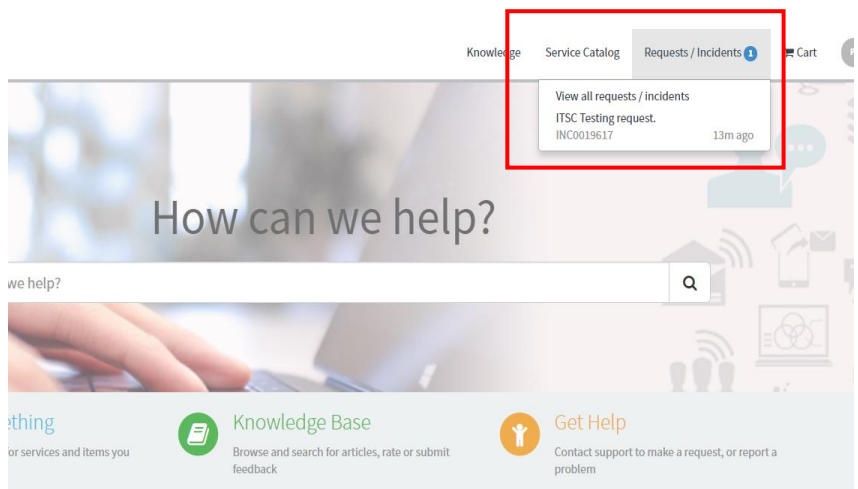
? Login Help  
Change Current / Expired Password  
Maintenance Schedule  
Contact ITSC

**CADS**  
(CADS Reference Number: 233)

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Information Technology Services Centre, CUHK

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- 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.

logy Knowledge Service Catalog Requests / Inciden

Home > My Requests

Search

**My Incidents**

I have forgotten my onepass password. What can I do?  
INC0020116 - 1m ago

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.)

Home > Ticket Form

Search

**forget the password**

Type your message here... Send

**KPF** about an hour ago  
Dear [redacted]  
I cannot login Blackboard. Perhaps I forget the password. Please reset my password. Thank you.

**PL**  
Thank you for your inquiry. May I have more information about which password are you requesting for? (eg: Eduroam Wi-Fi password, Onepass password etc.) We can reset the Onepass password for you, if you attach the photo-copy of your CU Link.

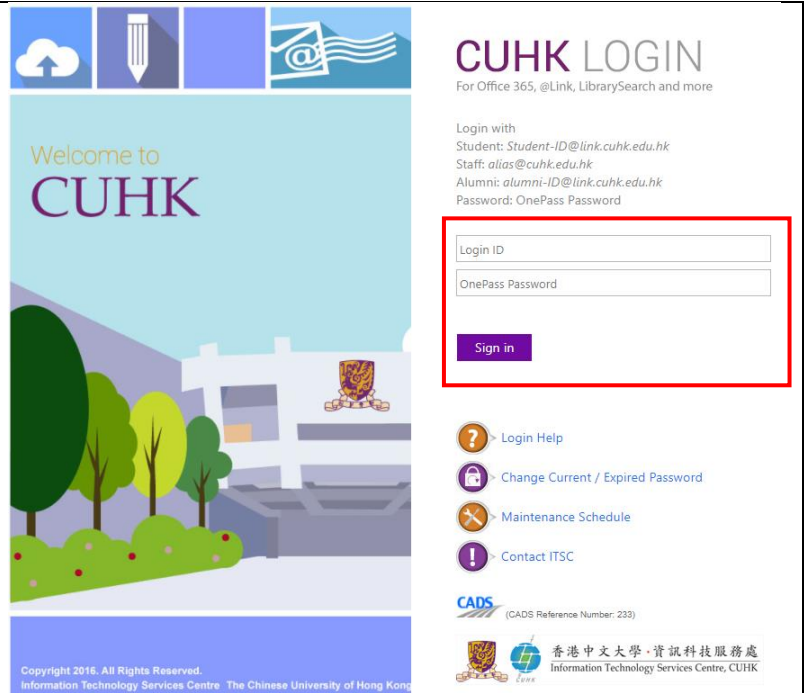
**KPF** 2h ago  
Testing

**KPF** 2h ago  
INC0020145 Created

**Start**

### C. Read Knowledge Base to Solve Your Question

- Go to  
<https://servicedesk.itsc.cuhk.edu.hk> and log in.



**CUHK LOGIN**  
For Office 365, @Link, LibrarySearch and more



Login with  
Student: [Student-ID@link.cuhk.edu.hk](mailto:Student-ID@link.cuhk.edu.hk)  
Staff: [alias@cuhk.edu.hk](mailto:alias@cuhk.edu.hk)  
Alumni: [alumni-ID@link.cuhk.edu.hk](mailto:alumni-ID@link.cuhk.edu.hk)  
Password: OnePass Password

Login ID  
OnePass Password

Sign in

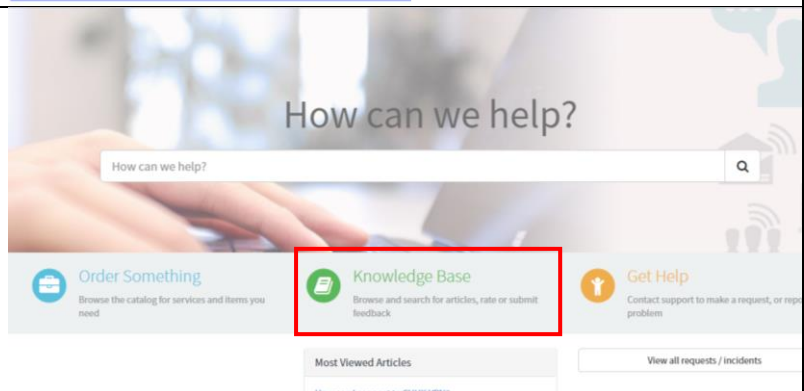
[? Login Help](#)  
[Change Current / Expired Password](#)  
[Maintenance Schedule](#)  
[Contact ITSC](#)

**CADS**  
(CADS Reference Number: 233)



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- Click **Knowledge Base** in the middle.




How can we help?

How can we help?

 **Order Something**  
Browse the catalog for services and items you need

 **Knowledge Base**  
Browse and search for articles, rate or submit feedback

 **Get Help**  
Contact support to make a request, or report problem

Most Viewed Articles

View all requests / incidents



3. You may browse all the frequently asked questions here by categories or hit rate.

The screenshot displays the ITSC Knowledge Base interface. At the top, there is a navigation bar with 'Home' and 'Knowledge Base' links, and a search box. Below the navigation bar, the 'Categories' section is highlighted in blue, listing five categories with their respective article counts: Teaching, Learning and Research (22), Account, Email & Access (11), Phone, Data & Network (5), IT Facilities (3), and Cloud Applications (7). To the right of the categories, there are two sections: 'Top Rated Articles' and 'Most Viewed Articles'. The 'Top Rated Articles' section lists two articles, both with five-star ratings: 'Why can't I find the course content inside my Blackboard course?' and 'How can I connect to CUHK VPN?'. The 'Most Viewed Articles' section lists five articles with their view counts: 'How can I connect to CUHK VPN?' (70 Views), 'I cannot find the "Site/Course Menu" on the left. What should I do?' (65 Views), 'How do I log into Blackboard?' (24 Views), 'How to submit my Blackboard enquiries and requests in ITSC Service Desk?' (17 Views), and 'Why can't I find the course content inside my Blackboard course?' (13 Views).

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