

LIMOSS ServiceDesk

Self-Service Portal Guide

We are pleased to announce the launch of the new LIMOSS ServiceDesk Self-Service Portal, your single point of contact for logging, tracking and managing your tickets.

To access the portal, please click and bookmark the following: [LIMOSS Self-Service Portal](#)

Initially you will be asked to accept the Privacy Notice, before logging in using your Common Services Single-Sign On (this is usually your default company logon). Once successfully authenticated, you will be brought to the following page:

The screenshot shows the LIMOSS Self-Service Portal interface. At the top, there are navigation links for 'My Services', 'Profile', and 'Log Out'. The main header features the LIMOSS logo and the text 'Self Service Portal'. Below this is a search bar with the instruction 'Type in keywords to Search through your active tickets.' To the right of the search bar are links for 'View and verify your user information' and 'View and log a ticket against a service you are subscribed to.' Below the search bar is a navigation menu with 'Active', 'All My Requests', and 'All My Services' options. Below the menu are two main service categories: 'eSP Support Electronic Submission Portal' and 'SDC Support Structured Data Capture'. Callout boxes explain: 'View your Active tickets.', 'View all tickets (active & closed).', 'Log an escalation ticket against the eSP service', 'Log an incident ticket against the SDC service', 'View the services you are subscribed to.', and 'Indicates the number of tickets you have active per service.'

Before logging your first ticket, please verify your profile details **including your telephone number** to enable us to quickly contact you regarding your support ticket.

Select the icon for the service against which you wish to raise a ticket; the system will then guide you through the ticketing process.

Once a ticket has been logged, you will receive an automated email with your ticket number and a link to view the ticket in the portal:

The screenshot shows a detailed view of a ticket with ID 'IN00000001' for 'SDC Password Reset'. A progress bar at the top shows the ticket's status: 'Classification' (Incident Assigned, Incident Prioritised, Major Incident), 'Investigation' (Under Investigation, Investigation Complete), and 'Resolution' (Incident Resolved, Reopened). Below the progress bar is a text input field for updates, with an 'Update' button. To the right, a box shows 'Customer: Aykut Boyraz', 'Supported By: Aykut Boyraz', and 'Logged On: 10:03 24/10/19'. Callout boxes explain: 'Ticket number and category', 'The progress bar allows you to visually track the progress of your ticket.', 'You can update the ticket with additional information or an attachment.', 'View ticket details and questions captured during ticket logging.', 'See who the ticket is assigned to and when it was logged.', and 'The timeline allows you to see all updated regarding your ticket.'

Our full user guide will be made available shortly on the [LIMOSS website](#).

If you have questions or difficulties accessing the LIMOSS Self-Service Portal, do not hesitate to contact the LIMOSS Service Desk team on +44 (0) 207 100 5151.