THE NEW IT-Help is here!

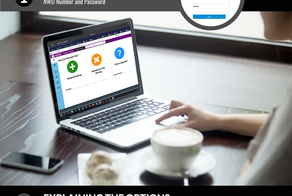
DO YOU KNOW HOW TO LOG A FAULT?

STARTING 3 SEPTEMBER 2014

You can follow the 3 easy steps below

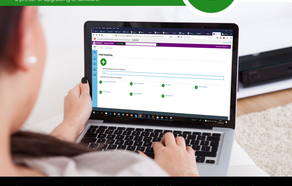
Use your IT-Help shortcut or alternatively type the url
http://ithelp.nwu.ac.za/

1 LOGIN
NWU Number and Password



2 EXPLAINING THE OPTIONS
What do these options do?

Option 1: I Need Something
I need Something, is equal to a Service Request. In other words, I want something or ask for something from the user. E.g. Access to a printer or upgrading of software.



You may type the information which your are looking for in the search field,
or alternatively select one of the icons below the search field

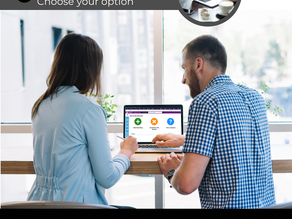
Option 2: Something Is Not Working
Something is Not Working, is equal to Incident Management. In other words an unplanned disruption to IT Services. E.g. NWU Email not working or a computer not booting.

You may type the information which your are looking for in the search field,
or alternatively select one of the icons below the search field

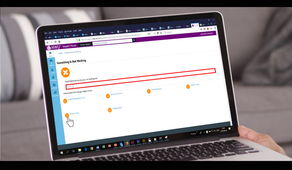
OPTION 3
I Have a Question

You may type the information which your are looking for in the search field,
or alternatively select one of the icons below the search field

3 LOG A FAULT
Choose your option

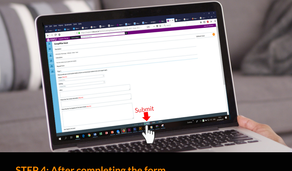


STEP 1: You may type the information which your are looking for in the search field.
or alternatively select one of the icons below the search field



STEP 2: Choose the sub category
which represent the option which you have chosen

STEP 3: Fill out the required fields
supply as with your Campus, Contact number and Symptoms of the issue.



STEP 4: After completing the form
remember to press the submit button

STARTING 3 SEPTEMBER 2014

Follow these steps
and be an empowered happy user!

Need more help?

Contact your campus IT Service Desk

Mafikeng
(018) 389 2013/4
(018) 389 2164

Potchefstroom
(018) 299 2700

Vaal Triangle
(016) 910 3024/8

Alternatively log an IT-Help