Accessing the Aggie Service Desk (ASD) system


2. Enter the same Username and Password that you normally use to access myNMSU.

3. Click ACN.AD.NMSU.EDU from the Log on to drop-down menu.

4. Click on the Login button.

Features

1. View any important Announcements.

2. Select a Template by clicking on the Request Catalog drop-down menu.
   
   Note: you must always use a template for submitting requests.

3. Home tab.

4. Requests tab – view requests that you have submitted or have been shared with you.
Using Templates
Templates are an easy way to make sure that all necessary information is provided for common requests, and to ensure that the correct service team is notified of the request as soon as it is submitted.

1. Click the Request Catalog drop-down on the home screen.

2. Click Aggie Service Center.

3. Click on the template for your request (not all templates are shown in the image above).

Note: if there is not a specific template available for your request, select the Other-General Questions template.

Identify Point of Contact (POC)
This is entered the Description box where it states Provide Point of Contact (POC) Name:__________

On Behalf of (Optional)
Use On Behalf if you want to note who the request is for.

E-mail Id(s) To Notify (Optional)
Use E-mail Id(s) To Notify for informing others of ticket submission. (FYI only; will not be able to access ticket).

Funding Source
Select an option from the Funding Source drop-down menu.

Attaching Files
Click on the Attach file button to include a screen shot or supporting documentation for the request.
### Add Request

Click the **Add Request** button to finalize and submit the request.

### Tracking your Ticket Status

1. Click the ‘**Pending**’ link under **My Requests Summary**.

   ![Pending Ticket Image]

   My Request Summary displays the status of your ticket (Open, On Hold, Closed) and current processing group assigned. Customize your view by clicking on the **icon** to add/remove columns.

2. Click on the ticket subject to view request details.

3. If Closed ticket status: Click the **Resolution** tab to find associated Banner document number, if applicable.

### Requirements for scanning files

*Scanner Settings:* Black and White mode, Letter page size, 300 dpi, Skip blank page.

Refer to the scanning guidelines at [https://rmr.nmsu.edu/bdms-scanning/](https://rmr.nmsu.edu/bdms-scanning/)

### Contacting the Aggie Service Center (ASC) about an existing Ticket

You may have questions regarding a ticket or may have been asked by the ASC to submit additional information. Please log in to the Aggie Service Desk to reply to an email or provide additional information.

Requesters receive automated emails from ‘Aggie Service Center’ similar to this:

```plaintext
Request ID # 14917 has been assigned to your request for:

**General Questions:** Please enter your question below in the Description box.

Your question/request is in the queue and a response will be forthcoming.

Thank you,
Aggie Service Center

**Note:** This is an automated email; please do not reply.
Log in below to respond to this email:
[https://aschelp.nmsu.edu/WorkOrder.do?woMode=viewWO&woID=14917](https://aschelp.nmsu.edu/WorkOrder.do?woMode=viewWO&woID=14917)
```

1. Click the link in the message to access your ticket (you will be prompted to logon to the system).

   **Note:** please **do not** reply directly to the email; all replies are rejected by the system.
2. Click on the **Reply** drop-down menu.
3. Click the **Reply** option. A system email window will be displayed.

4. Type your message at the beginning of the body.
5. Attach files by clicking on the **Attach file** button.
6. Click the **Add** button.