

Aggie Service Desk Quick Reference Guide

Accessing the Aggie Service Desk (ASD) system

1. Go to <https://aschelp.nmsu.edu>.

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.

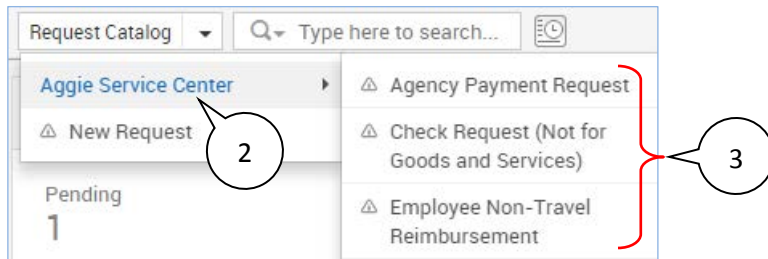
Features

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

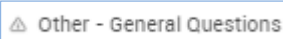
Templates are an easy way to make sure that all necessary information is provided for common requests, and to ensure that the correct service team is notified of the request as soon as it is submitted.

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



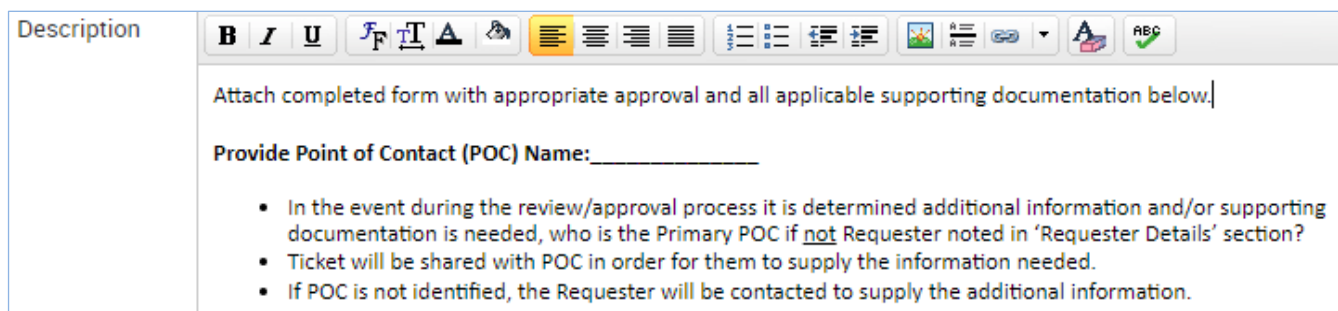
2. Click **Aggie Service Center**.
3. Click on the template for your request (not all templates are shown in the image above).

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 in 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.

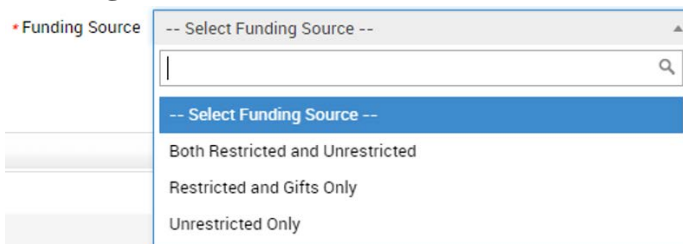
On Behalf of:

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).

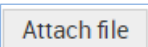
E-mail Id(s) To Notify

Funding Source



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

Attaching Files



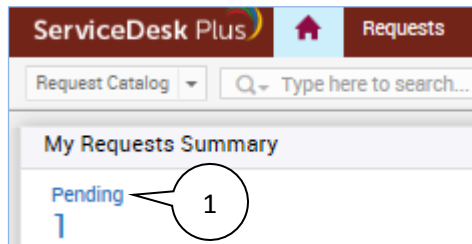
Click on the **Attach file** button to include a screen shot or supporting documentation for the request.

Add Request

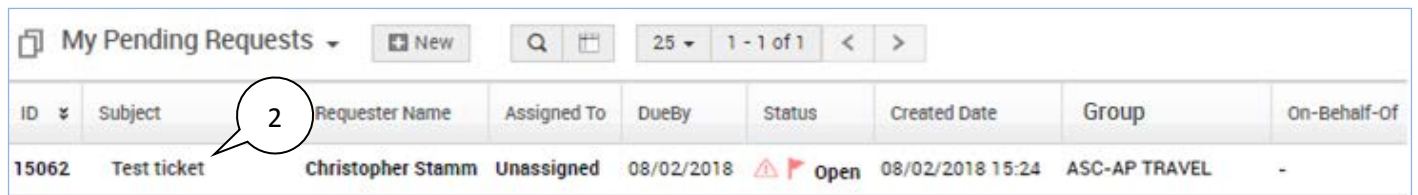
Add request

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

Tracking your Ticket Status



1. Click the **'Pending'** link under **My Requests Summary**.



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

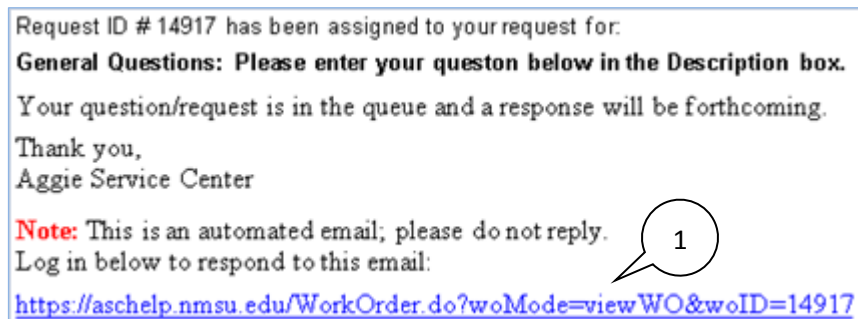
Scanner Settings: Black and White mode, Letter page size, 300 dpi, Skip blank page.

Refer to the scanning guidelines at <https://rmr.nmsu.edu/bdms-scanning/>

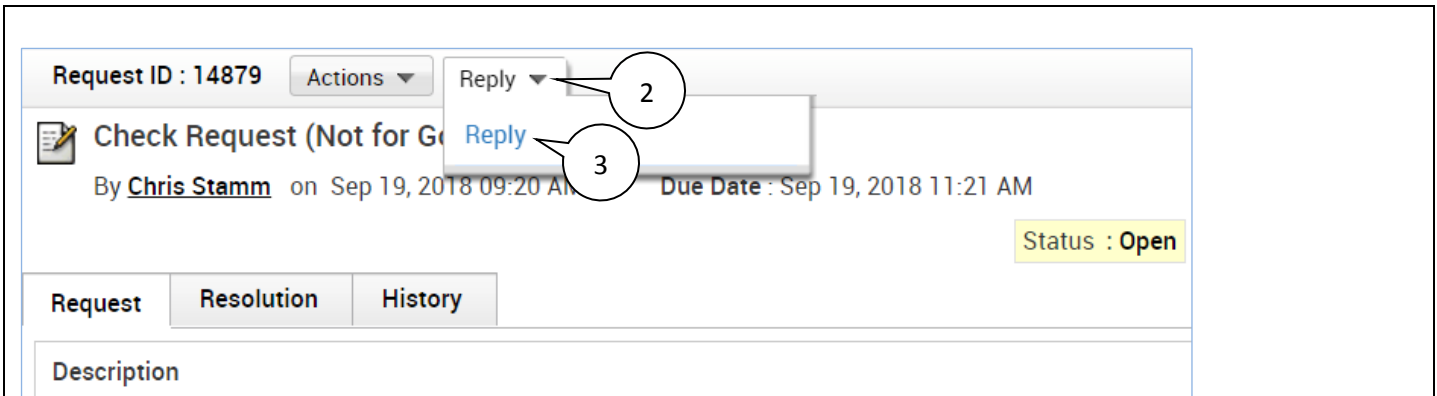
Contacting the Aggie Service Center (ASC) about an existing Ticket

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.

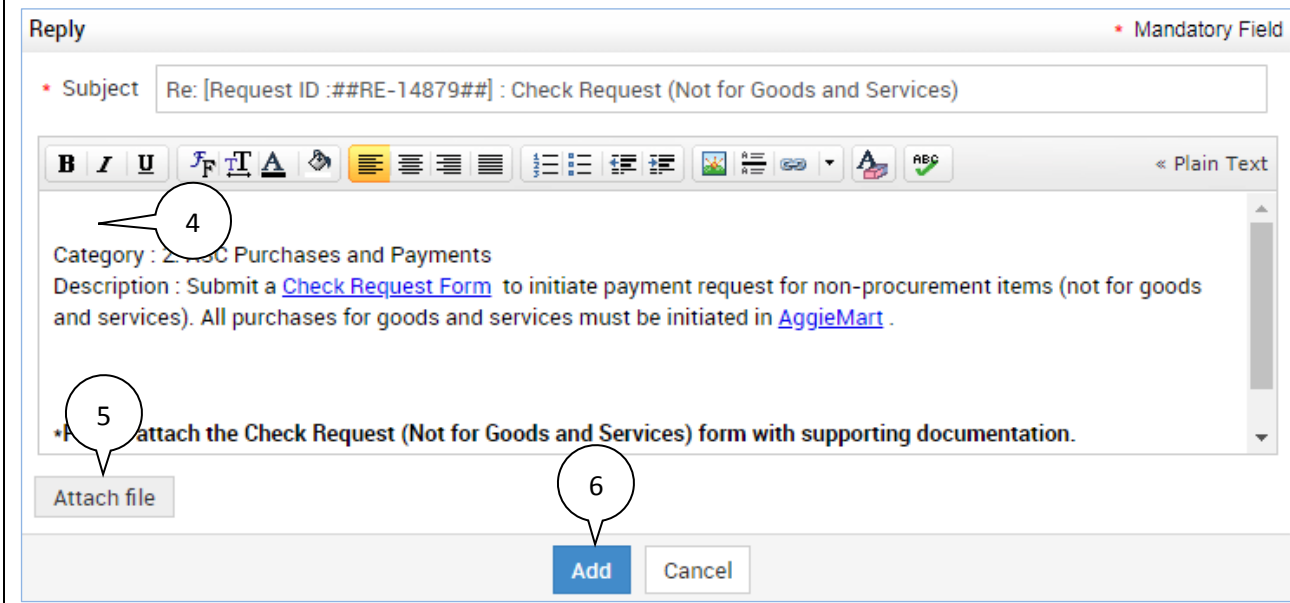
Requesters receive automated emails from 'Aggie Service Center' similar to this:



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.