

IT Services

IT Support Centre

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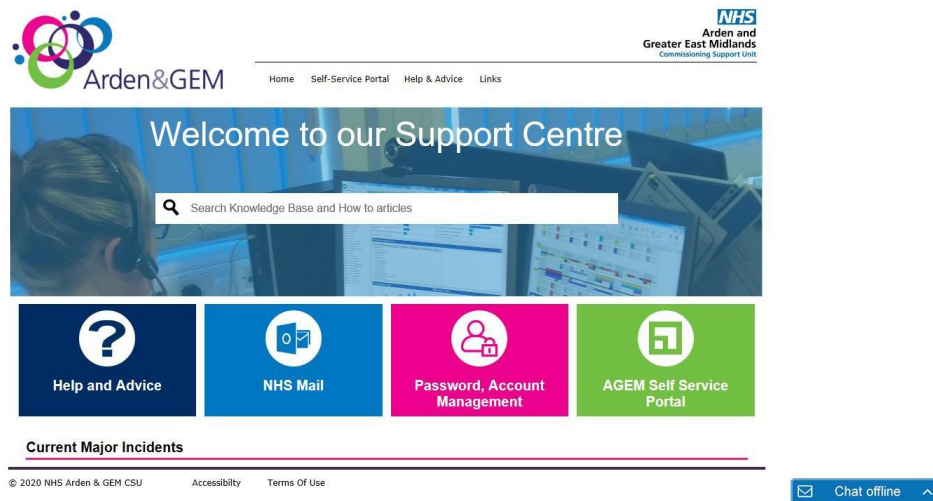
Introduction:

Arden and GEM IT Services has now upgraded its IT Support Centre and Self-Service Portal. This Support Centre will allow you, our customers to search several self-help options and provide access to the Self-Service Portal where you can log and track your own incidents and requests online, 24-hours a day – every day of the year.

All customers will be able to access the new portal from the AGEM IT Services Support Centre Web Page by using their NHS email address as the username. First time users will need to follow the reset password option on the login page. Customers experiencing any issues logging on to the Self-Service Portal should contact the Service Desk by using the Chat Option in the Support Centre or by phone on 0300 123 1020.

AGEM IT Support Centre Link - <https://itservices.ardengemcsu.nhs.uk/Default.aspx>

IT Services Support Centre



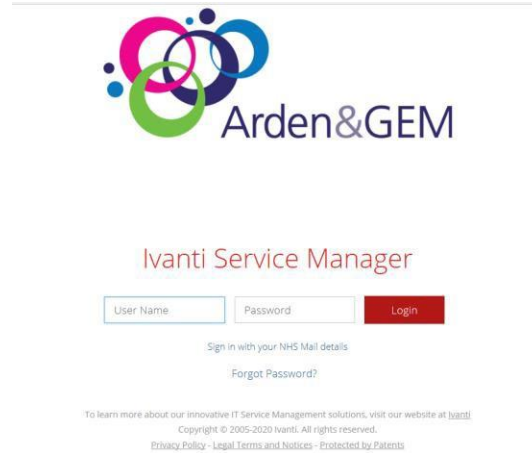
The screenshot shows the homepage of the IT Services Support Centre. At the top left is the Arden&GEM logo, and at the top right is the NHS logo with the text 'Arden and Greater East Midlands Commissioning Support Unit'. Below the logos is a navigation menu with links for 'Home', 'Self-Service Portal', 'Help & Advice', and 'Links'. The main content area features a large banner with the text 'Welcome to our Support Centre' and a search bar labeled 'Search Knowledge Base and How to articles'. Below the banner are four colored buttons: a dark blue button with a question mark icon labeled 'Help and Advice', a blue button with an envelope icon labeled 'NHS Mail', a pink button with a person and lock icon labeled 'Password, Account Management', and a green button with a square icon labeled 'AGEM Self Service Portal'. Below these buttons is a section titled 'Current Major Incidents'. At the bottom left, there is a footer with copyright information: '© 2020 NHS Arden & GEM CSU', 'Accessibility', and 'Terms Of Use'. At the bottom right, there is a 'Chat offline' button with a speech bubble icon and an upward arrow.

The IT Services Support Centre has been produced to offer several self-help options and provide advice and information to assist customers to find solutions to their issues and questions regarding IT Services provided by AGEM CSU. Also provided is information regarding any ongoing Major Incidents and a Chat Service that operates during normal working hours.

The Self-Service Portal can be accessed from a link on this site.

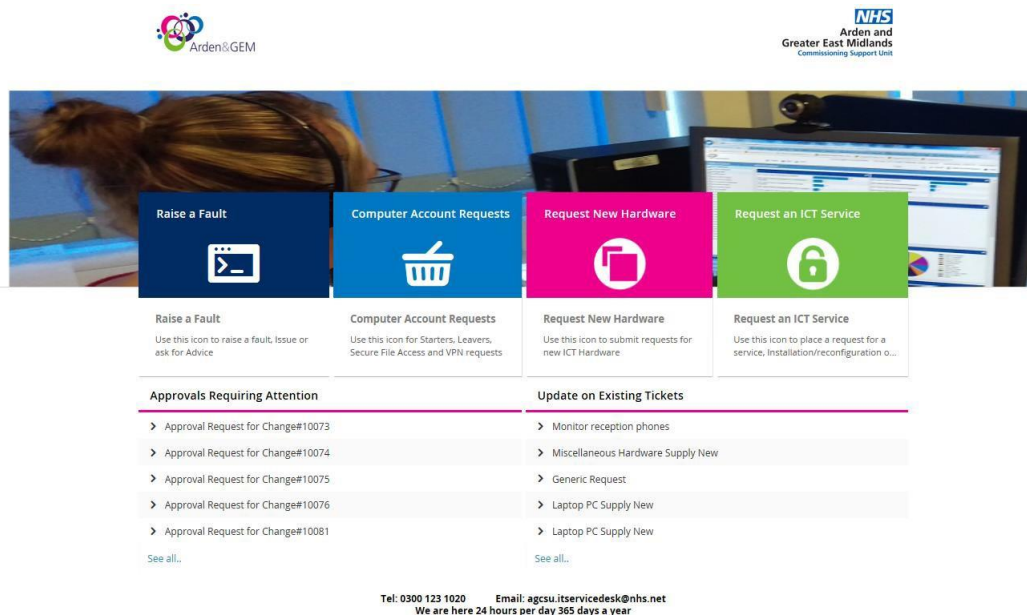
Self-Service Portal

Logon Screen

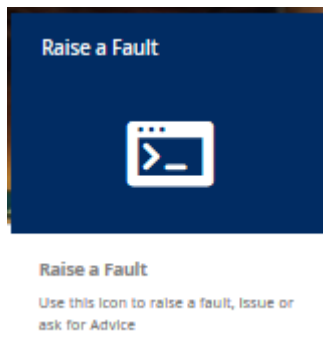


Please use your NHS email address as your Username. First Time users or existing users looking to reset their password should click on **Forgot Password**, enter your email address in the username box (**NOT** the email address box, leave this blank) and select 'Submit'.

Once logged in you will see the following.

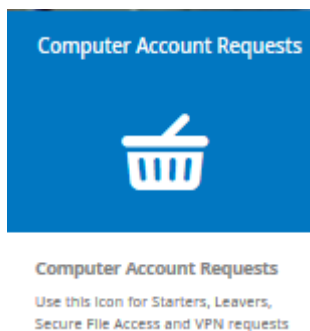


Tiles



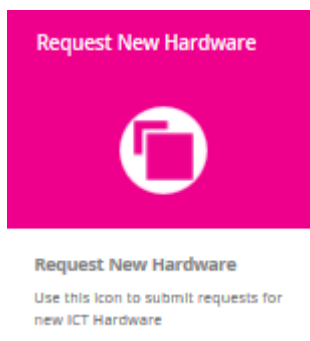
Raise a Fault

Click on this tile to raise a new fault, issue or advice about a problem you are having with your IT systems. i.e. Your computer is not starting up or the printer is no longer printing, anything that is not working as it should be can be logged here.



Computer Account Requests

Click on this tile to request the creation, modification or deletion of computer accounts and NHS.net email accounts, Request Secure File Access or a VPN connection.



Request New Hardware

Click on this tile to submit a request for **NEW** ICT Hardware. Please NOTE should this not be an agreed AGEM process your organisation will not appear as an option and you will need to follow any existing process. All requests are subject to an automated approval workflow, orders will not be processed by AGEM until the subjective organisation has authorised the request.



Request an ICT Service

Click on this tile to submit a request for a standard IT Service. i.e. Re-provision existing IT Hardware. Install, configure Software/applications, request Network point to be made live or relocated, etc. etc.

On Completion of any of the processes above you will receive an automatic email from the Service Desk with a ticket reference.

Additional Screen Panels

Approvals

Approvals Requiring Attention

Detailed in this panel will be any outstanding Hardware approval authorisation requests applicable to nominated managers only.

Open Tickets

Update on Existing Tickets

Detailed in this panel will be your open tickets, you will be able to select your ticket and check for updates or submit hasteners.