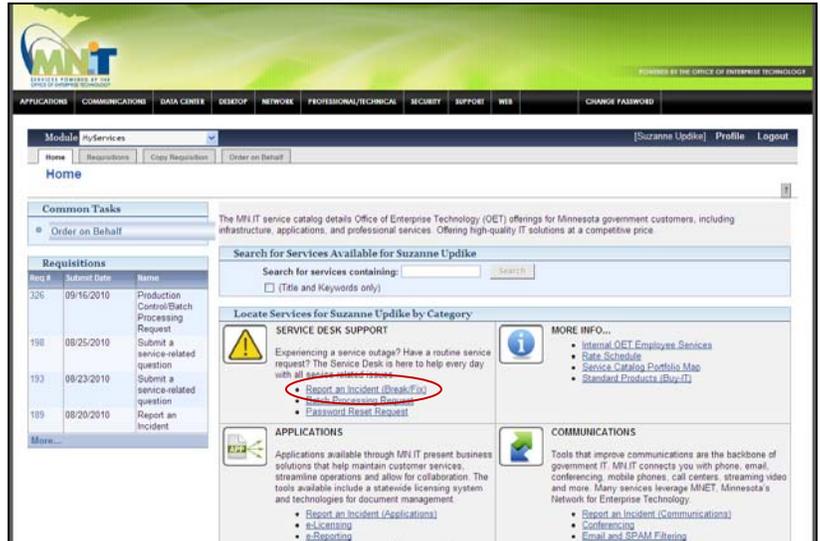


Using the MN.IT Service Catalog: Reporting an Incident

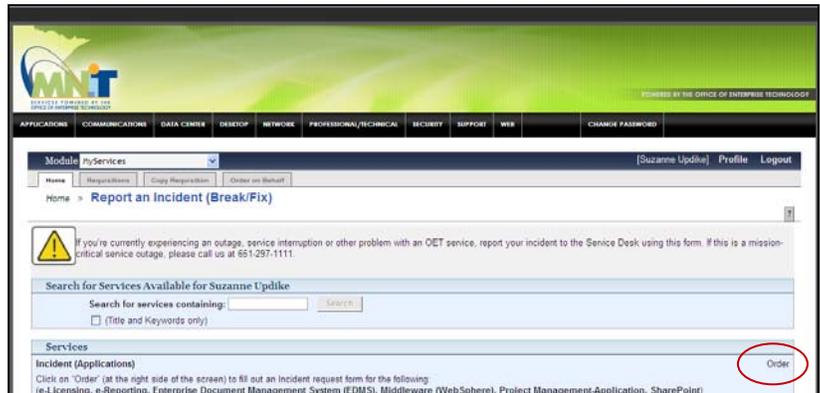
You can use the MN.IT catalog to report an “incident” when a service is broken or needs to be fixed — an interruption of service, a service outage or a service/activity that is not performing as expected.

Report an Incident

- From the MN.IT home page, go to **Service Desk Support** and click on **Report an Incident (Break/Fix)**.

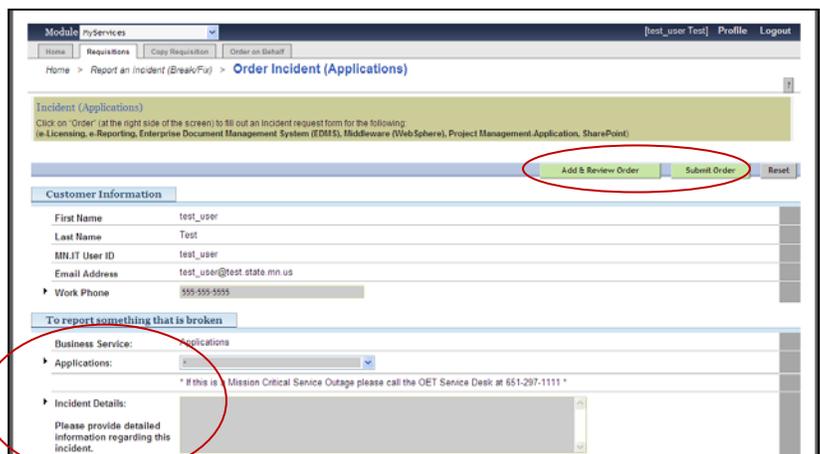


- On the **Report an Incident** page, locate the service that is affected and click **Order** (on the right side of the window) to open the Incident Report form.



- Complete the **Incident Form** (it will be pre-populated with your contact information):

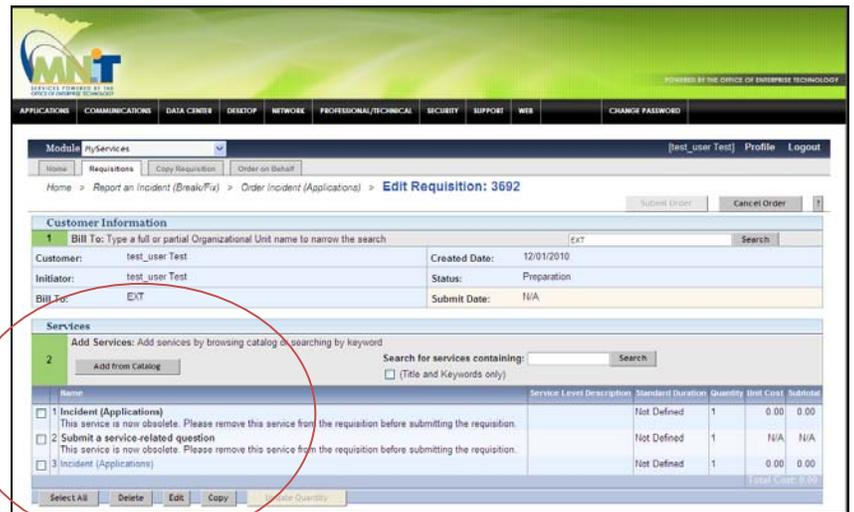
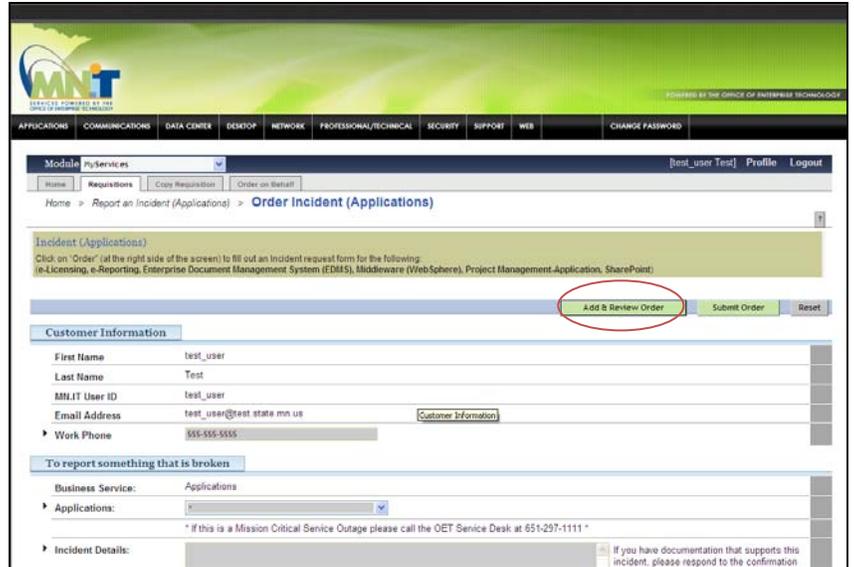
- Items noted with an **arrow** are **required fields**.
- Select a **Business Service** from the menu. In the secondary menu that appears, choose the **individual service** your incident is related to.
- Use **Incident Notes** to provide details about your incident. Click **Submit Order** or **Add & Review** to submit multiple incidents (see page 2).



Submit multiple incidents

The MN.IT catalog allows users to submit multiple incidents at one time.

1. Follow the procedure for reporting an incident (from page 1).
2. When you've completed the Incident Report form, click the **Add & Review Order** button.
3. In the **Services** section, you'll see a list of the Incident Reports you've created.
4. Once you have added all of the individual incidents you need, use the **Select All** button or the **checkbox** to select individual incidents you wish to submit at this time. Click **Submit Order**.



Confirmation messages and adding attachments

Once you click **Submit Order**, you'll see a **Confirmation** screen showing that your incident has been reported.

You will also receive an email notification from the OET Service Desk that your incident has been received. If you need to provide supporting documentation, you can **reply to this confirmation email and include any attachments**.

The pictures at the right are examples of the confirmation messages for two incidents that were submitted on ONE incident report and the emails you would receive for each one. Keep in mind that BOTH services will be linked together throughout the resolution cycle and both must be completed before the incident can be resolved and closed.

