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Service Hub Quick Start Guide

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Service Hub, introduction

Welcome to the Air IT Service Hub Portal!

In this quick start guide, we will detail information about how to navigate and use the Air IT Service Hub Portal, and explain some of the key features to help get you started.



1 Logging in to Air IT Service Hub

Firstly, click onto the Air IT Service Hub application icon or shortcut, which is indicated as an ⁽¹⁾, located either on your PC or Mac desktop, in your utilities tray, or by searching 'Service Hub' from the menu search bar.



Once you have opened the application, you will be presented with the Air IT Service Hub login window on your default browser on PC or Mac . Please log in using your work email account using the Microsoft option and follow the on-screen sign in process.



2. Getting Started with the Air IT Service Hub Portal

For security reasons, when you first log in you will be required to create a Support PIN. Please create your unique Support PIN within the portal. This PIN will be used to help confirm your identity when calling the Air IT Service Desk team and will ensure our services are kept secure and protected. To create your PIN please follow the below steps.



In the top right-hand side of the portal please select your name.



Within this section you will see the option called 'Support PIN'. Click on this option to then create your own individual Support PIN.



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3. Air IT Service Hub navigation and menu

On the left side of the screen (left pane navigation) you will find an expanding menu. Here you can access:

Homepage - which takes you straight to your support options;

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• <u>Company applications</u> - A list of approved company applications. You can also add your own links to this page. Right-click on any menu item to add or remove it from your "favourites" list.

Service Hub.	Air IT	Q Ask a question	Q <, ?
	Applications		🔞 Settings 🕇 Add

- <u>Directory</u> Company staff as per your Office 365 profile information.
- <u>Knowledge Base</u> A collection of self-help articles designed to help you resolve issues before needing to log a ticket. The articles may take you to an external link to help and assist you, or they may be articles written and published by Air IT to help you resolve your issue as soon as possible.
- <u>Messages</u> Company messages of special interest and announcements. When you receive a message or announcements, a notification for unread messages will appear in red.

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- <u>Report a Problem</u> A list of problems you can report to Air IT Service Desk.
 Go to section 4, '<u>How to report a problem</u>'.
- <u>Request Service</u> A list of services that are available to request from Air IT Service Desk. Go to section 5 '<u>How to request service</u>'.
- <u>Support Tickets</u> A list of all your previous requests to the Air IT Service Desk, both incidents and service requests. *Go to section 6* <u>'How to get an update on your ticket</u>'.

When on the home page (centre navigation pane) you will find quick access links to;

- Report a Problem, Request Service or get a Ticket Update.
- Access to Knowledge base articles relating to troubleshooting for Email related queries, Home Working Support, MAC Support, Microsoft Office learning, Mimecast Support and Portal Information.

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On the right side of the screen (right navigation pane) you will find useful links to;

• Recommended Articles and Popular Articles which provide key knowledge, essential advice and guidance on commonly asked questions.

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4. How to report a problem

From the centre navigation pane, click 'Report a Problem'.



You will be then provided with a list of category options for your problem. Select the category that applies to your problem or select 'Not listed here' if none apply.

Ç	Having Problems? Click on a category for help
~	General
~	My Air Bl
~	My computer
~	My email
~	My files
~	My mobile device
~	My network
~	My phone
~	My printer
~	My software
~	Not listed here

Once selected, you will be given additional subcategories relating to your problem. Please choose the relevant option.

Ç	Having Problems? Click on a category for help.
~	General
~	My Air Bl
~	My computer
^	My email
	I am having issues with Microsoft Outlook Use this option if you have experiencing odd behavior with Microsoft Outlook. Often times, closing Outlook and waiting a minute or two and then reopening will fix some of the common problems.
	Lam having issues with Microsoft Outlook Use this option if you have experiencing odd behavior with Microsoft Outlook. Often times, closing Outlook and waiting a minute or two and then reopening will fix some of the common problems.
	I cannot receive email Tise this option if you are having trouble receiving email from everyone or selected users. If from selected people, he sure and check your SPAM

Use this option if you are having trouble receiving email from everyone or selected users. If from selected people, be sure and check your SPA folder for items or your SPAM Quarantine Summary email from your SPAM filtering service provider.

When you have chosen a subcategory, you will be taken to a form to report a problem. Please note each form is different and specific to the individual problem raised. Please complete the details requested, and where applicable, include a screenshot and upload as an attachment. Once all the details are added, click the submit button to report the problem to us. Upon submitting, your ticket will be added to your ticket updates. See section 6.

Report a Problem	× Cancel
I am having issues with Microsoft Outlook Use this option if you have experiencing odd behavior with Microsoft Outlook. Often time and waiting a minute or two and then reopening will fix some of the common problems. Complete the following details to submit your request.	es, closing Outlook
What are the problems? * Microsoft Outlook won't open	
I'm reporting this problem for another user Have any troubleshooting steps been tried?	
Yes Has this issue happened before?	Å
No Can you provide any other information that might help us resolve this issue?	A
This started as soon as I logged on this morning	Â
Submit Cancel	

After submitting, you will get an on-screen notification that your request has submitted, explaining the resolution time information.

quest	Submitted	
ik you fo	r logging this with us, we aim to r	espond and resolve within the below
ies:	Initial Perpopeo	Resolution
	initial Response	4 working hours
P1	1 working hour	
P1 P2	1 working hour 1 working hour	8 working hours
P1 P2 P3	1 working hour 1 working hour 2 working hours	8 working hours 16 working hours

5. How to request service

From the centre navigation pane, click 'Request Service'.



You will be provided with a list of the top referenced requests and the option to search for a request, if the request is not listed. Alternatively click 'all' on the right-hand side under 'categories', or select a specific category. Select the request type to then proceed.



After selecting the request, you will be taken to a request service form. Please note each form is different and specific to the request you are raising. Please complete the details and submit.



You will then receive a confirmation detailing initial response time and resolution time.

Thank you for logging this with us, we aim to respond and resolve within the below time frames:

Initial Response	Resolution
8 working hours	40 working hours

6. How to get an update on your ticket

From the centre navigation pane, click 'Ticket Updates'.



You will be taken to your Support Ticket inbox, which will display all your support tickets to date.

Suppor	rt Tickets 09/02/20 Closed 🖕 Waiting	18 - 08/02/2021			Download	+ Problem	+ Request
ID	SUBJECT	CREATED 🕹	LAST UPDATED	STATUS / PRIORITY	CATEGORY	CONTACT	

Each line will provide a summary, identifying the ticket ID, subject, create date, last update, status/priority level, category and contact.

By clicking onto your ticket, you will be taken to more information including the discussion, timeline of activity and additional details.



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Need Help or More Information?

If you are having any difficulties using either version of Service Hub (Desktop Client or Web version) - need more information or help, please do not hesitate to contact our Service Desk who will arrange further training for you or your staff.

Please feel free to contact us using the details below:

- Tel numbers: www.airit.co.uk/client-support/technical-support/
- Email: <u>support@airit.co.uk</u>
- Service Hub: https://servicehub.airit.co.uk/

Kind regards Air IT

