

New Features in the Self Service Hub

Several new enhancements have been released in the Self Service Hub, including:

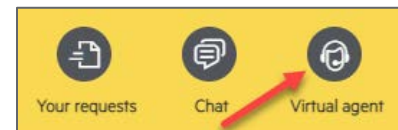
- Utilizing the Virtual Agent to find what you need
- Activating the Self Service Hub app (Portal) using a Mobile Device
- Viewing the Information Technology Weekly Planned Downtimes

Details on activating and using these new features can be found below.

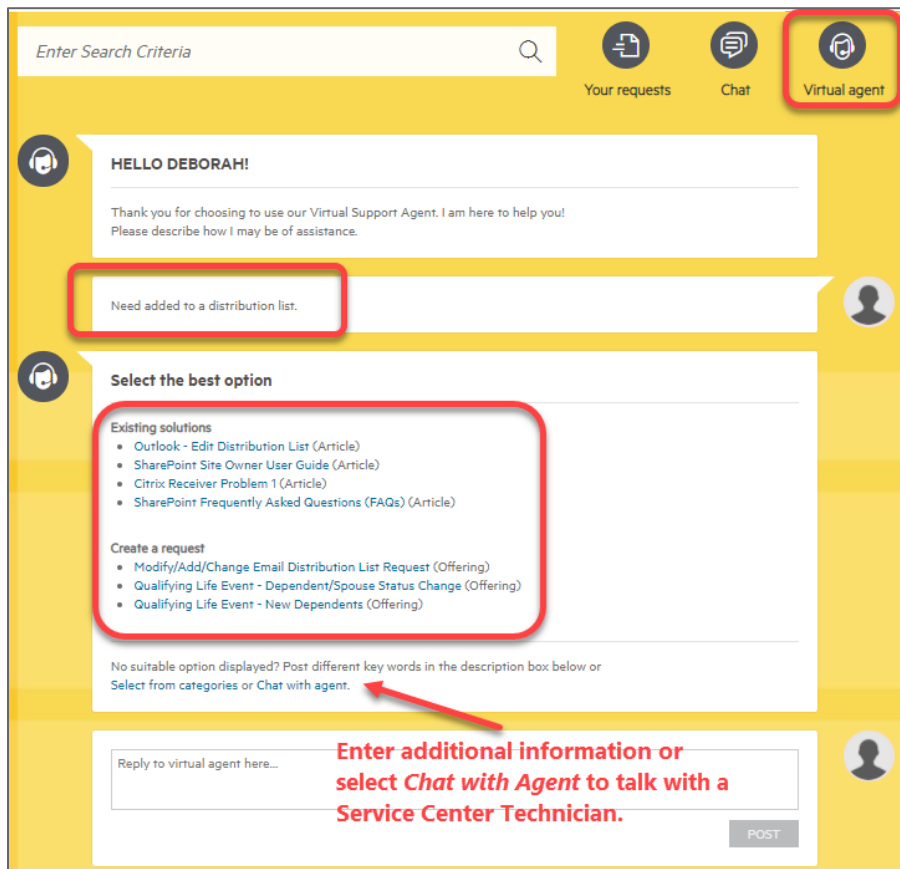
What is the Virtual Agent?

The Virtual Agent, located at the top of the Self Service Hub, will assist you with finding what you're looking for.

1. Click the **Virtual Agent** icon.
2. Enter a brief description of what you need (e.g., Need added to a distribution list.).
3. Click **Post**. Matching results display.
4. Select the desired item.



Note: Results are displayed in two categories: **Existing Solutions** (articles) and **Create a request** which will allow you to submit a request/ticket.



Enter Search Criteria

HELLO DEBORAH!

Thank you for choosing to use our Virtual Support Agent. I am here to help you!
Please describe how I may be of assistance.

Need added to a distribution list.

Select the best option

Existing solutions

- Outlook - Edit Distribution List (Article)
- SharePoint Site Owner User Guide (Article)
- Citrix Receiver Problem 1 (Article)
- SharePoint Frequently Asked Questions (FAQs) (Article)

Create a request

- Modify/Add/Change Email Distribution List Request (Offering)
- Qualifying Life Event - Dependent/Spouse Status Change (Offering)
- Qualifying Life Event - New Dependents (Offering)

No suitable option displayed? Post different key words in the description box below or
Select from categories or Chat with agent.

Reply to virtual agent here...

Enter additional information or
select **Chat with Agent** to talk with a
Service Center Technician.

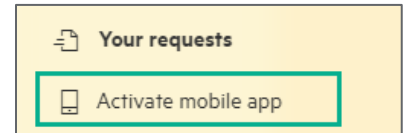
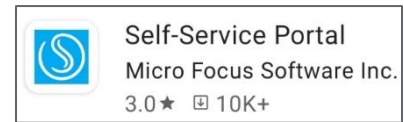
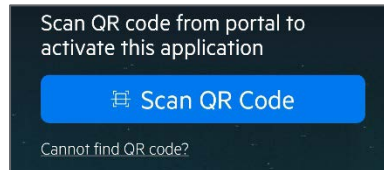
POST

If you do not find the results you are looking for, you can enter more information in the **Reply to virtual agent here** field, or you can click the **Chat with agent** option to speak with an IT Service Center Technician.

Activating the Self-Service Portal Mobile App

The Self-Service Portal app can be used to view and submit Self Service Hub requests, using your mobile device.

1. Download the **Self-Service Portal** application (by Micro Focus Software Inc.) from your app store.
2. Using your computer, go to the Self Service Hub: <https://smportal.centura.org>.
3. Select the **Activate mobile app** link in the right navigation, under **Your requests**.
4. On your mobile device, activate the app by tapping **Scan QR Code**.
5. Scan the displayed QR code.
6. Enter your Centura **User ID** and **Password** and tap **Sign In**.
7. Select **Send Me a Push**.
8. **Approve** the DUO push.

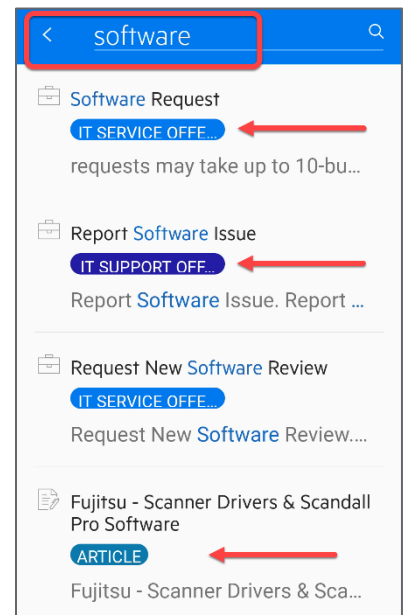
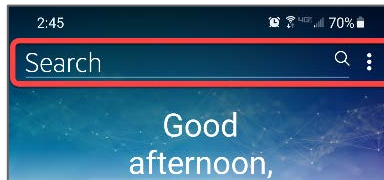


Searching

The mobile app, like the desktop app, allows you to perform searches for the topics for which you may need assistance. The results may include:

- IT Service Offerings – Requests
- IT Support Offering – Report something is not working
- Article – Knowledge Documents

1. Enter your search criteria into the **Search** field found at the top of the app (e.g., Access).
2. Tap the search icon or **Done** to perform the search.
3. Tap the desired item in the search results.

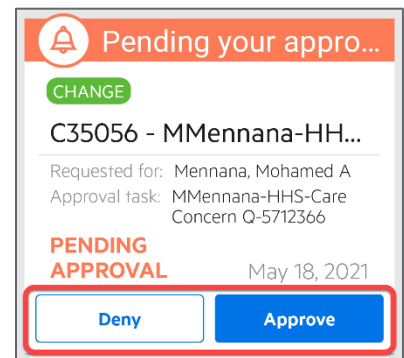


Reviewing and Approving Requests

The mobile app displays any active requests requiring approval.

You now have access to view active requests, hot news articles, perform searches, and submit requests.

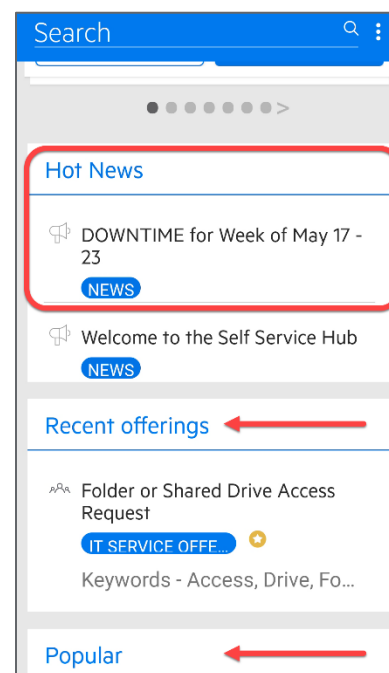
1. Select the ticket number to view the details of the request.
2. Click **Approve** or **Deny**.
3. Swipe to the right to view the next item.



Viewing the IT Planned Downtimes for the Week

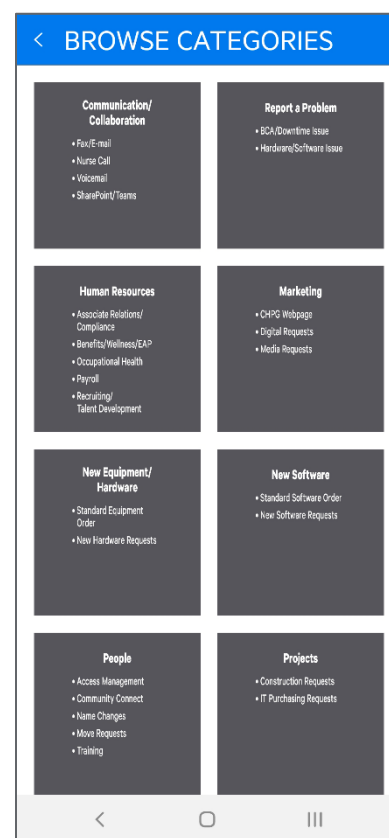
Scroll the screen down to find the **Hot News**. The Hot News contains:

- Information Technology Weekly Planned Downtimes
- Recent Offerings (requests that you have recently submitted)
- Popular requests



Browse Categories

If you already know where your desired request resides, select **Browse Categories** to display the same tiles that you will find on the desktop app.



Questions?

If you have any question regarding the enhancements to the Self-Service hub, please contact [IT Service Management](#).