

NEW ICT SERVICE CENTRE HEAT

This new system is used to create and monitor ICT support requests. It can be accessed through the web browser on your computer where ever you have internet access.

Enter the following into the address bar of your web browser

<https://ictservicecentre.bwdsb.on.ca/HEAT/>



NEW ICT SERVICE CENTRE HEAT

Launched July 2018

New Features

- ***Access from home***
- ***Easily login with your Active Directory credentials***
- ***The service catalogue makes recording common incidents easier***
- ***Dashboards and reporting tools for managers and principals***

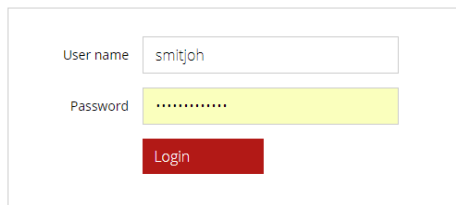


Step 1 - Log in

Double click the **ICT Service Centre – HEAT** icon found on your school computer desktop or visit the address below.

<https://ictservicecentre.bwdsb.on.ca/HEAT/>

At the login screen enter in your AD username (without @bwdsb.on.ca) and password, then click the Login button.



User name: smitjoh
Password:
Login

Step 2 – Check for existing issue

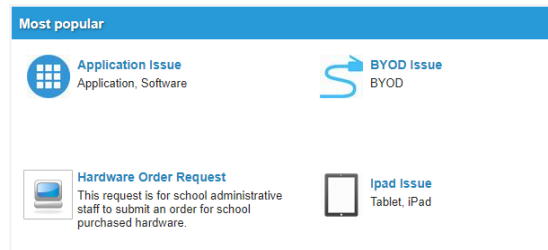
Check the All Open Calls by MY Location section on your home screen to make sure a related service request hasn't already been put in for your location by someone else.

| Open Calls at My Location (2) | | |
|-------------------------------|-----------------|--------------|
| Item # | Site / Location | Requested By |



Step 3 – Select Category

Click Service Catalog link in the menu bar then click the offering that best applies to the call request you wish to log.

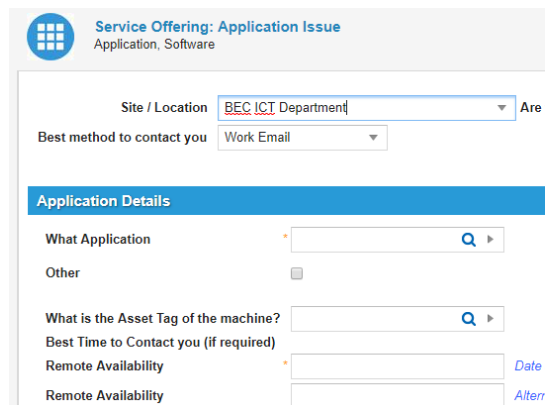


Most popular

- Application Issue (Application, Software)
- BYOD Issue (BYOD)
- Hardware Order Request (This request is for school administrative staff to submit an order for school purchased hardware.)
- Ipad Issue (Tablet, iPad)

Step 4 – Fill Out Request Form

Starting at the top of the form fill in each field in order going down the screen. Fields marked with an asterisk(*) are mandatory. When complete click the Submit button.



Service Offering: Application Issue (Application, Software)

Site / Location: BEC ICT Department (Are)

Best method to contact you: Work Email

Application Details

What Application: [Search]

Other: []

What is the Asset Tag of the machine?: [Search]

Best Time to Contact you (if required): []

Remote Availability: [] (Date)

Remote Availability: [] (Alter)

Step 5 - Log Out

When finished in ICT Self-Help (HEAT) be sure to click the “Log Out” button located in the top right of the screen, then select “Yes”.

Help documents on SharePoint

>SharePoint/ Staff Resources/ ICT Self Help/ ICT SERVICE CENTRE - HEAT

- 001 Quick Start -Logging a Service Request
- 002 Getting Started in ICT Self Service (HEAT)
- ICT Self Service –HEAT -End User Guide

ICT SERVICE CENTRE
1-866-538-0575

