

Submitting IT Requests

It is vital that IT requests are submitted from the options below instead of a phone call or email directly to IT staff. That way, tickets are generated and tracked, so FNA staff requests are not lost or overlooked.

The options for submitting IT requests are as follows:

1. FNA Help Web Support Portal
 - a. <https://fnahelp.fairbanksnative.org>
 - i. Log on using your FNA computer login; instructions are below.
 - ii. Bookmark this web page for future use.
 - iii. A co-worker or supervisor can submit requests on behalf of another employee.
2. Email Request for Services
 - a. it@fairbanksnative.org
 - i. Include a short description of your request as the subject line and details in the email message.
 - ii. Once sent, a ticket is automatically generated, and FNA IT staff will contact you as soon as possible.
3. Phone Extension
 - a. **x6300**
 - i. Call and wait for an answer. If staff are unavailable, leave a voicemail. A return call will be made as soon as possible.

The following pages show you how to use the [FNA Help](#) web portal

FNA Help Web Support Portal

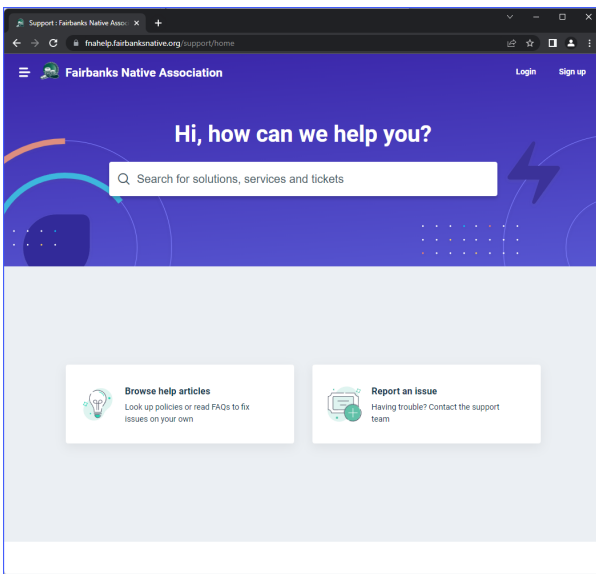
The following documentation shows the following:

- Logging On
- The Web Interface
- Submitting Requests

Logging On

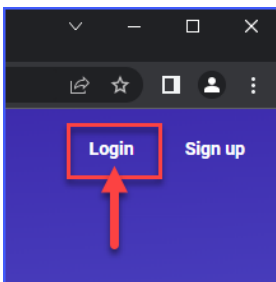
The following steps show FNA staff how to log onto FNA Help using the same network accounts they use to log onto their computers.

1. Open a web browser and go to <https://fnahelp.fairbanksnative.org>



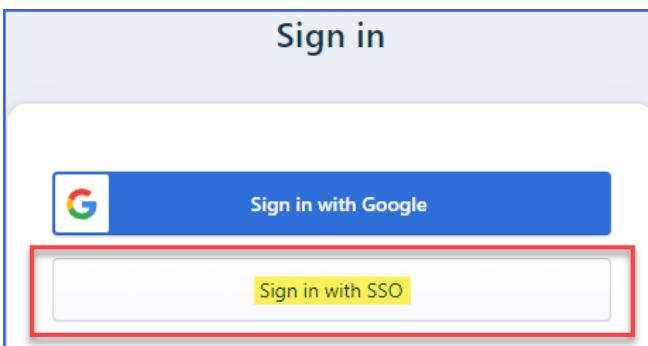
a.

2. At the top-right corner, click on **Login**



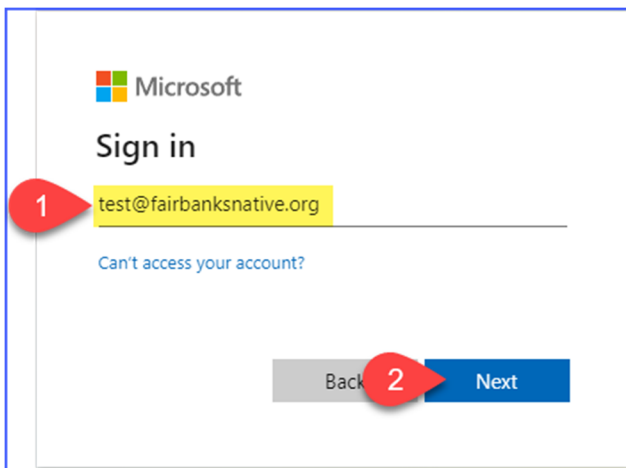
a.

3. Click on **Sign in with SSO**



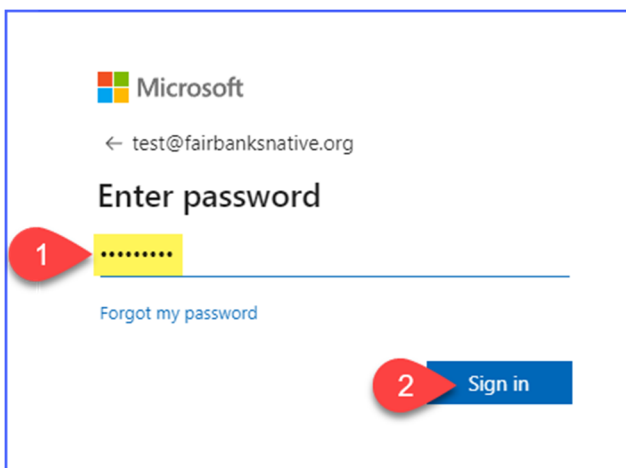
a.

4. The web page will update to a Microsoft Sign in page. Enter your FNA email address and click Next



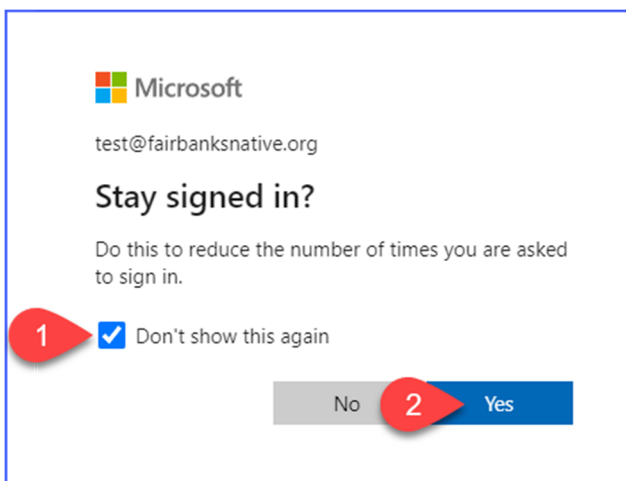
a.

5. Enter the same password that you use to log onto your FNA computer, and click **Sign in**



a.

6. Checkmark the Don't show again option, and click the Yes button

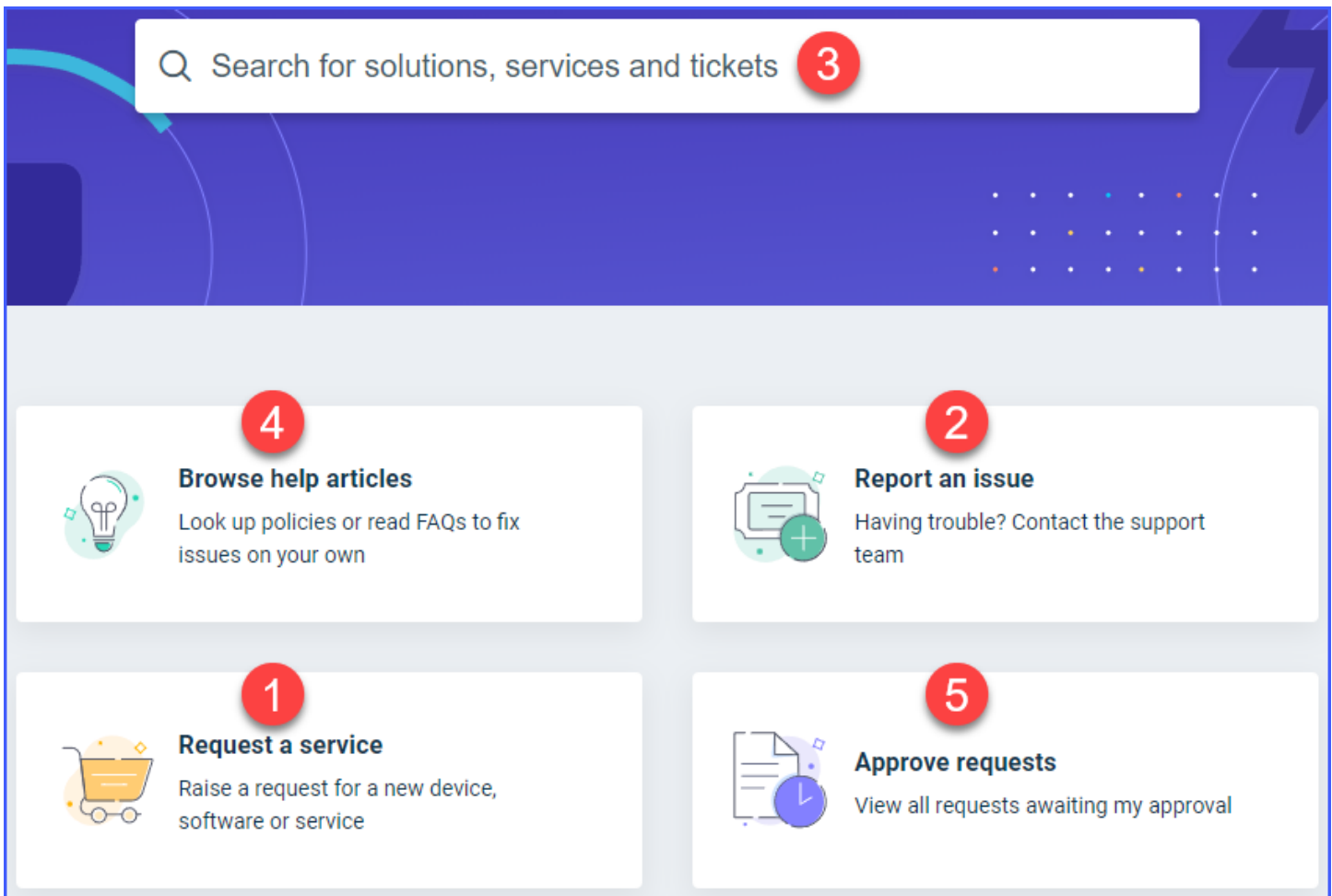


a.

- b. After this, any time you return to fnahelp.fairbanksnative.org and click **Login**, it should automatically log you in.

The Web Interface

Here are the options to select from the homepage of FNA Help.



1. Request a service

- a. This is the primary option for initiating a service request
 - i. The process will be shown on the next page

2. Report an issue

- a. While this is an option, submitting from this link will create a generic ticket request that's not assigned to a support group, such as IT, Facilities, or Communications. Expect a delay if a request is submitted from this option, as the support group will need to be manually identified and assigned to them.

3. Search field

- a. This can quickly help you to find what you're looking for.

4. Browse help articles

- a. How-to's will be published here. Such as how to add FNA email to your iPhone, adding a printer, or other tasks. If an article doesn't exist, then submit a request for one.

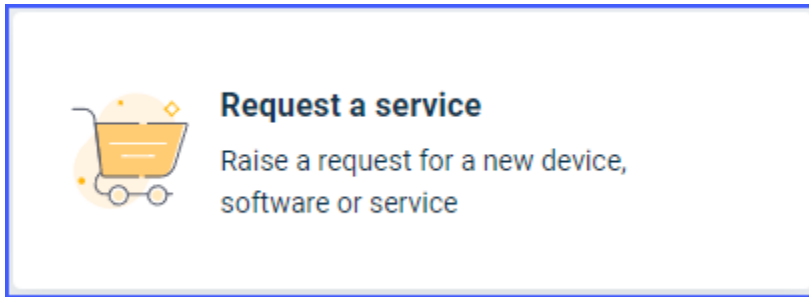
5. Approve requests

- a. Depending on the request, managing supervisors go here to approve them when notified to do so.

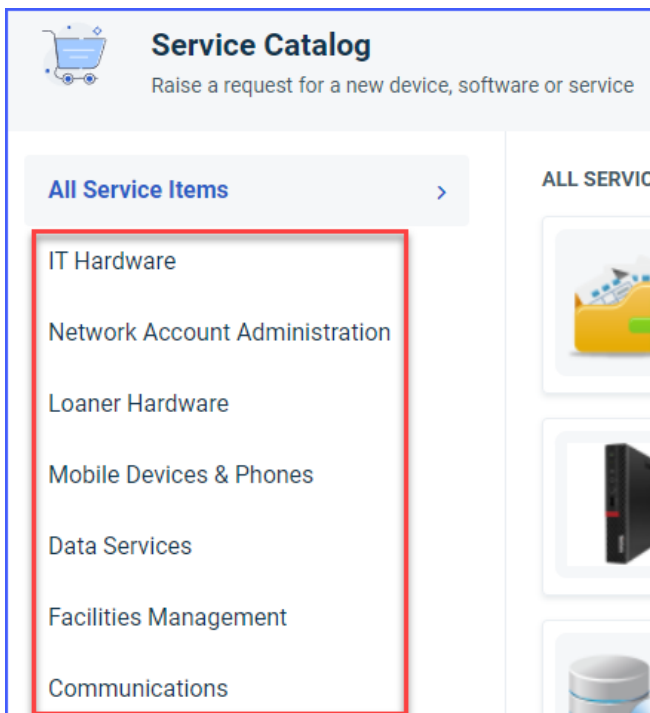
Submitting Requests

What follows is a demonstration of how to submit a service request from the FNA Help support portal. While the screenshots may not align with what you may find on the website, as changes have been made over time, the basic concepts will still apply.

1. Log onto <https://fnahelp.fairbanksnative.org>
2. Click on **Request a service**



3. Click on an item from **ALL SERVICE ITEMS**, or make your selection more granular by clicking on a service category from the left menu



- i. IT Hardware
 1. Computers and laptops and accessories
- ii. Network Account Administration
 1. New FNA Accounts
 2. Terminate Accounts
 3. FNA Job Change
 4. Password Reset
 5. Change of Name


- iii. Loaner Hardware
 - 1. Loaner laptop
 - iv. Mobile Devices and Phones
 - 1. iPads
 - 2. Desktop ShoreTel/Mitel VOIP phones
 - 3. Change phone staff information
 - 4. Voicemail
 - a. New mailbox
 - b. Reset pin
 - v. Data services
 - 1. Access to files
 - 2. Backup files
 - 3. File restore
 - vi. Facilities Management
 - 1. Submit a request to FNA Facilities staff
 - vii. Communications
 - 1. Submit a request to FNA Communications staff
4. Each service request will have different fields to complete. The ones that are required are indicated by a red asterisk to the right of the field title.
5. When done filling out as much information as you can, click **Place Request**
- a. If ordering an item, you can change the quantity before confirming your order.
 - b. You may be shown a summary of your request with your email automatically in the Requester field.
 - c. If satisfied, click **Confirm**

The screenshot shows a form titled "Items Requested" with a close button (X) in the top right corner. Below the title, there is an iPad icon and the text "iPad". To the right of the iPad icon is a quantity selector with a minus sign, the number "1", and a plus sign, all enclosed in a red box. Below this is a "Requester *" field with a red asterisk indicating it is required. The field contains the email address "test@fairbanksnative.org" and is also enclosed in a red box. Below the field is a checkbox labeled "Request for someone else" which is currently unchecked. At the bottom right of the form, there is a dark blue button with the text "Confirm" in white, also enclosed in a red box. The entire form is enclosed in a blue border.

i.

- d. If requesting for someone else, checkmark the box for **Request for someone else** and enter their FNA email prior to clicking **Confirm**.

Items Requested ×

 iPad - 1 + ⊖

Requester *

Request for someone else

Request for *

Confirm

i.

At this point, your request has been submitted to IT staff to complete.