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Guide on services in Virtual Help Desk

March 2024

Service Catalog Map

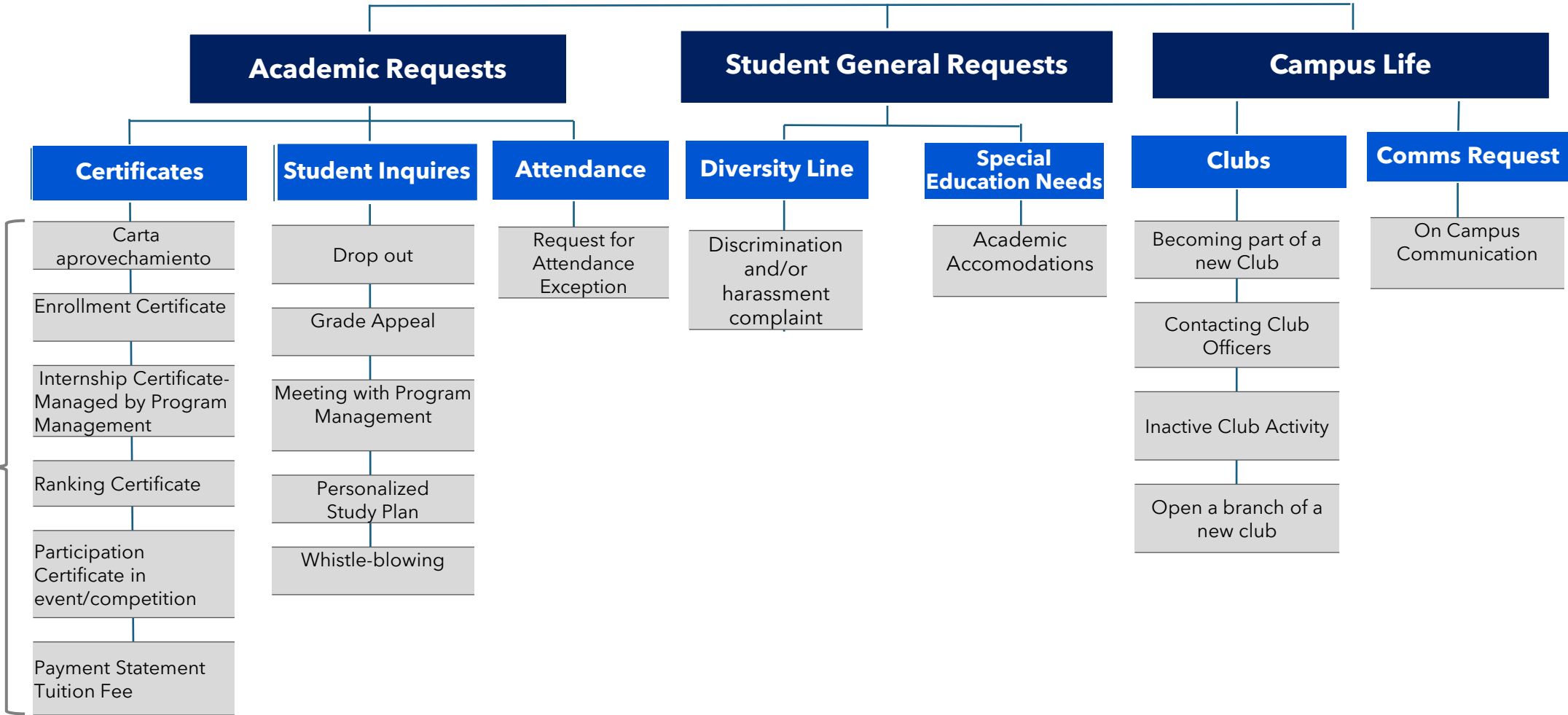
The information showed in this section is an overview of all services available in Virtual Help Desk for undergraduate students

Service Catalog Map

Catalog →

Category →

Services →

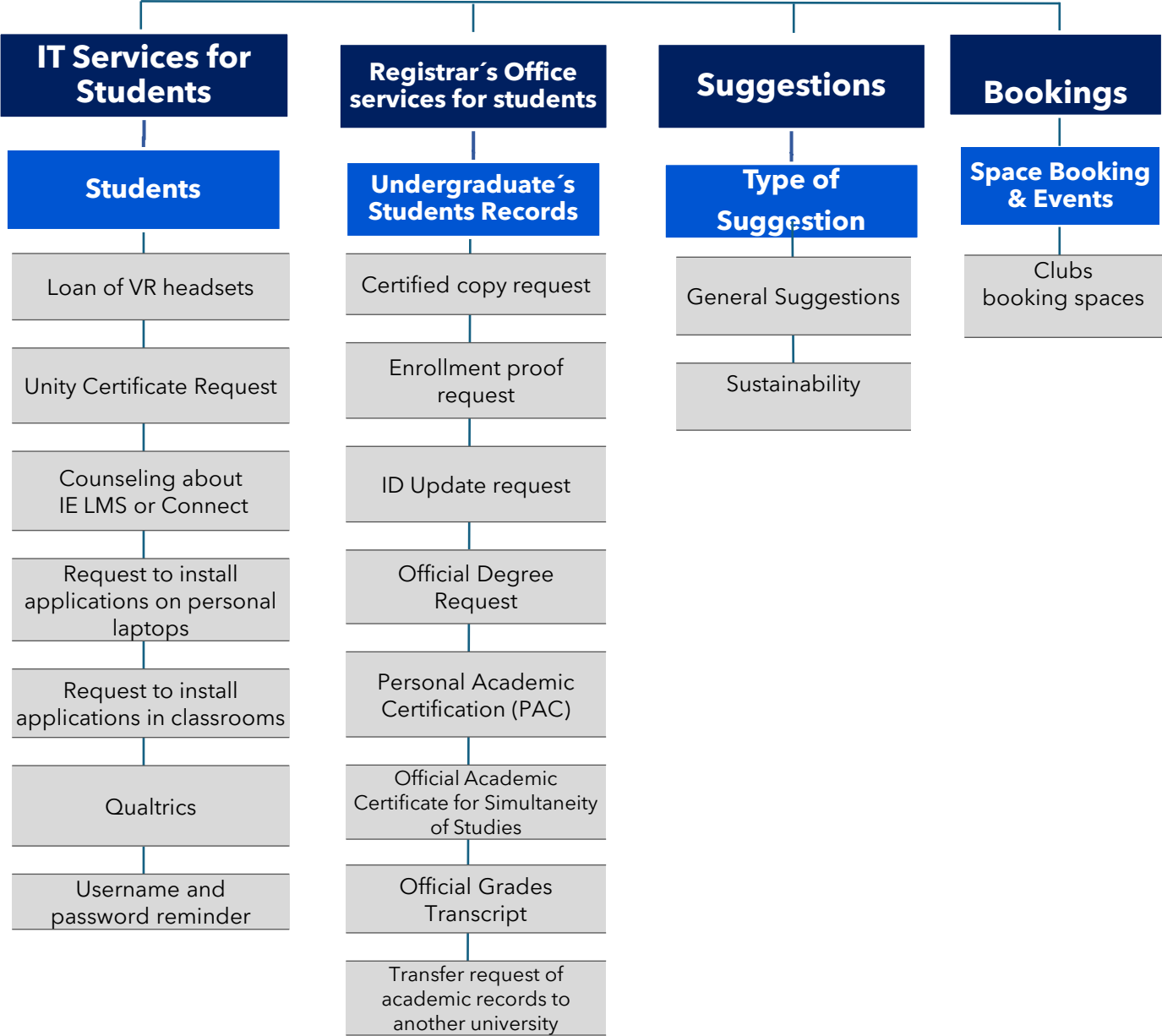


Service Catalog Map

Catalog →

Category →

Services →



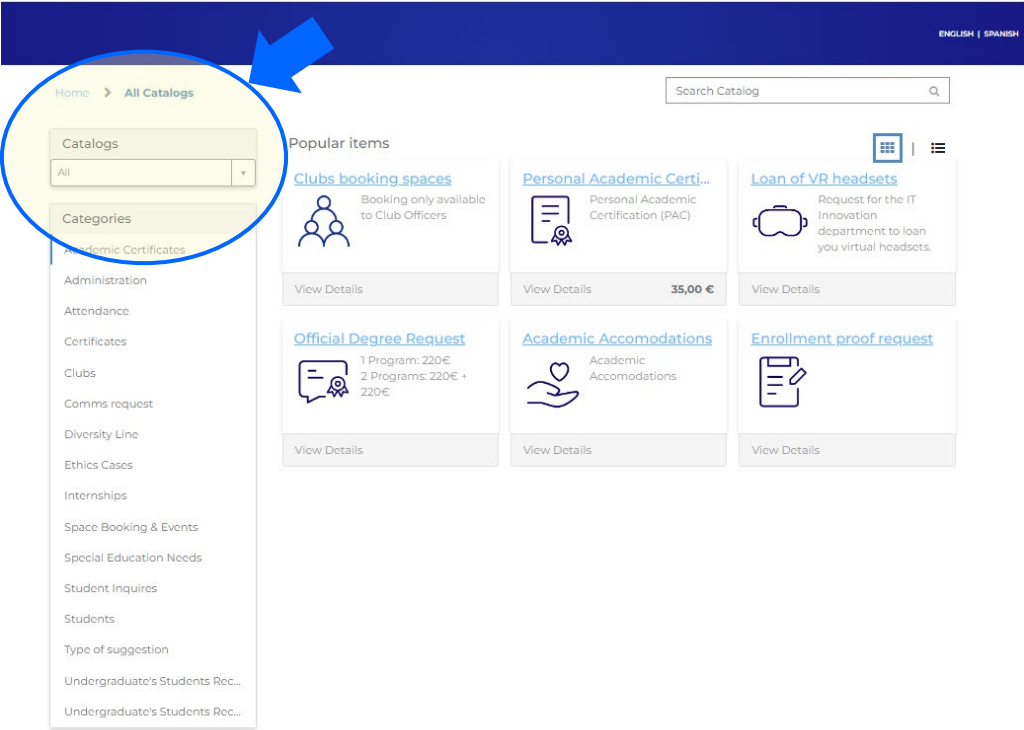
Looking for services on the Virtual Help Desk website

This section contains instructions on how to look for specific services on the Virtual Help Desk page

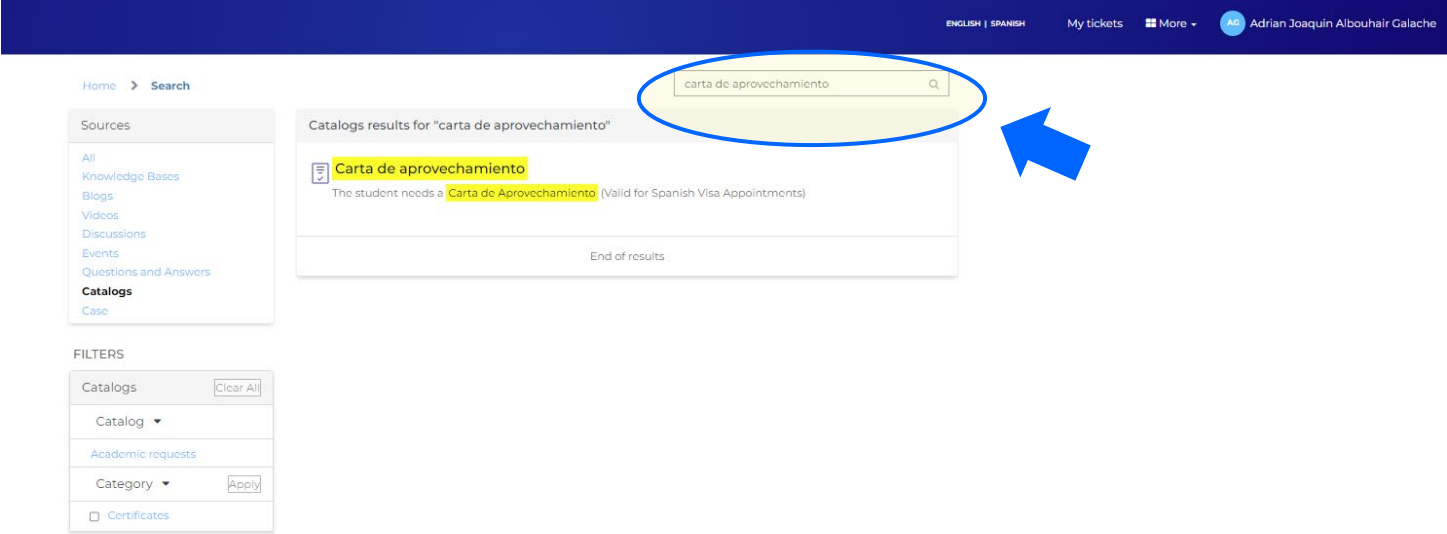
1. Click on the "Service Catalog" button

The screenshot shows the Virtual Help Desk interface. At the top left is the 'ie UNIVERSITY' logo. At the top right are links for 'ENGLISH | SPANISH', 'My tickets', 'More', and a user profile icon. The main heading is 'Virtual Help Desk' with a search bar below it containing the text 'How can we help?'. Below the search bar are two sections: 'Most Viewed' with buttons for 'Grading' and 'View All Articles', and 'Popular items' with six buttons: 'Carta de aprovechamiento', 'Enrollment Certificate', 'Drop out', 'Enrollment PDP Certificate-Undergraduate', 'General Suggestions', and 'Grade Appeal'. At the bottom, a section titled 'Do you need something else?' contains the text 'We are available for live support 24 hours a day seven days a week' and two buttons: 'Service Catalog' and 'Create a Case'. A blue arrow points to the 'Service Catalog' button, which is also circled in blue. In the bottom right corner, there is a chat bubble that says 'Need help? Chat with me...' and a blue cartoon frog character.

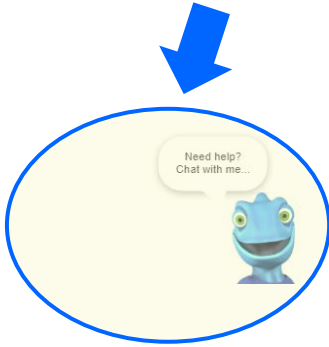
2. Search for the service you need from the drop-down catalogue/category lists, by using the search engine available on the webpage or even by asking Cammie to help you find this information.



The screenshot shows the 'All Catalogs' page. At the top right, there are language options 'ENGLISH | SPANISH'. A search bar labeled 'Search Catalog' is present. On the left, a dropdown menu is open, showing a list of categories: Academic Certificates, Administration, Attendance, Certificates, Clubs, Comms request, Diversity Line, Ethics Cases, Internships, Space Booking & Events, Special Education Needs, Student Inquires, Students, Type of suggestion, Undergraduate's Students Rec..., and Undergraduate's Students Rec... A blue arrow points to this menu. The main content area is titled 'Popular items' and features six service cards: 'Clubs booking spaces', 'Personal Academic Certification (PAC)', 'Loan of VR headsets', 'Official Degree Request', 'Academic Accomodations', and 'Enrollment proof request'. Each card includes an icon, a brief description, and a 'View Details' button.



The screenshot shows search results for 'carta de aprovechamiento'. The search bar at the top right contains the text 'carta de aprovechamiento'. Below it, the results are displayed under the heading 'Catalogs results for "carta de aprovechamiento"'. A single result is shown: 'Carta de aprovechamiento', with a sub-description: 'The student needs a Carta de Aprovechamiento (Valid for Spanish Visa Appointments)'. Below the result, it says 'End of results'. On the left, there are navigation options: 'Sources' (All, Knowledge Bases, Blogs, Videos, Discussions, Events, Questions and Answers, Catalogs, Case) and 'FILTERS' (Catalogs, Catalog, Academic requests, Category, Certificates). A blue arrow points to the search bar.



The screenshot shows a chatbot interface. A blue arrow points to a yellow speech bubble containing the text 'Need help? Chat with me...'. Below the speech bubble is a small blue cartoon frog character.

Finding attachments related to a service request

In order to find the attachment file linked to your request, please follow the steps described in the following section

1. Click on "My tickets" in order to access all your requests

The screenshot shows the Virtual Help Desk interface for IE University. The top navigation bar is dark blue and contains the IE University logo on the left, language options (ENGLISH | SPANISH) in the center, and a 'My tickets' link on the right, which is circled in blue with a blue arrow pointing to it. Below the navigation bar is a search bar with the placeholder text 'How can we help?'. The main content area is divided into two sections: 'Most Viewed' and 'Popular items'. The 'Most Viewed' section contains two buttons: 'Grading' and 'View All Articles'. The 'Popular items' section contains six tiles, each with an icon and a title: 'Carta de aprovechamiento', 'Enrollment Certificate', 'Drop out', 'Enrollment PDP Certificate-Undergraduate', 'General Suggestions', and 'Grade Appeal'. At the bottom of the page, there is a footer with a chatbot icon and the text 'Do you need something else? We are available for live support 24 hours a day seven days a week'. A URL is visible in the bottom left corner: https://iepre.service-now.com/csm?id=my_requests.

2. Once in "My tickets" , scroll down the page to locate the "Requested Items" list. Then click on the specific request



Home > Requests

Cases

All > Opened by = Adrian Joaquin Albouhair Galache .or. Consumer User = Adrian Joaquin Albouhair Galache

Opened	Number	Short description	State
27/02/2024 17:25:44	CS0052256	Booking only available to Club Officers	New
27/02/2024 17:06:39	CS0052244	Sustainability	Closed
27/02/2024 17:05:32	CS0052239	General Suggestions	Closed
27/02/2024 16:44:35	CS0052227	The student needs a Carta de Matricula (Valid to prove your current enrollment status)	New
27/02/2024 16:43:20	CS0052226	The student needs a Carta de Aprovechamiento (Valid for Spanish Visa Appointments)	New
27/02/2024 16:34:06	CS0052225	Whistle - blowing	New
27/02/2024 16:33:01	CS0052224	Request for Attendance Exception	New
27/02/2024 16:30:50	CS0052223	Official Grades Transcript	New
27/02/2024 16:29:06	CS0052222	Meeting with P	New
27/02/2024 16:23:48	CS0052221	Grade Appeal	New
27/02/2024 16:21:24	CS0052220	EnroPrograment PDP Certificate	New
27/02/2024 16:15:47	CS0052219	Request of academic dropout. Please indicate date, personal information and cause of the dropout	New
27/02/2024 15:29:35	CS0052217	A student wishes to receive a summary of finalized and/or pending payments	New
22/02/2024 15:13:18	CS0052215	Counseling about IE LMS or Connect	New
22/02/2024 15:13:18	CS0052214	Counseling about IE LMS or Connect	New
20/02/2024 16:28:09	CS0052213	Sustainability	Closed
20/02/2024 16:06:08	CS0052212	General Suggestions	Closed
20/02/2024 15:45:43	CS0052211	The student needs a Carta de Matricula (Valid to prove your current enrollment status)	New
19/02/2024 17:28:13	CS0052197	Official Grades Transcript	New
19/02/2024 17:28:13	CS0052198	Official Grades Transcript	New

< 1 2 > Rows 1 - 20 of 29

Incidents

All > Caller is Adrian Joaquin Albouhair Galache

No records in Incident using that filter

Requested Items

Home > Requests

Requested Items

All > Caller is Adrian Joaquin Albouhair Galache

Opened	Number	Short description	State
27/02/2024 17:25:38	S2024_000416	Booking only available to Club Officers	
27/02/2024 17:13:30	S2024_000415	The student needs a Carta de Aprovechamiento (Valid for Spanish Visa Appointments)	In Progress
27/02/2024 17:06:38	S2024_000414	Sustainability	Closed
27/02/2024 17:05:30	S2024_000413	General Suggestions	Closed
27/02/2024 16:49:44	S2024_000412	A student requests guidance on modifying their study plan	In Progress
27/02/2024 16:44:35	S2024_000411	The student needs a Carta de Matricula (Valid to prove your current enrollment status)	In Progress
27/02/2024 16:43:20	S2024_000410	The student needs a Carta de Aprovechamiento (Valid for Spanish Visa Appointments)	In Progress
27/02/2024 16:34:06	S2024_000405	Whistle - blowing	In Progress
27/02/2024 16:33:01	S2024_000404	Request for Attendance Exception	In Progress
27/02/2024 16:30:50	S2024_000403	Official Grades Transcript	In Progress
27/02/2024 16:29:06	S2024_000402	Meeting with P	In Progress
27/02/2024 16:23:48	S2024_000401	Grade Appeal	In Progress
27/02/2024 16:21:24	S2024_000400	EnroPrograment PDP Certificate	In Progress
27/02/2024 16:15:47	S2024_000399	Request of academic dropout. Please indicate date, personal information and cause of the dropout	In Progress
27/02/2024 15:29:35	S2024_000397	A student wishes to receive a summary of finalized and/or pending payments	
22/02/2024 15:13:14	S2024_000286	Counseling about IE LMS or Connect	In Progress
20/02/2024 16:28:09	S2024_000277	Sustainability	Closed
20/02/2024 16:06:08	S2024_000276	General Suggestions	Closed
20/02/2024 15:45:41	S2024_000275	The student needs a Carta de Matricula (Valid to prove your current enrollment status)	In Progress
19/02/2024 18:26:18	S2024_000262	A student requests guidance on modifying their study plan	In Progress

3. Click then on "Attachments" to find the attached documents related to your request

The screenshot displays the IE University portal interface. At the top, the IE University logo is on the left, and navigation links for 'ENGLISH | SPANISH', 'My tickets', and 'More' are on the right. The main content area shows a request titled 'My Request - S2024_000411'. A blue banner at the top of the request details states: 'The student needs a Carta de Matrícula (Valid to prove your current enrollment status)'. Below this, it indicates the request is for 'Adrian Cortes'. A blue arrow points to the 'Attachments' tab, which is highlighted with a blue circle. The 'Activity' section shows a log entry: 'Adrian Cortes S2024_000411 Created' with a '2d ago' timestamp. The bottom of the page features the IE University logo and a list of schools: IE UNIVERSITY, IE BUSINESS SCHOOL, IE LAW SCHOOL, IE SCHOOL OF ARCHITECTURE AND DESIGN, IE SCHOOL OF SCIENCE & TECHNOLOGY, IE SCHOOL OF GLOBAL AND PUBLIC AFFAIRS, IE LIFELONG LEARNING, IE FOUNDATION, and IE EDU. A chatbot icon is visible in the bottom right corner with the text 'Need help? Chat with me...'.