

PLACING SERVICE CENTRE CALLS

Service Centre Calls may be placed in three ways:

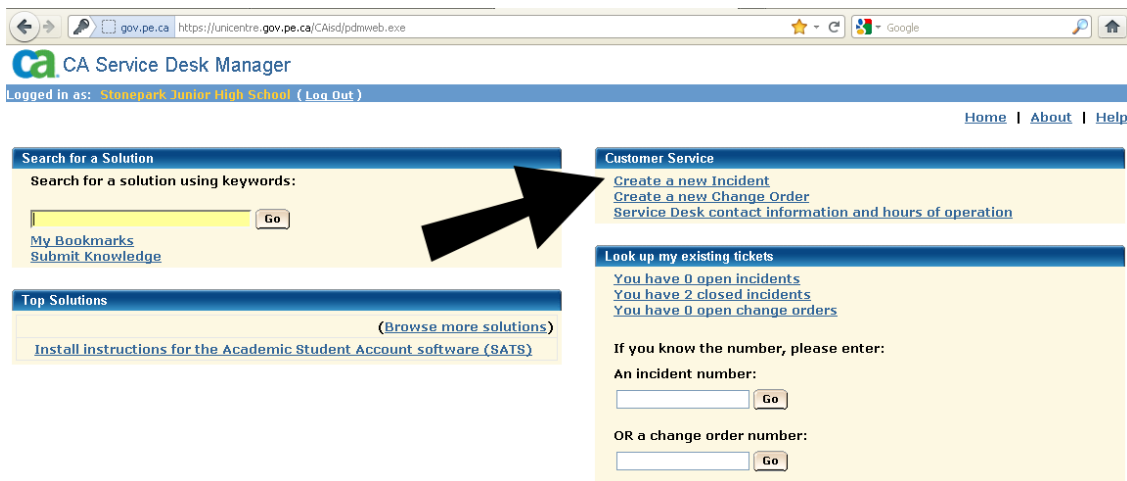
- 1) by email servicecentre@gov.pe.ca
- 2) by telephone 620-3600
- 3) by using Unicentre site <https://unicentre.gov.pe.ca> (preferred, if Internet is available)

Unicentre Use

- 1) **Login:** *yourschool* (as provided by ITSS)
- 2) **Password:** *xxxxxxx* (as provided by ITSS)



- 3) To report a new incident choose “Create a new Incident” (shown below)



4) Choose **Incident Area** (required)

CA Service Desk Manager
Logged in as: **Stonepark Junior High School** (Log Out)

Create New Incident INC-335353 Save Cancel

Reported by
Stonepark Junior High School

Phone Number
368-6085

Email Address
mwrooney@edu.pe.ca

Incident Area (required)

Incident Description (required) Spelling

5) Choose **School Incidents**

CA Service Desk Manager

Incident Area

****Self Service Requests**** All Employee Self Service Requests

School Incidents

6) Fill out the incident details and **Save**

CA Service Desk Manager
Logged in as: **Stonepark Junior High School** (Log Out)

Create New Incident INC-335353 Save Cancel

Reported by
Stonepark Junior High School

Phone Number
368-6085

Email Address
mwrooney@edu.pe.ca

Incident Area (required)
School Incidents

Incident Description (required) Spelling

What is your name? (required)

What is your room number? (required)

Have you checked for loose power cords or cables?

Did you shut down the device and restart it?

Have you asked others in the area if they are having similar issues?

Have you reimaged the workstation?

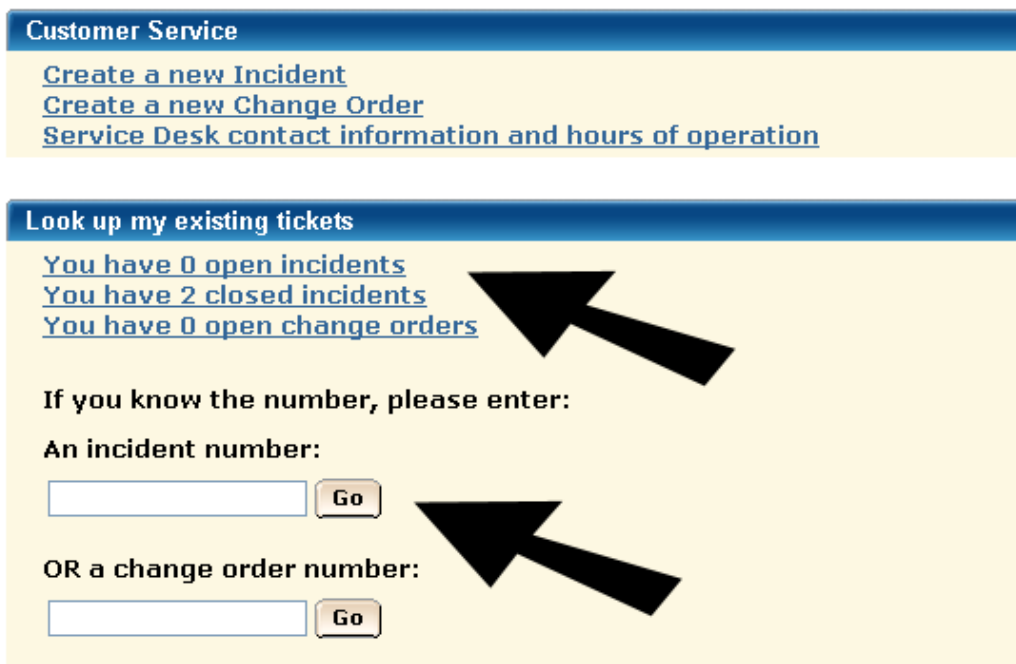
7) Record the **incident number** for future reference and remember to **Log Out**



All incidents that have been reported to the service centre for your School will be found in Unicentre. You may follow-up actions that have been taken to date and who the work has been assigned to.

- 1) Log into Unicentre (see directions on page 1)
- 2) Choose **Open Incidents** to see incidents that have not yet been completed. If you know the incident number it may be entered and searched.

Closed incidents (those which have been completed) may be found in the **Closed Incidents** section.



3) Remember to **Log out**.

Important Reminder:

Always choose **Home** to return to the entry screens in Unicentre. Should you choose "Close Incident" the technician will think that the problem has been fixed. The incident will be moved into the Closed Incidents area of Unicentre.

