**HOW TO – Log a Request/Incident on the Self-Service Portal**

To log a call with the Schools ICT Service Desk using the self-service portal, follow the instructions below:

1. First, go to the self-serve portal. There are 2 ways of accessing this (depending on whether your broadband is with the council or you’re with an external broadband).

* If your school is on the **county broadband**, go to <http://cosodirect.ourcheshire.cccusers.com>
* If your school is with an **external broadband**, you will need to logon to the Access Cheshire Partner Portal. After logging onto the partner portal, there will be a link for the portal on there.

1. If you’re reporting a problem/issue, click on **“SOMETHING HAS STOPPED WORKING”**.
2. This will then bring up form to fill out. In the **“Summary”** field, enter a title that describes your issue.
3. In the **“Details”** field, put as much detail as possible in so we can identify and fix the issue ASAP. These details could include:

* Name of the person with the issue (if applicable).
* What the issue is occurring on? (if applicable) - e.g. PC, laptop, iPads, phones.
* Which application are you using? (if applicable) – e.g. MS Word, Outlook, SCO Pay, Target Tracker
* What is the best way to contact you? – e.g. a phone number or email address.

1. If you need to attach any pictures of the issue or any other files, use the **“Choose File”** option located underneath the details box at the bottom of the page.
2. When you’ve finished filling out the form, click **“Save and Close”** which is on the top left of the page. This will send it through to the Schools ICT team who will then contact you as soon as possible.