Service Requests

Service Request system Requste

The use of the software causes many kinds of problems and a systematic approach is required in solving them.

Customers (staff and students) can report problems and send questions by making service requests, which will be registered in Requeste, the Request Management System.

The same system is used when handling requests for other Metropolia services such as Real Estate Services and Library Services. In the near future, yet more Metropolia services will be integrated into the system.

Although service requests may be submitted by email, telephone and face to face, you are guaranteed to get help faster if you make the request by using Requeste's customer interface directly and include a detailed description of the problem.

By using the customer interface you can also communicate with user support about your problem or questions and view the status the service request - in case solving the problem requires work by more than one person. You will receive automatically e-mail about the processing stage of the request.

How to make a good service request

When you make a service request, fill out all fields to give as much information as possible. In the title of the problem or a question it is good to add the name of the service or software ("Help" or "Hurry!!!!" are not good titles).
In the description field is is also important to explain the following:

- Does the problem occur on other computers in addition to your own?
- Does the problem occur after rebooting the computer?
- Is the problem occasional or permanent?
- When did the problem first occur, etc?

You can also attach other documents to the service request:

- **Screen Shot**
  Open Microsoft Word.
  Go to the window where the problem or error message appeared (click on the window).
  Press the key combination ALT+PrtSc (the Print Screen button), switch to Word, and press CTRL+V to paste the screen shot to the document.
- **Picture**
  You can take a picture with a mobile phone or digital camera. But when sending a picture, use the jpg format - do NOT use the bmp (bitmap) format.

Palvelupyynnöt