



Guide on how to log a call on CA Helpdesk to print business cards

Using 529HELP, please follow the below instructions.

<https://ca.discovery.co.za:9444/casm.html#/bui/home> for Self-service\Catalogue.

The below screen will appear.

The screenshot shows the CA Service Management web application. The main heading is "What do you need help with?". Below this is a search bar with the placeholder text "Type here to describe your issue". There are six service icons: "1 DP Group Facilities Log a call", "2 Group Facilities Log a call Regions", "Add Tenant", "Add User", "Report an IT Issue", and "More". An orange arrow points to the "More" icon. Below the icons are two sections: "My Recent Tickets" and "My Resources".

My Recent Tickets		My Resources	
Open (3)	Closed (69)	You do not have any resources	
Ticket ID R3353849 : User advised she the new 528 icon on her desktop doesn't display	Resolved	Last Modified Today 08:28 AM	
Created on: Today 08:20 AM			
Ticket ID I3352732 : System Audio Issues	Resolved	Last Modified Yesterday 12:31 PM	
Created on: Yesterday 12:27 PM			
Ticket ID I3352690 : Skype for Business: External Calls Issue	Resolved	Last Modified Yesterday 12:33 PM	
Created on: Yesterday 12:12 PM			



Under Categories select IT Managed document services.

The screenshot shows the CA Service Management web interface. The main content area is titled "What do you need help with" and includes a search bar and several quick-action icons. Below this is a "My Recent Tickets" section with a list of resolved tickets. On the right side, a "Categories" sidebar is open, displaying a grid of service categories. An orange arrow points to the "IT Managed Document Services" category in the sidebar.

Categories

- Digital Bulk Comms
- Digital Template Creation
- Drive Permissions
- Email Access
- Email Assistance
- Firewall Change Request
- Franchise Cisco Additional...
- Franchise Cisco Call or Handset...
- Franchise Cisco Extension...
- Headset Request
- IT Equipment Returns
- IT Managed Document Services
- Laptop Request
- MS Teams
- Nice Call Retrieval by Res...
- Paradigm Prod Login/Icon
- Payroll
- RICA Application Access...
- Request an IT Service
- Right Fax
- Service Account...
- SharePoint
- Skype for Business
- Skype for Business



The below screen will pop up with your information.

The screenshot shows the CA Service Management portal interface. At the top, there is a navigation bar with the CA Technologies logo, 'CA Service Management', and links for 'Home', 'My Tickets', and 'My Approvals(0)'. A search bar is present with the text 'What do you need help with?' and a placeholder 'Type here to describe your issue'. Below the search bar, there are several buttons: '1 DP Group Facilities Log a call', '2 Group Facilities Log a call Regions', 'Add Tenant', 'Add User', and 'Report an IT Issue'. The 'IT Managed Document Services' button is highlighted. The main content area is titled 'IT Managed Document Services' and contains a 'Report an Issue' form. The form has a status of 'Request Capture' and includes sections for 'Issue Information' (with a 'Category' dropdown and a 'Description' text area) and 'Requested For Information' (with a 'User' dropdown and a 'Cost Center' dropdown). A 'Submit' button is located at the top right of the form. To the right of the form, there is a 'Suggested Solutions' section with the text 'There are no suggestions that match your search criteria'.



Select IT Managed Document Services Request for Colour Print Requests.

CA Service Catalog Senatia, Matiego Business Unit: Discovery Log Out | Help Role: End User

Dashboards Messages Requests

Search: IT Support Services Go Open Requests(1) | Pending My Action(0)

Home > IT Support Services > IT Managed Document Services

IT Managed Document Services

Notes(0) Attachments(0) Submit

* = Required

Report an Issue

Status: Request Capture

Issue Information

* Category: IT.Managed Document Services.Private Print Requests

* Description: IT.Managed Document Services.Request for a Printing Quote
IT.Managed Document Services.Request for All Envelopes
IT.Managed Document Services.Request for Business Cards
IT.Managed Document Services.Request for Posters & Large Format Printing & Framing
IT.Managed Document Services.Request for T-shirt Printing
IT.Managed Document Services.Shred-It Bin Queries

Requested For Information

* MATIE2 Search for user by Name

Cost Center: C508

First Name: Matiego

Cost Center Manager: Henriët Snyman

Last Name: Senatia

Is the Cost Center Correct?: Yes No If the pre-populated Cost Center is incorrect please select "No" and enter the correct Cost Center

Job Title: ADMINISTRATOR

Department: TECHNOLOGY INFRASTRUCTURE

Phone Number: +27 11 5295848

Independent Contractor:

Email Address: matiegos@discovery.co.za

User Type: Discovery

Fill in all the required information marked with * and highlighted in RED.

- name and surname, quantity, address, zone “where we need to deliver” etc.

A business cards artwork or template needs to be attached at all times.

Should you require more than one order please log each request separately and attach artwork.



Click Submit.

The screenshot shows the CA Service Management portal interface. At the top, there is a navigation bar with the CA logo, 'CA Service Management', and links for 'Home', 'My Tickets', 'My Approvals(0)', 'Skip Navigation', and 'Logout'. A search bar at the top center contains the text 'What do you need help with?' and a placeholder 'Type here to describe your issue'. Below the search bar, a section titled 'What does it relate to?' contains several buttons: '1 DP Group Facilities Log a call', '2 Group Facilities Log a call Regions', 'Add Tenant', 'Add User', 'Report an IT Issue', and 'IT Managed Document Services' (which is highlighted in blue). Below this, a form titled 'IT Managed Document Services' is displayed, featuring a 'Submit' button. The form includes a 'Report an Issue' section with a status of 'Request Capture' and an 'Issue Information' section. The 'Category' dropdown is set to 'IT.Managed Document Services.Bulk Black & White Print Requests', and the 'Description' field is empty. An orange arrow points to the 'Submit' button. To the right of the form, a 'Suggested Solutions' panel is visible, displaying the message 'There are no suggestions that match your search criteria'.