

NASSTAR

# NASSTAR SERVICENOW CUSTOMER PORTAL

## USER GUIDE

Version 3.0 – 11/02/2025

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## Version Control

### Current Version

| Parameter       | Value                        |
|-----------------|------------------------------|
| Current Version | 3.0                          |
| Release Date    | 11/02/2025                   |
| Author          | Nasstar Managed Service Team |

### Version History

| Version | Date       | Author        | Description of Changes           |
|---------|------------|---------------|----------------------------------|
| 1.0     | June 2024  | Ken Webster   | Issued to Customer               |
| 2.0     | 15/11/2024 | Claire Taylor | Case Escalation included         |
| 3.0     | 11/02/2025 | Navin Paul    | Added Cease/Cancellation Process |

## 1 Introduction

The Nasstar ServiceNow Service Portal is available for customers to raise P3 tickets. Here, you can request something you might need, raise an incident if something is broken, find answers to questions and more.

This user guide provides key information on how to use the ServiceNow Portal.

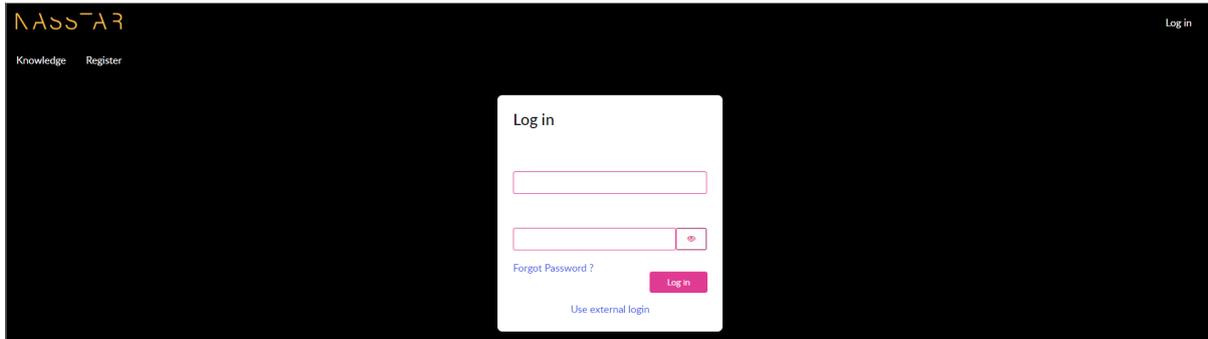
## 2 Accessing the portal

The portal is accessed via the URL: <https://onenasstar.service-now.com/nasstarcsm>

### 2.1 Registration

Before you can register, you will need a valid "Registration Code". This will normally be provided by your Service/Account Manager when they ask you to register to use the portal.

New users can register via the Register option on the top left of the login screen.



Once selected, the following Customer Registration form will open. Supply the requested information and then click Submit.

**First Name**

**Last Name**

**Business Email**

**Registration Code**

I agree to the [Privacy Policy](#) and [Community Terms and Conditions](#)

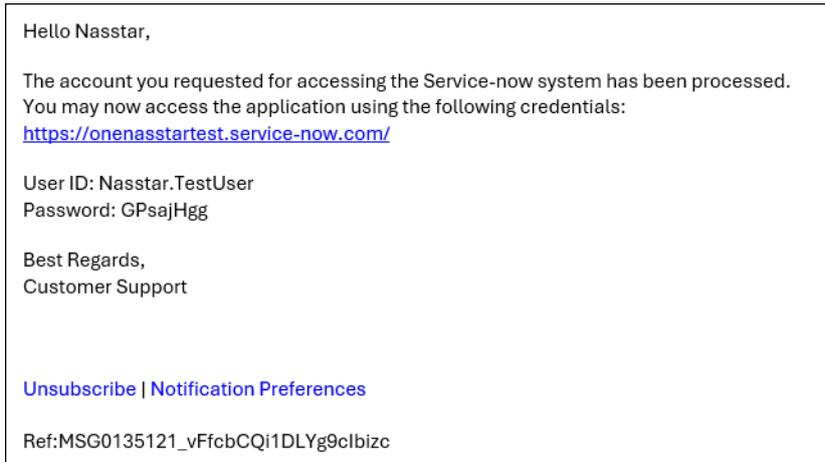
**reCAPTCHA verification**

I'm not a robot
 

reCAPTCHA  
Privacy - Terms

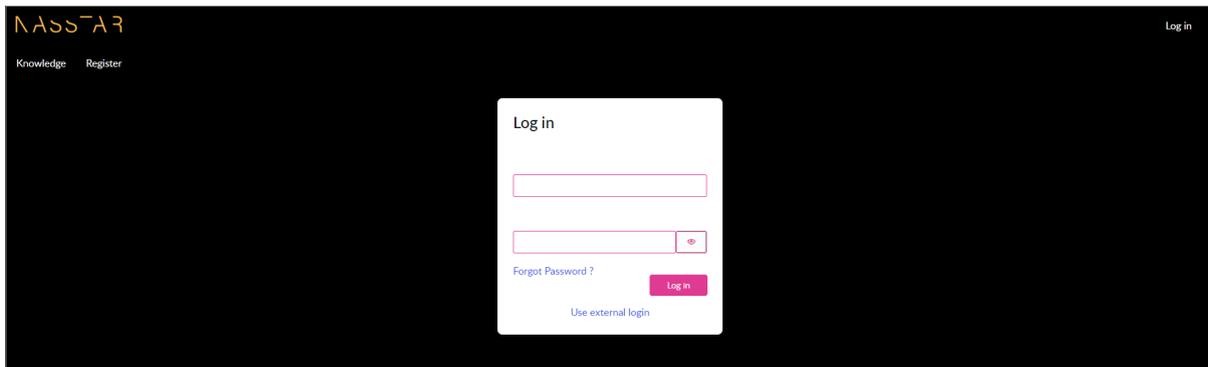
Once you have submitted a registration request, it will be forwarded to an administrator for approval. Once approved, an email will be sent to inform you of your username and a temporary password.

Below is an example of the email you will receive.



## 2.2 Login

Login to the portal as shown below with the credentials provided.



The first time that you log in, you will be asked to change your password. Passwords must consist of a minimum of 8 characters, encompassing at least one uppercase letter, one lowercase letter, one number and one special character. Restrictions on repetitive characters and use of user data apply.

All password requirements are detailed on the Change Password screen.

Enter the temporary password as your current password and create a new password. Confirm the new password and click the Submit button.

**Change Password**

User name:  
Nasstar.TestUser

Current Password:

Password Requirements:

- Minimum 8 characters
- Maximum 100 characters
- At least 1 lowercase letter(s)
- At least 1 uppercase letter(s)
- At least 1 digit(s)
- At least 1 special character(s)
- No repetitions more than 3 character(s)
- No sequence more than 3 character(s)
- No user data like first name, last name, username, and company name

New password:

Confirm New Password:

**Submit**

On Submit you will be logged in and redirected to the following portal home page.

**NASSTAR** Nasstar TestUser

Knowledge My Cases Tell us how we're doing

**Good Afternoon Nasstar, how can we help?**  
For critical issues, please call +448001216640

Search

**How can we help?**  
Click here to ask us for help

**Service Catalogue**  
Click here to make requests for services or ask for information

**Knowledge**  
Browse and search for articles, rate or submit feedback

**Most Read Articles**

- Replacing a fan Fuse on a router  
System Administrator • 26 Views • 6mo ago • ★★★★★
- Removing the Circuit Breaker  
System Administrator • 7 Views • 6mo ago • ★★★★★
- How To Set Up a Home Network Router  
System Administrator • 5 Views • 6mo ago • ★★★★★
- Controllers and Applications

**Featured Articles**

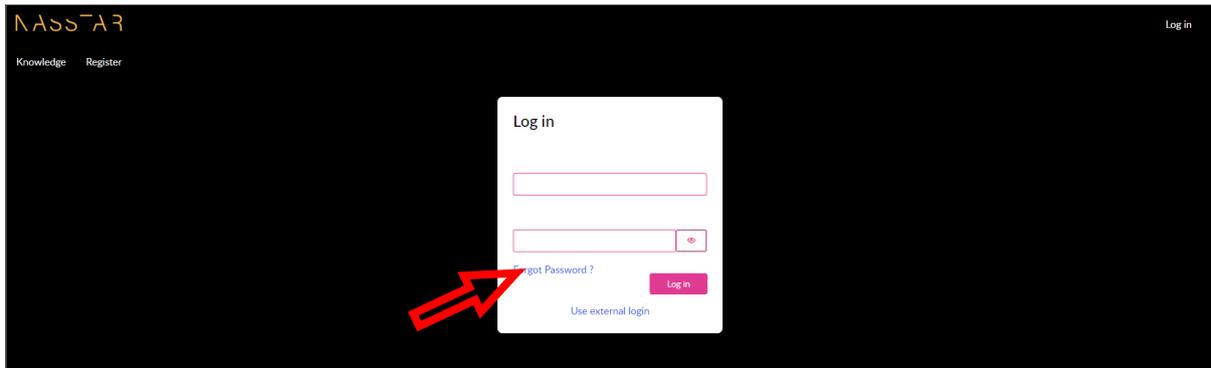
- Reinstalling components into the router chassis fan  
System Administrator • 2 Views • 6mo ago • ★★★★★

**Most Useful Articles**

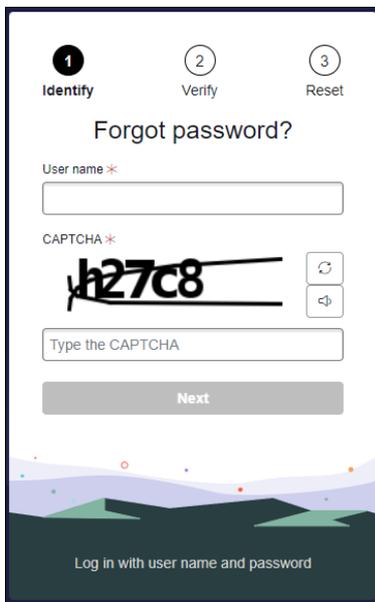
- Replacing a fan Fuse on a router  
System Administrator • 26 Views • 6mo ago • ★★★★★

### 2.3 Reset Password

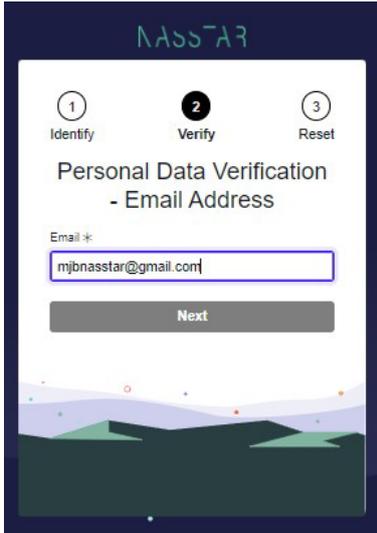
Users can reset their password via the Forgot Password link under the password field on the login screen.



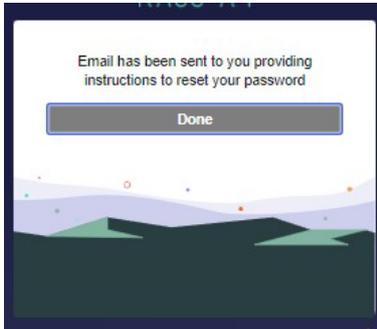
Once selected, the following window will open. Supply a valid username, type the Captcha in the box and click the Next button.



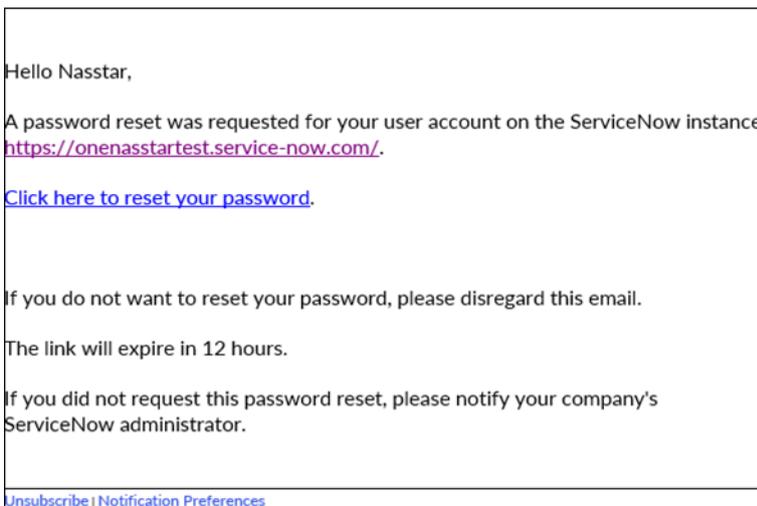
Next, the following window will open, and you will need to supply a valid email address for the account and click Next.



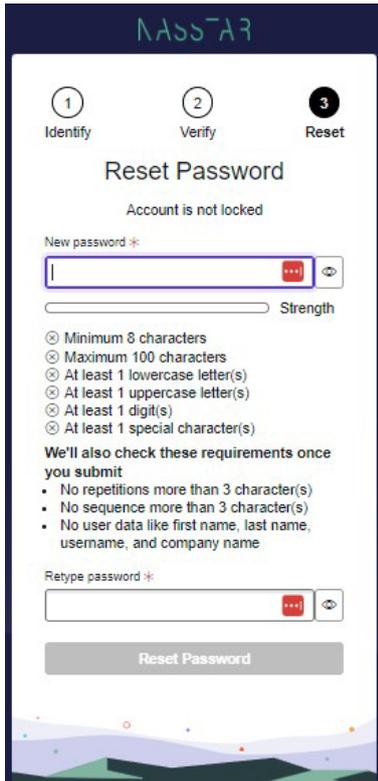
The following notification will appear to confirm that a password reset email has been sent.



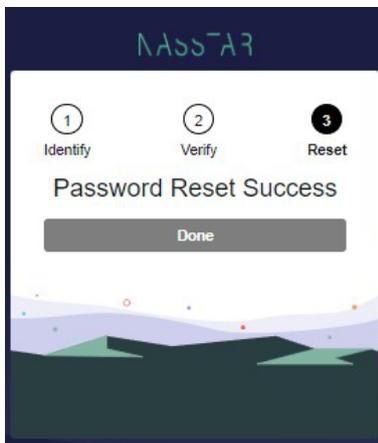
Below is an example of the email you will receive.



Click on the link in the email to be directed to the following screen. Create a new password, retype to confirm and click the Reset Password button.



You will receive a password reset success confirmation. Click Done to be redirected to the portal login page to sign in.



### 3 Creating a new case

All users (standard and administrators) can create and view cases.

The portal is meant for medium-priority (P3) tickets. If the case is urgent, i.e. P1/P2 then it should be called through to the Service Desk. High priority tickets will be visible via the portal once created by the Service Desk.

When creating a case, first decide if it is an Incident, a Service Request, or a Request for Information:

**Incident** - Generally when something isn't working as expected

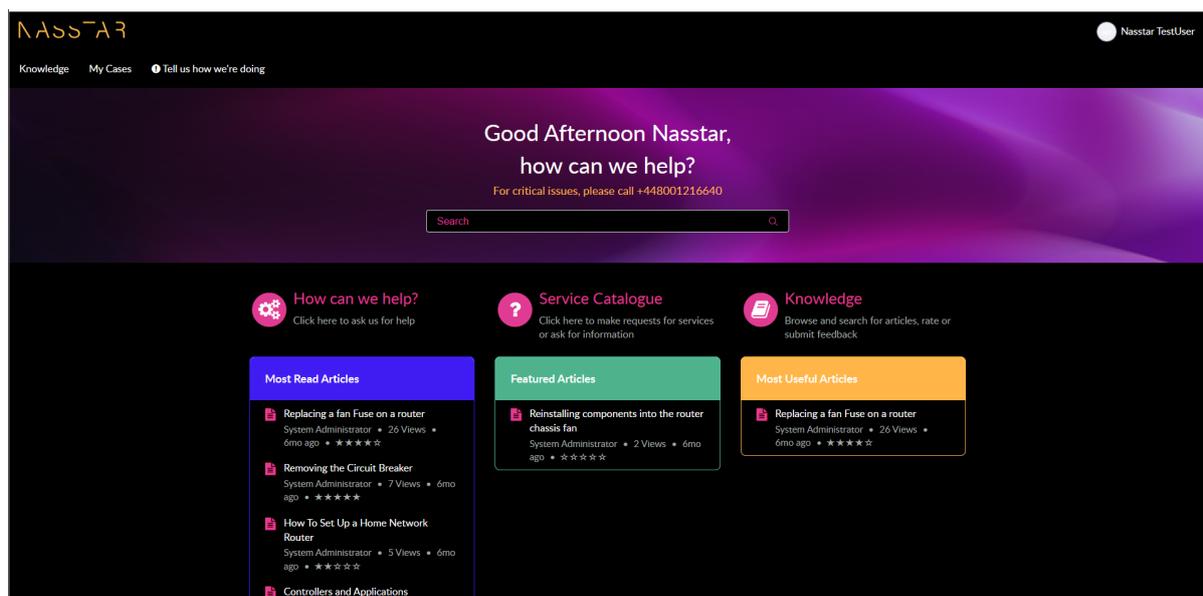
**Service Request** - Request support, services, or assistance

**Request for Information** - Ask a question or make an inquiry

#### 3.1 Raise an Incident

Incidents are raised if something is not working. To raise P1 & P2 alerts you should call to ensure you get assistance more quickly. The portal is for reporting lower-priority incidents i.e. P3.

Once logged in to the portal you will see the "How can we help?" item on the home page.



Upon clicking "How can we help?", the following form will display, and values will be prepopulated for fields; Account, Contact, When did this issue first occur?, Impact and Urgency.

The additional fields that must be completed are indicated with an asterisk in the form and also listed as required information to the right of the screen under the Submit button.

Home > Customer Service > Support > Raise an incident

Search

### Raise an incident

Use this form to get help with something that was working previously or if any service has degraded

\* Indicates required

\* Account

\* Contact

Raised on behalf of  Additional Contacts

Affected Location

When did this issue first occur?

\* Impact

\* Urgency

\* Subject

\* Description

Add attachments

Submit

Required information

Contact Subject Description

The required information items to the right of the screen will disappear from the list as they are completed.

The screenshot shows the 'Raise an incident' form with the following fields and their current values:

- Account:** [Redacted]
- Contact:** [Redacted]
- Raised on behalf of:** [Redacted]
- Affected Location:** [Redacted]
- When did this issue first occur?:** 29-05-2024 03:37:01
- Impact:** 3 - Medium
- Urgency:** 3 - Medium
- Subject:** [Redacted]
- Description:** As you complete field(s) the label disappears from 'Required information'

The 'Required information' section on the right side of the form includes a 'Submit' button and a list of required fields: 'Contact' and 'Subject'. A red arrow points to the 'Submit' button, and another red arrow points to the 'Description' field.

The "When did this issue first occur?" field defaults to the date and time the incident was raised but the user also has the option to amend this if the actual time of occurrence is known.

Impact & Urgency fields will be defaulted to 3 - Medium.

Home > Customer Service > Support > Raise an incident

Search

### Raise an incident

Use this form to get help with something that was working previously or if any service has degraded

\* Indicates required

\* Account

\* Contact

Raised on behalf of  Additional Contacts

Affected Location

When did this issue first occur?  
 

\* Impact

\* Urgency

\* Subject

\* Description

 Add attachments

Required information

May 2024

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| 28 | 29 | 30 | 1  | 2  | 3  | 4  |
| 5  | 6  | 7  | 8  | 9  | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | 1  |
| 2  | 3  | 4  | 5  | 6  | 7  | 8  |

The user has the option to add an attachment here by clicking the link in the bottom left corner.

Home > Customer Service > Support > Raise an incident

Search

### Raise an incident

Use this form to get help with something that was working previously or if any service has degraded

\* Indicates required

\*Account

\*Contact

Raised on behalf of  Additional Contacts

Affected Location

When did this issue first occur?

\*Impact

\*Urgency

\*Subject

\*Description

[Add attachments](#)

Submit

Required information  
[Contact](#) [Subject](#)

Once all details are completed, click on the Submit button at the top right of the screen.

Home > Customer Service > Support > Raise an incident

Search

### Raise an incident

Use this form to get help with something that was working previously or if any service has degraded

\* Indicates required

Submit

Required information  
[Contact](#) [Subject](#)

Upon clicking on the submit button the user will see the screen below with the case details. The headers at the top have the basic details of the case; Number, when Created, last Updated and current State.

The screenshot displays the 'Standard Ticket' page in the Nasstar Service Desk. At the top, there is a breadcrumb trail: 'Home > Standard Ticket'. Below this, the ticket details are shown: 'Number CS00105724', 'Created just now', 'Updated just now', and 'State New'. A pink header bar contains the text 'Brief description' and an 'Actions -' dropdown menu. Below the header, the ticket's 'Priority' is listed as '3 - Medium' and the 'Contact' is 'Nasstar Test...'. The main content area is divided into two tabs: 'Activity' (selected) and 'Attachments'. The 'Activity' tab shows a rich text editor with a toolbar containing bold (B), italic (I), underline (U), font selection (System Font), and alignment options. A 'Send' button is located to the right of the editor. Below the editor, an activity log entry is visible, showing a user icon labeled 'NT' and the text 'Nasstar TestUser CS00105724 Created' with a timestamp of 'just now'. A 'Start' button is positioned to the left of the activity log.

Once the user successfully creates the incident, the Nasstar Service Desk will pick up the case and update it accordingly. All updates will then appear here which the user can refer to.

Home > Standard Ticket

Number: CS00105724      Created: 5m ago      Updated: just now      State: New

### Brief description

Priority: 3 - Medium      Contact: Nasstar Test...

Activity      Attachments

**B**   *I*   U   System Font   [List Icons]   **Send**

**Nasstar TestUser**      just now      Additional comments

Add another comment to show in history

**Nasstar TestUser**      5m ago

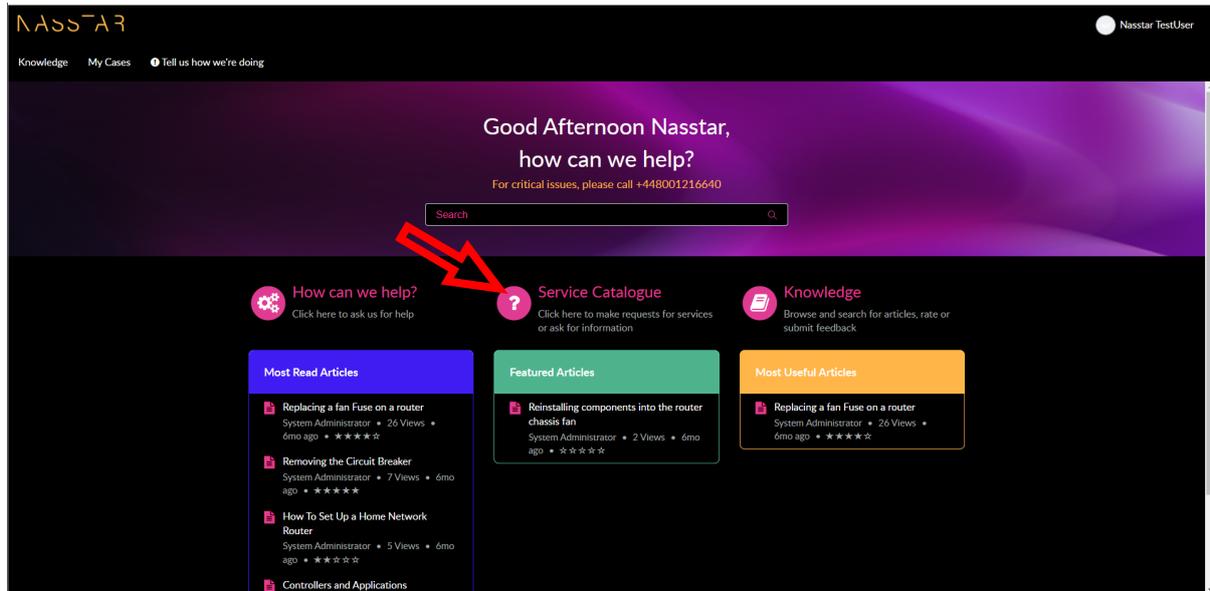
CS00105724 Created

Start

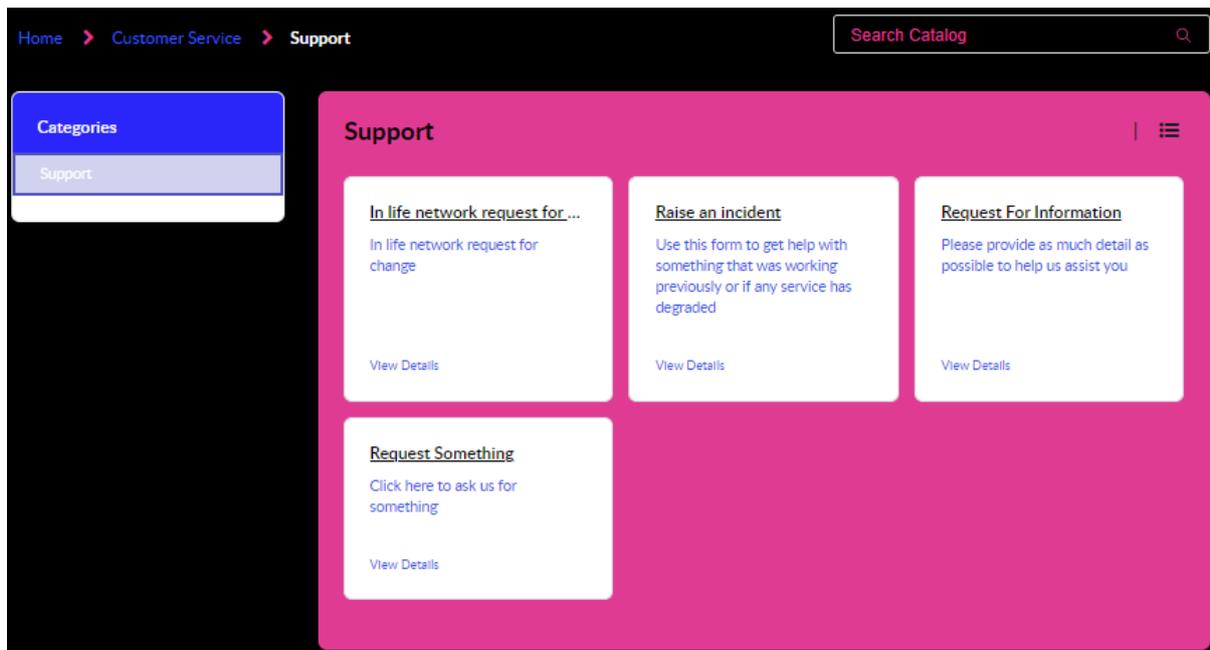
### 3.2 Service Catalogue

Service Request cases are raised to request services, or if you require support or assistance. Creating the service request case is a similar process to raising an incident but less details are needed.

Once logged in to the portal you will see the Service Catalogue item on the home page.



Upon clicking on "Service Catalogue" the following form will display four options:



## 3.2.1 Raise an Incident

Select this to open the incident form and follow the process detailed in section 3.1

## 3.2.2 Request Something

Request Something cases are raised to request services, or if you require support or assistance. Creating the case is a similar process to raising an incident but less details are needed.

Upon clicking on "Request Something", the following form will display, and values will be prepopulated for fields; Account, Contact, Impact and Urgency.

The screenshot shows the 'Request Something' form in the Nasstar customer portal. The breadcrumb navigation at the top reads: Home > Customer Service > Support > Request Something. A search bar is located in the top right corner. The form title is 'Request Something' with a sub-header 'Click here to ask us for something'. A legend indicates that an asterisk (\*) denotes required fields. The form contains the following fields:

- \* Account:** A dropdown menu with a red information icon on the left.
- \* Contact:** A dropdown menu.
- \* Impact:** A dropdown menu with the value '3 - Medium' selected.
- \* Urgency:** A dropdown menu with the value '3 - Medium' selected.
- \* Subject:** A text input field.
- \* Description:** A larger text input field.

At the bottom left of the form is a link with a paperclip icon labeled 'Add attachments'. On the right side of the form, there is a 'Submit' button and a 'Required information' section containing three tabs: 'Contact', 'Subject', and 'Description'.

### 3.2.3 Request for Information

Request for Information cases are raised to ask a question or make an inquiry. Creating the Request for Information case is a similar process to raising an incident but less details are needed.

Upon clicking on "Request for Information", the following form will display, and values will be prepopulated for fields; Account, Contact, Impact and Urgency.

The screenshot shows a web form titled "Request For Information". At the top left, there is a breadcrumb trail: Home > Customer Service > Support > Request For Information. At the top right, there is a search bar with the text "Search" and a magnifying glass icon. The main heading is "Request For Information" in pink, followed by the instruction "Please provide as much detail as possible to help us assist you". Below this, a legend indicates that an asterisk (\*) denotes required fields. The form contains several fields:
 

- \*Account: A dropdown menu with a red information icon on the left.
- \*Contact: A dropdown menu.
- Raised on behalf of: A dropdown menu.
- Additional Contacts: A text input field with a help icon.
- \*Impact: A dropdown menu showing "3 - Medium".
- \*Urgency: A dropdown menu showing "3- Medium".
- \*Subject: A text input field.
- \*Description: A larger text input field.

 On the right side of the form, there is a pink "Submit" button. Below the button is a box titled "Required information" which contains three sub-fields: "Contact", "Subject", and "Description", each with a red asterisk. At the bottom left of the form, there is a link with a paperclip icon labeled "Add attachments".

### 3.2.4 In Life Network Request for Change

Creating the Request for Change case is a similar process to raising an incident, but different details are needed.

Upon clicking on "In life network request for change" the following form will display, and values will be prepopulated for fields; Requested for and Company. The form is similar to incidents but the "When did this issue occur?" field is not present.

The additional fields that must be completed are indicated with an asterisk in the form and also listed as required information to the right of the screen under the Submit button. Apart from completing the mandatory fields, a user also has the option to provide further information in a limited number of additional fields.

Home > Customer Service > Support > In life network request for change

**In life network request for change**  
In life network request for change

\* Indicates required

\* Requested for:  Company:

Provide contact information

\* Category:  \* Date Required:

\* Quantity:

\* Description of requirement:

Customer Location:

Affected locations:

\* I hereby declare that I am authorised to request this change on behalf of my organisation

[Add attachments](#)

**Submit**

**Required information**

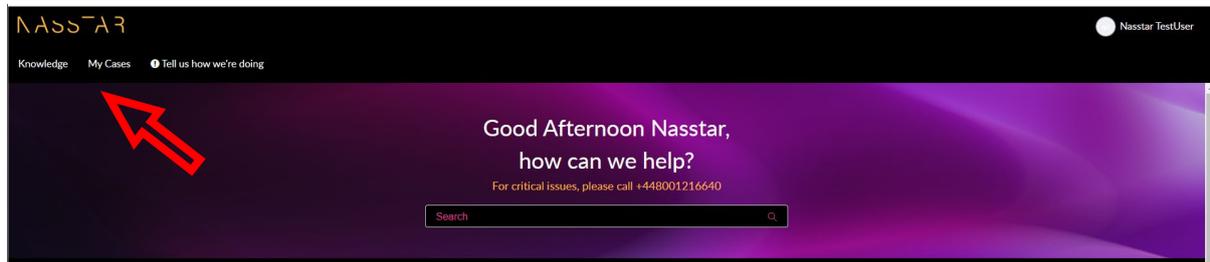
### 3.3 Notifications of updates to your cases

Once your case has been created you will receive an email confirming the details.

In order to keep you updated with progress on any case that you have raised, you will receive further emails whenever an update made.

## 4 Viewing and updating cases

There are several list views available from the “My Cases” menu at the top of the home page.



Selecting My Cases will display the default view of All Cases.

### 4.1 Single case search

If you are looking for a specific case and you have the reference, the quickest way to find it is to enter the reference in the Keyword Search box.



### 4.2 List of cases

There are several filtered list views available from the “My Cases” section on the left of the page.

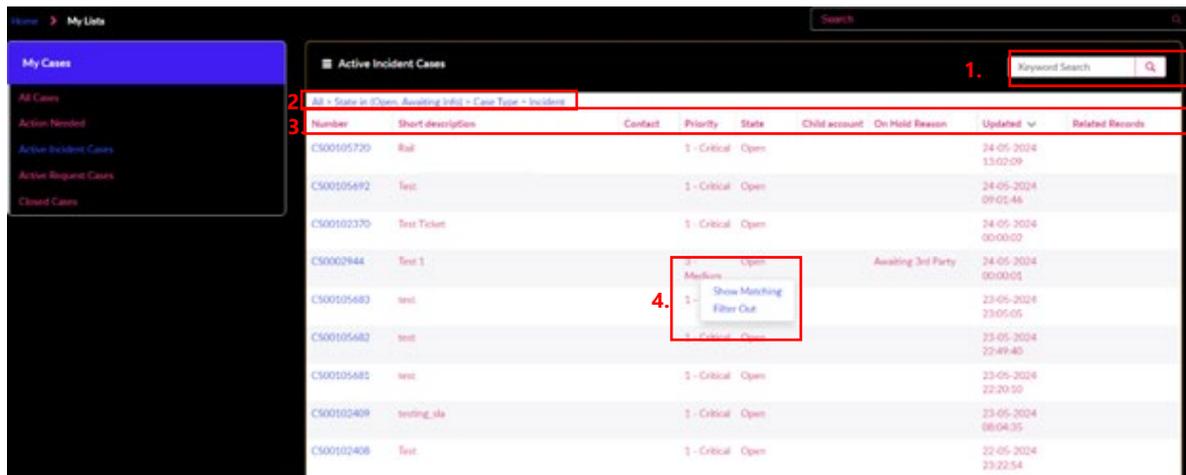
- |                       |   |
|-----------------------|---|
| All Cases             | - The default view  |
| Action Needed         | - All cases that need your attention                          |
| Active Incident Cases | - All Incident cases raised by you that are still open        |
| Active Request Cases  | - All Service Request cases raised by you that are still open |
| Closed cases          | - All cases raised by you that have been closed               |

Choose one of these options to view a list of cases filtered accordingly.

Your selected list can then be filtered further and/or sorted as described below.

Referring to the numbers on the screenshot below:

1. Use the Keyword Search to filter the list to only include cases that include the given keyword. If a phrase of more than one word is used, enclose it in quotation marks.
2. This area is known as the 'breadcrumbs' and you can click here to remove filters that you have applied, i.e. to work back up the list of filters.
3. Click on a heading to sort by this column and click again to sort in the opposite direction. The arrow shows which column the list is currently sorted on.
4. Right click on a given value in a list. This gives you the option to “Show Matching”, i.e. filter the list to only show this value, or “Filter Out”, i.e. exclude the selected value from the list.

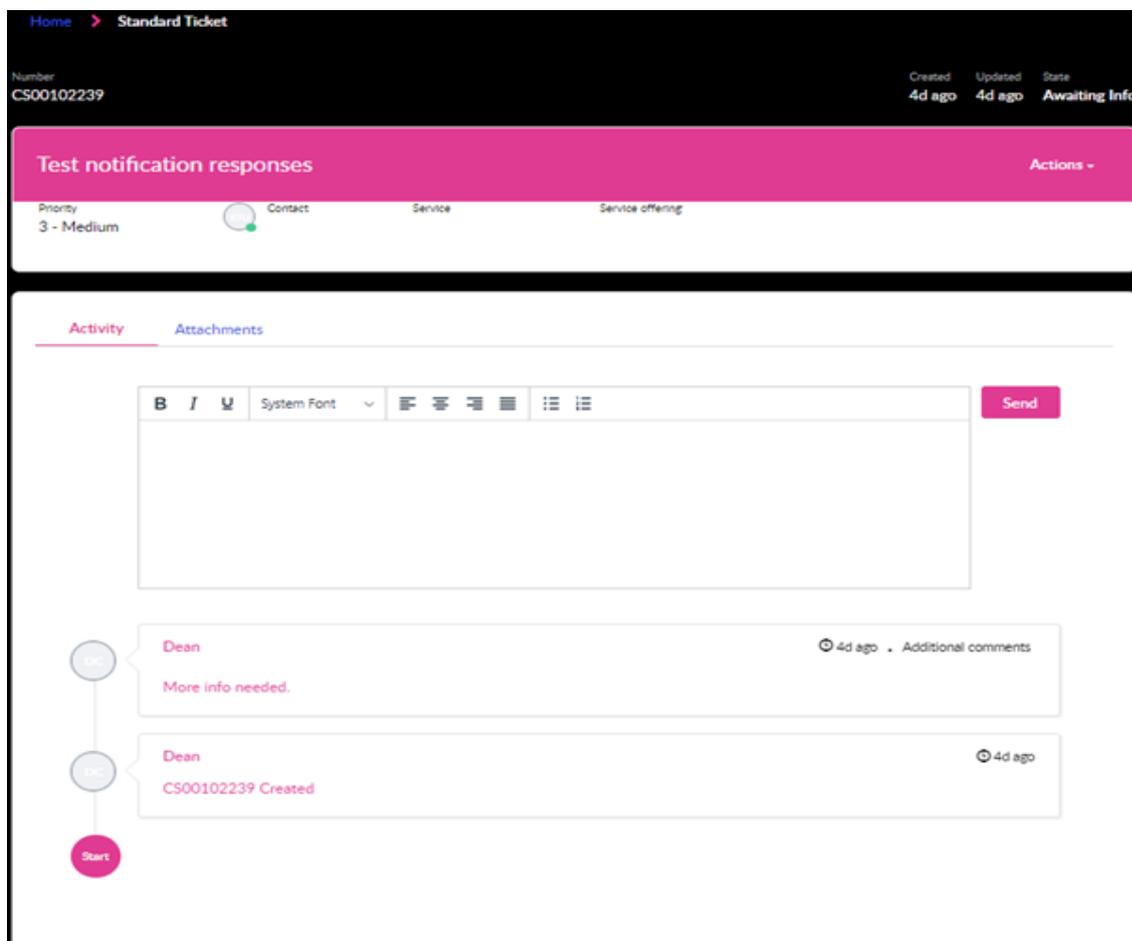


A case list can be exported in several formats by clicking next to the case view description:



### 4.3 View/update individual cases

Once you select an individual case you will see the following screen.



The form will be headed with the Case Number, Time Created and/or Updated and the Current State of the Case.

The "State" field will show one of the following values:

**Open** - The case is currently being worked on.

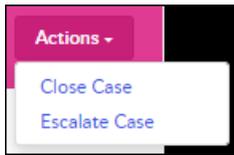
**Awaiting Info** - The case is awaiting action from either a third party or the customer before it can be progressed.

**Resolved** - A solution has been proposed and is awaiting acceptance/rejection

**Closed** - The case has been closed and no further work is expected

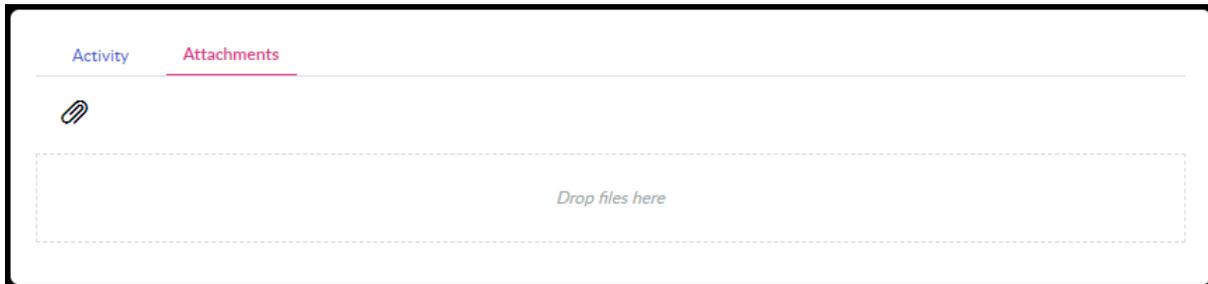
The top section shows the details of the case. This is read only. If you spot an error in this section then update the notes field and Service Desk will update accordingly.

Clicking the Actions button will show the currently available actions for the ticket.



The bottom section contains two tabs. The Activity tab contains a free format notes field for any ticket updates that you wish to make. Type your comments in the field and click send. Your update will be added to the ticket history activity listed below.

The Attachments tab, when selected, will enable you to add files by clicking the paperclip or by drag and drop into the box.



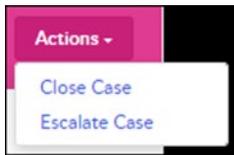
Once the ticket has been resolved/implemented by the support teams, the person who raised the ticket will receive an email notifying them of the update. If you agree with the resolution, then you can click on "Accept Solution" which will close the case. Alternatively, you can "Reject Solution" to reactivate the ticket (which triggers an update to the support team). When rejecting a solution, you are asked to state a reason for the rejection.

## 4.4 Escalate individual cases

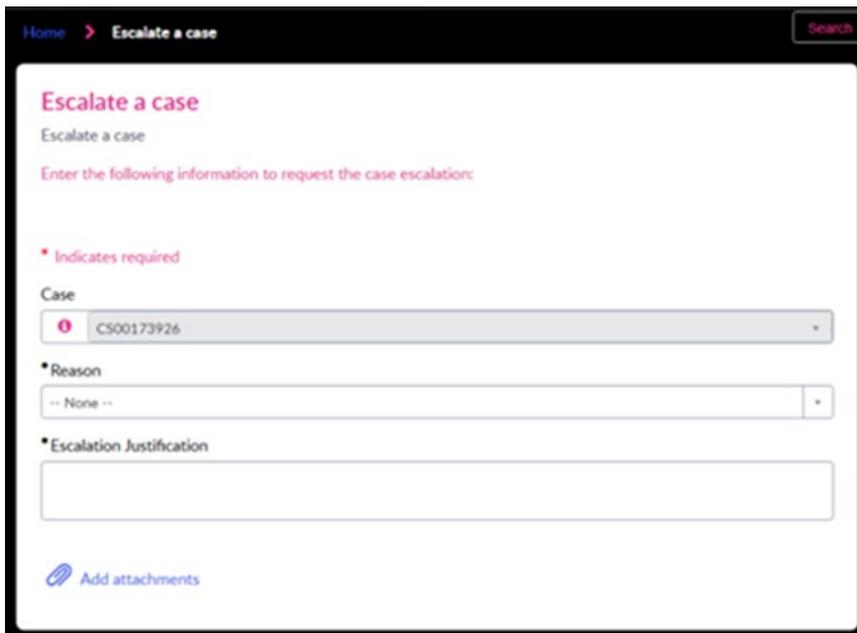
There may be times where you feel that Nasstar has not handled an individual case appropriately or it is not progressing how you would have expected. Should this be the situation, you are able to escalate the case through the portal, which will alert the Escalation Management Team, who will assess the escalation and contact you to discuss further.

Should the case you want to escalate be in a resolved state, you will need to first select the "Reject Solution" as detailed previously, to reactivate the ticket.

Having opened the individual active case, the Actions button will show the current available options for the ticket.

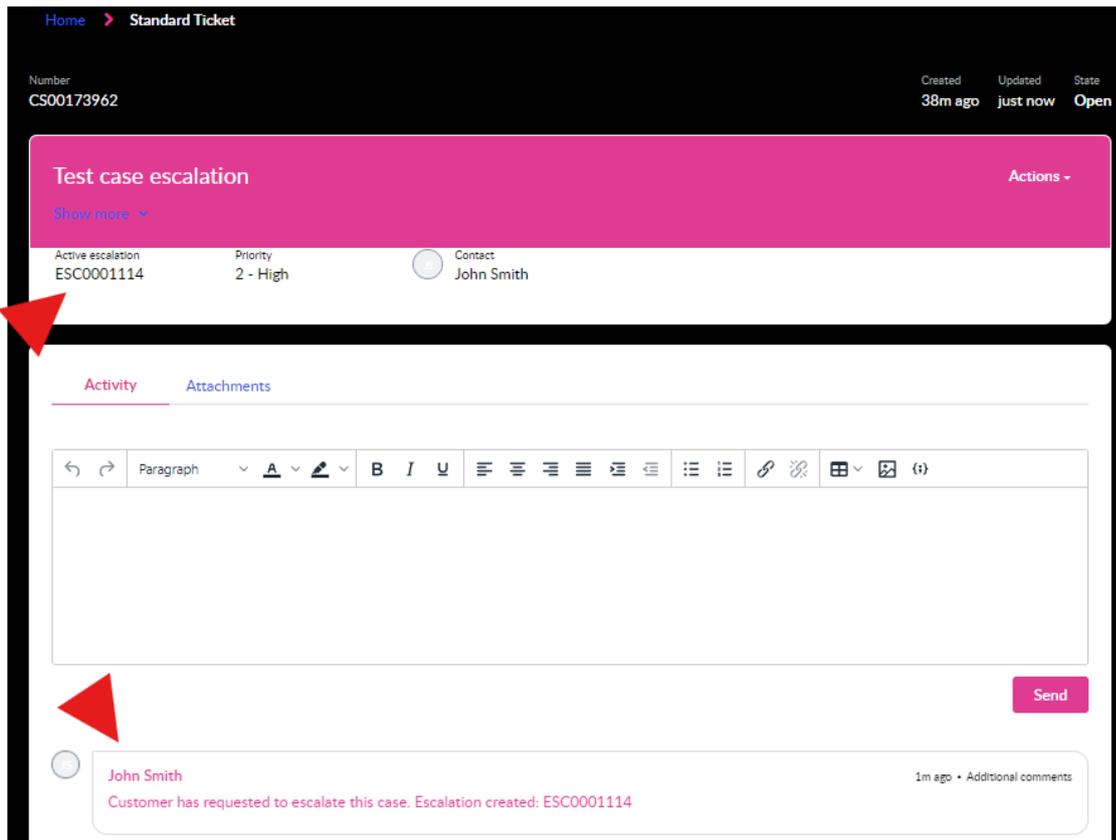


Once you select "Escalate Case" you will see the following screen:



We ask you to provide your reason from the list provided along with further justification. This will allow the Escalation Management Team to understand your reasons for escalating, along with reviewing the case before speaking with you.

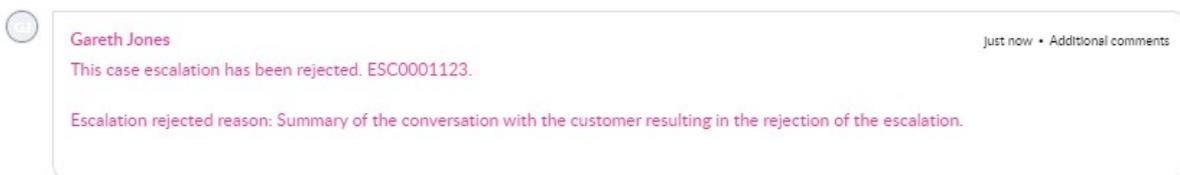
Having completed the escalation, you will be returned to the case where the summary lists there is an active escalation with a unique escalation number, along with an update added to the case that is both visible to yourself and our agents.



Throughout the lifecycle of the escalation, you will receive updates on its progress through the portal, which will be visible as ticket updates.

These will be used to summarise all of the conversations that will take place with yourself regarding the progression of the escalation and will be of 4 types:

#### 4.4.1 Escalation rejection



#### 4.4.2 Escalation acceptance



## 4.4.3 Escalation update



**Gareth Jones**

Comment added from: ESC0001124

Summary of the conversation with the customer discussing progress of the escalation.

1m ago • Additional comments

## 4.4.4 Escalation resolution; case de-escalated



**Gareth Jones**

This case has now been de-escalated as agreed. De-escalation justification: Summary of the conversation with the customer resulting in the escalation being resolved and the case de-escalated.

Just now • Additional comments

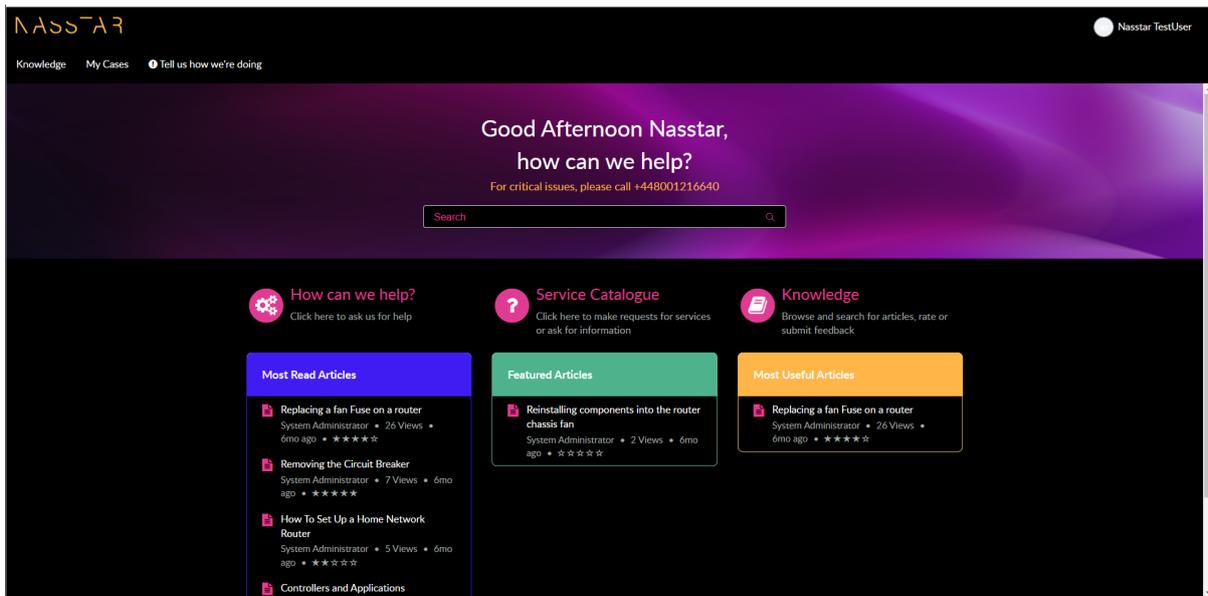
It is possible to escalate the same case again, should the previous escalation have not resulted in the expected outcome in progressing your case, or for an entirely different reason.

## 5 Cancellations, Cease and Offboarding Requests

All users (standard and administrators) can raise a Cancellation, Cease or Offboarding Request.

These requests can be raised by selecting the "Service Catalogue" Option in ServiceNow which upon submission of your request will be automatically routed to the correct Nasstar Cease Team to action.

Once you have logged into the ServiceNow Portal you will see the Service Catalogue item on the home page as per below.



Upon clicking on "Service Catalogue" a tile will appear as per the below screenshot:



Select "Cancellations Request" to open the following request form:

**Cancellations Request**

Click here to submit a Cancellations Request

Submit this form to raise a request with the Cancellations Team

**\* Indicates required**

Raised on behalf of

Requested by

Kristy Cooper

Account

External Email Contact Address

Watch List

**\* Brief Description of your request**

**\* Full details of your request**

e.g. address/postcode/site details

**\* Cancellations Email Address**

Please choose which email address you would have previously used to initiate a cancellation, this will direct your request to the correct team. If you have a billing query or are unsure as to what option to select please select CeaseandBillingTeam.Wakefield@nasstar.com.

None

Add attachments

Submit

Required information

Brief Description of your request

Full details of your request

Cancellations Email Address

Continue to populate the fields provided on the form.

The screenshot shows a form with the following fields:

- Account: [Dropdown]
- External Email Contact Address: [Text]
- Watch List: [Text]
- \* Brief Description of your request: [Text]
- \* Full details of your request: [Text] (with a tooltip: "e.g. address/postcode/site details")
- \* Cancellations Email Address: [Dropdown] (with a tooltip: "Please choose which email address you would have previously used to initiate a cancellation, this will direct your request to the correct team. If you have a billing query or are unsure as to what option to select please select CeaseandBillingTeam.Wakefield@nasstar.com.")

The dropdown menu for 'Cancellations Email Address' is open, showing the following options:

- None --
- cancellations@nasstar.com
- managedwanceases@nasstar.com
- connectivity.ceases@nasstar.com
- ceaseandbillingteam.wakefield@nasstar.com
- nasstar.cease@nasstar.com

A red arrow points to the 'Cancellations Email Address' label. At the bottom left, there is a link: "Add attachments".

Please select the most appropriate email address to initiate a cancellation. This will direct your request to the correct team.

| Email Address                             | Guideline for Selection   |
|---|---|
| cancellations@nasstar.com                 | NMC Ceases<br><b>Note: if you currently use NMC to raise cancellations please continue to do so</b> |
| managedwanceases@nasstar.com              | Managed WAN Ceases  |
| connectivity.ceases@nasstar.com           | Lease line Ceases - National Business   |
| ceaseandbillingteam.wakefield@nasstar.com | Cease and Billing queries   |
| nasstar.cease@nasstar.com                 | Nasstar Ceases  |
| ceaseandbillingteam.wakefield@nasstar.com | If you are unsure which email address to use, please select this as a default.                      |

The additional fields that must be completed are indicated with an asterisk on the form and are also listed as "Required information" to the right of the screen under the Submit button.

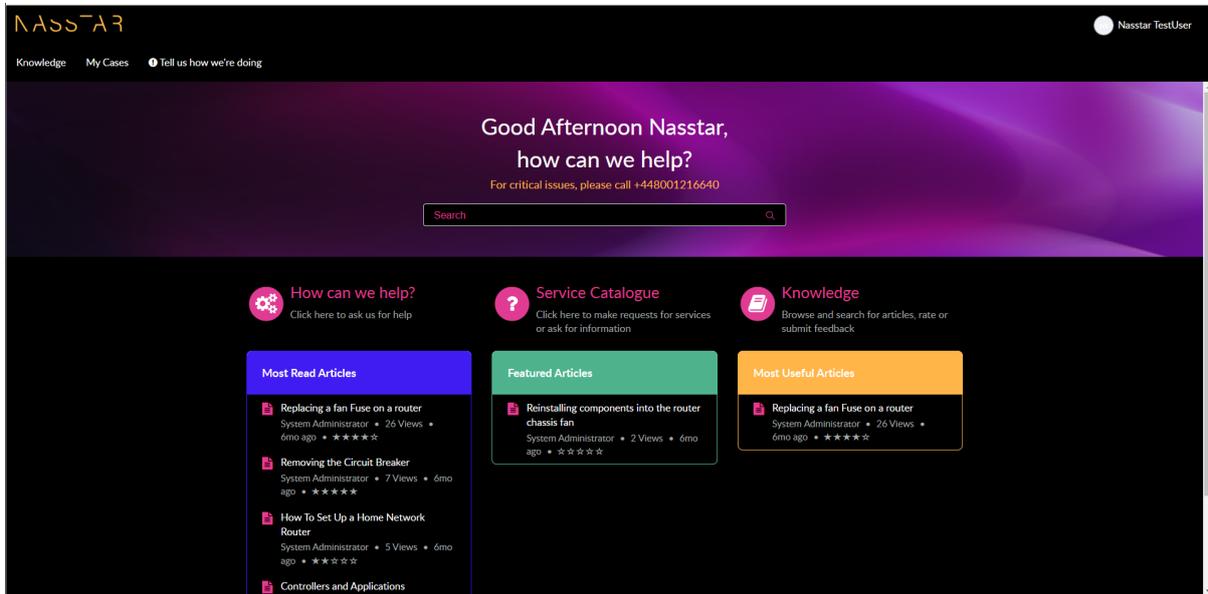
If you do not have the information requested, please enter "Unknown" in the field.

Note: The "Range holder" is for PSTN numbers.

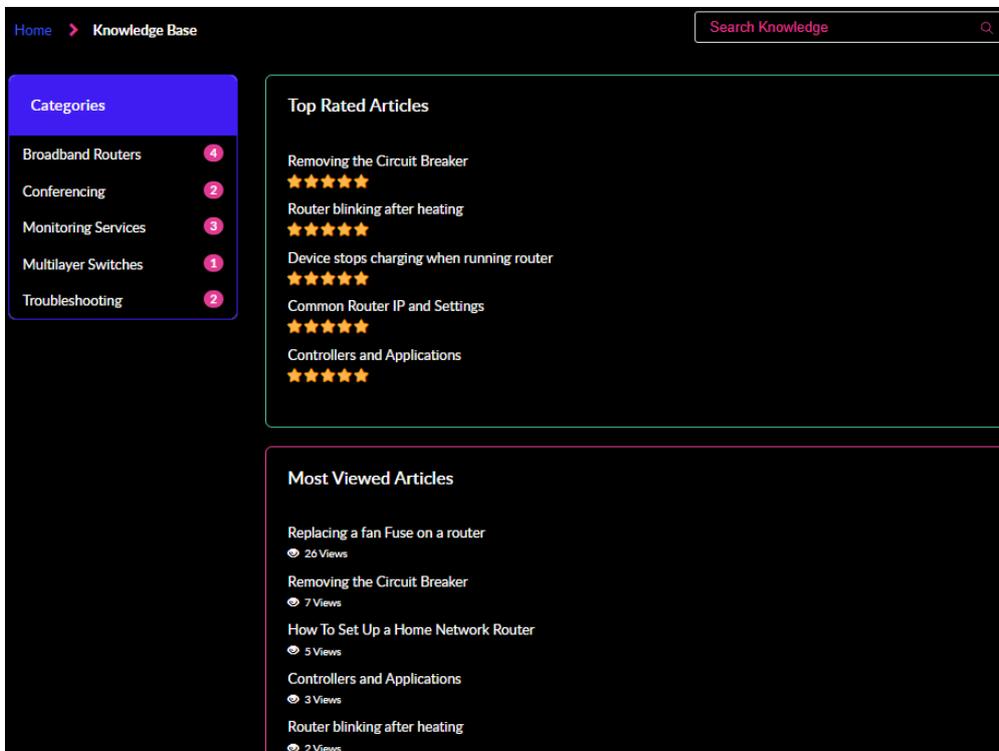
Once all details are completed, click on the Submit button at the top right of the screen. You will then receive a REQ email notification which you can then update and view using the portal.

## 6 View Knowledge Articles and User Guides

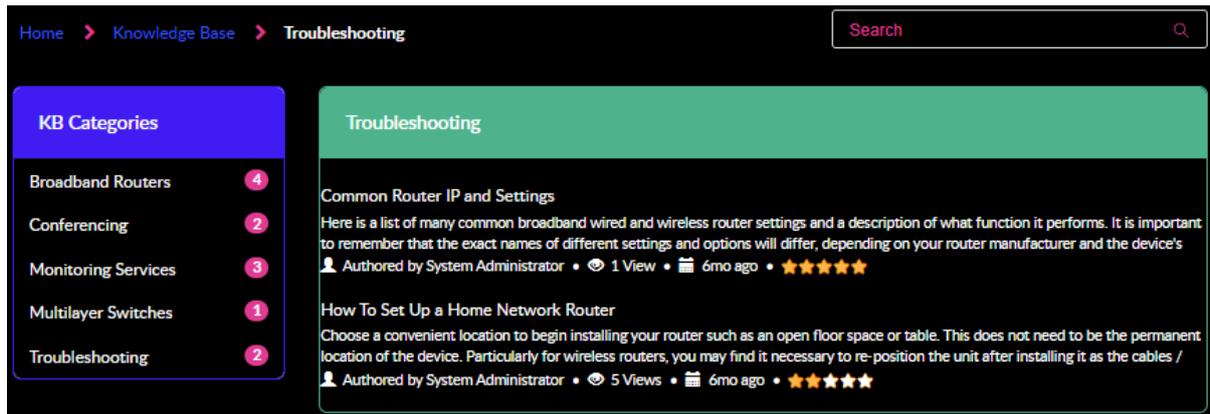
Knowledge articles are a library of articles and user guides where you can look for specific information. To access this information, click "Knowledge" from the home page or the Knowledge menu at the top of the screen.



You will be redirected to the Knowledge section.

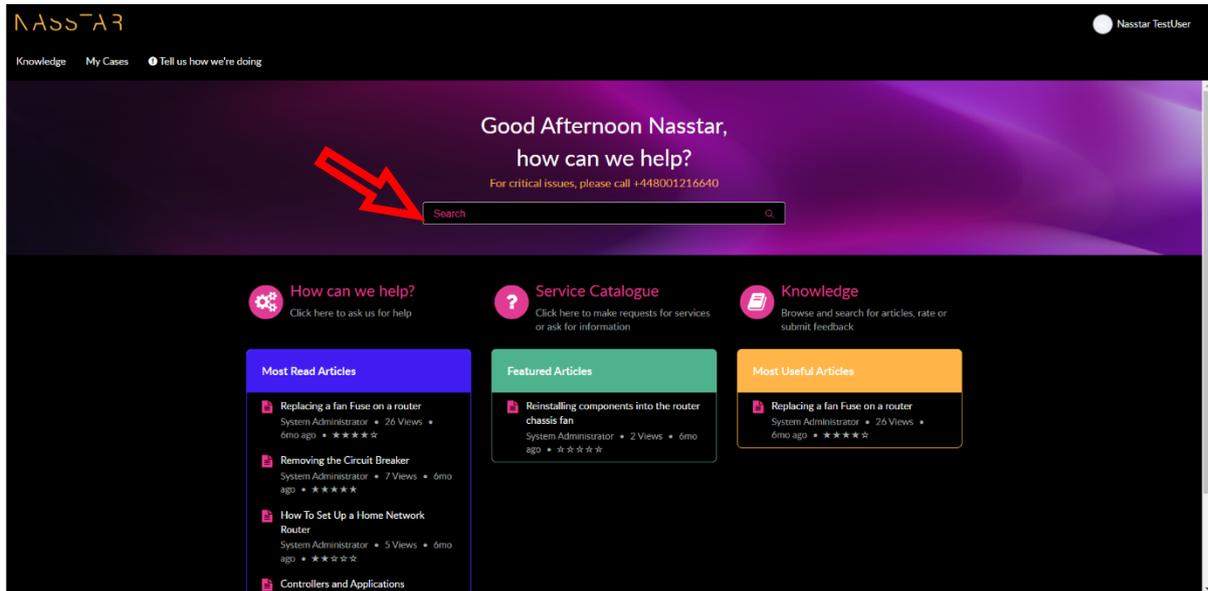


Either use the search function to look for a specific item or make a selection from Knowledge Base Categories to filter the articles:

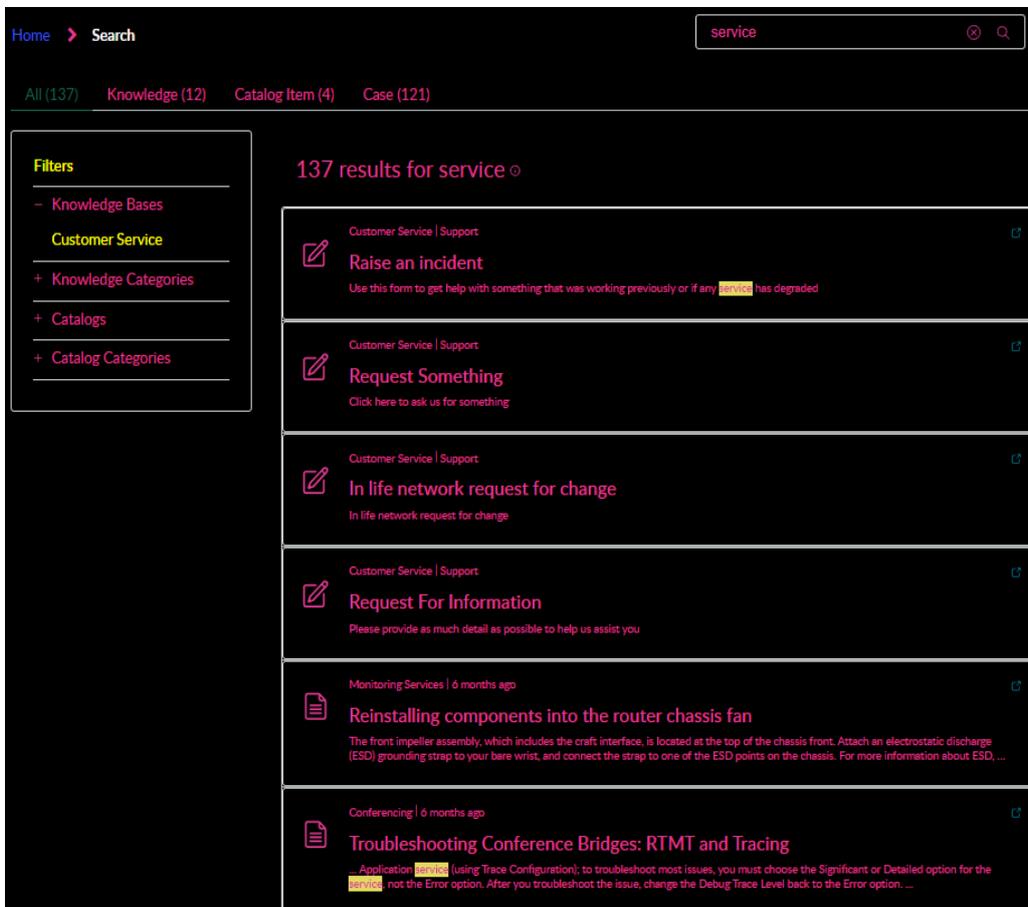


## 7 Search utility

A user can search for specific knowledge articles from the home page.

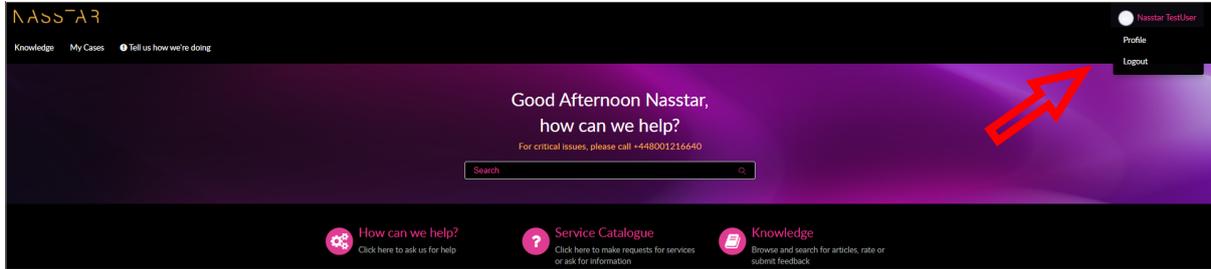


For instance, if you are looking for a topic using a specific keyword, it will search Knowledge Bases, Catalogue Items & Cases. You can filter your search by making a selection from the top menu.

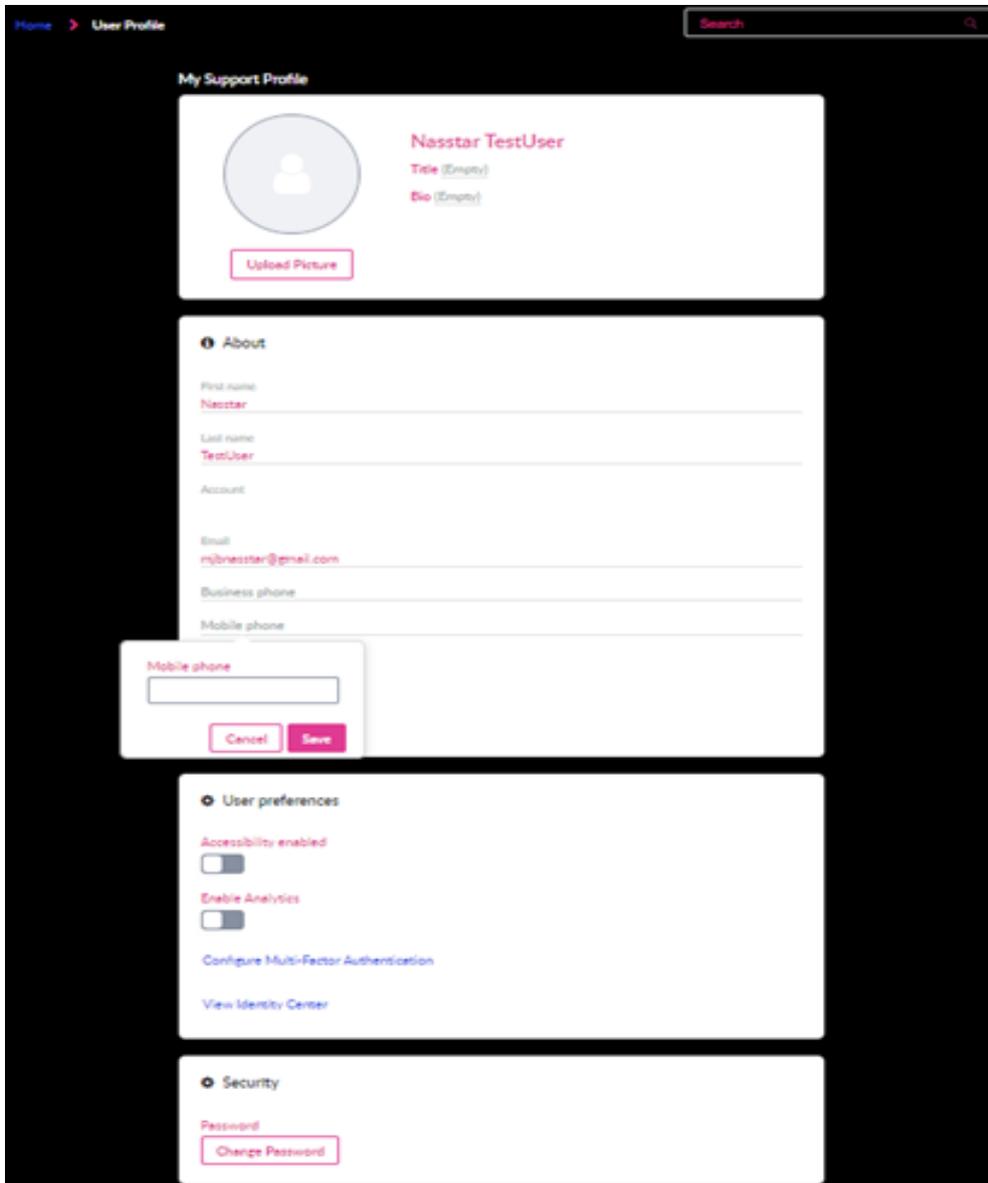


## 8 Profile

By clicking on Username in the top right corner of the screen you can access your profile record and update if necessary. You cannot amend your username; you would need to contact the Service Desk for this.



Clicking in the individual fields will generate a text box where you can enter changes and Save.



End of Document