NASSTAR

NASSTAR SERVICENOW CUSTOMER PORTAL

USER GUIDE

Version 3.0 – 11/02/2025

Contents

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.

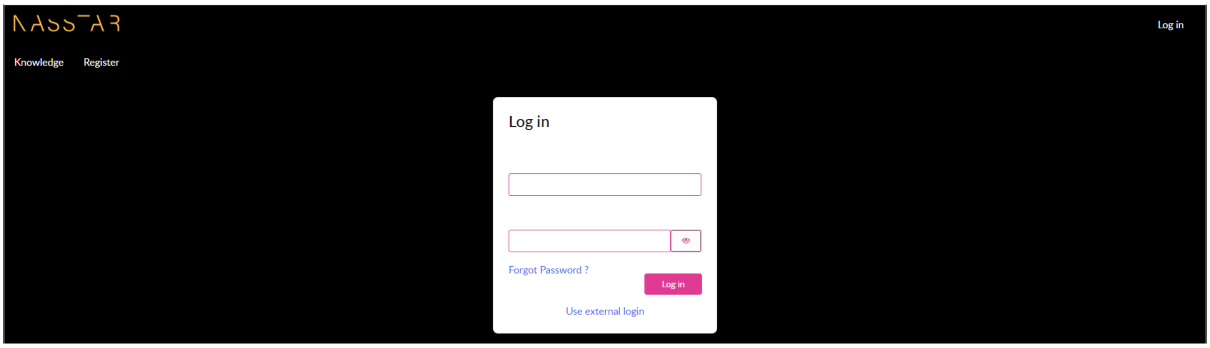
2 Accessing the portal

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

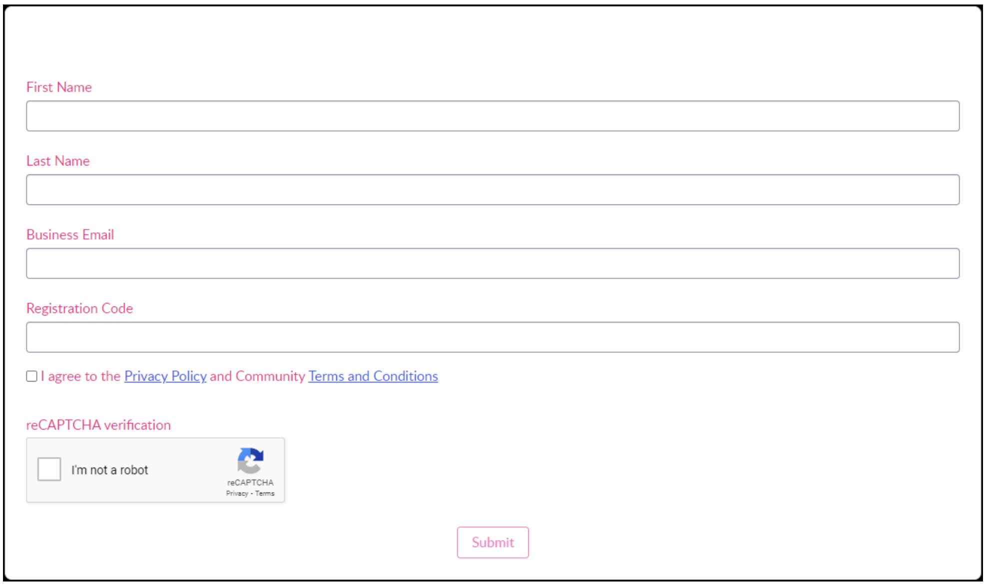
2.1 Registration

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.



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.

Hello Nasstar,

The account you requested for accessing the Service-now system has been processed.
You may now access the application using the following credentials:
https://onenasstartest.service-now.com/

User ID: Nasstar.TestUser
Password: GPsajHgg

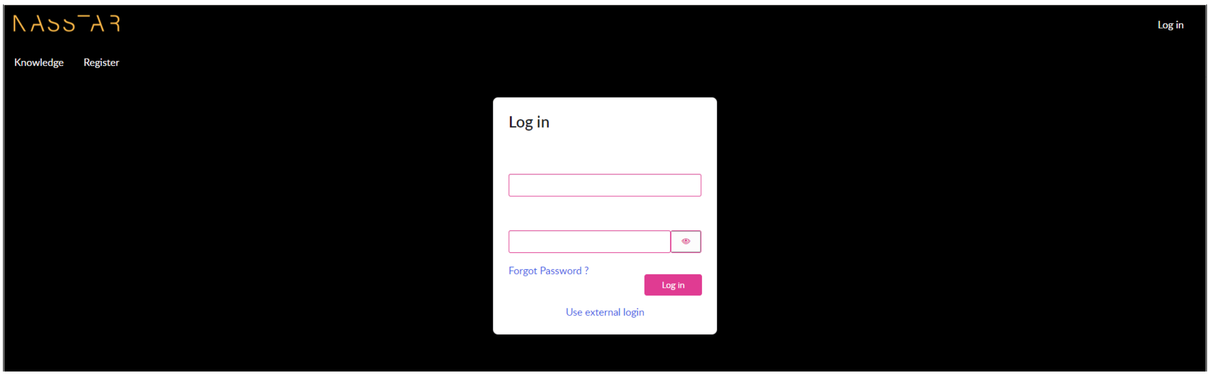
Best Regards,
Customer Support

Unsubscribe | Notification Preferences

Ref:MSG0135121_vFfcbCQi1DLYg9cIbizc

2.2 Login

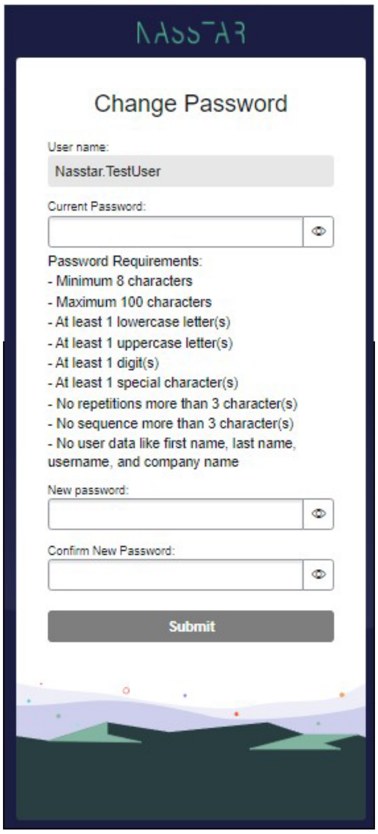
Login to the portal as shown below with the credentials provided.



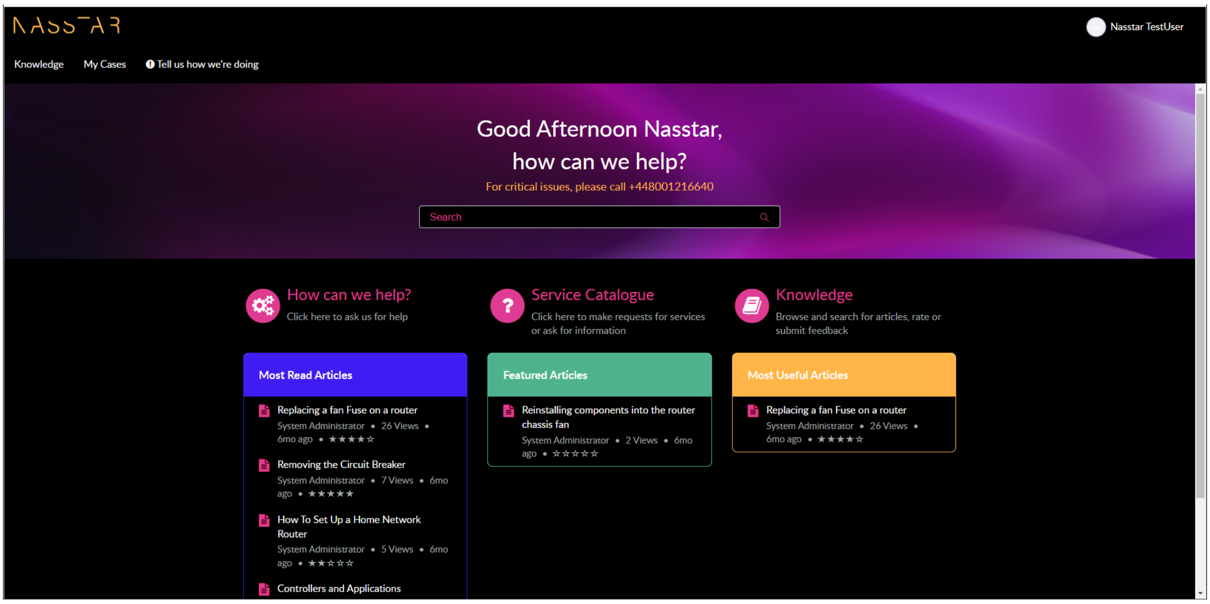
The first time that you log in, you will be asked to change your password. Passwords must consist of a minimum of 8 characters, encompassing at least one uppercase letter, one lowercase letter, one number and one special character. Restrictions on repetitive characters and use of user data apply.

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.

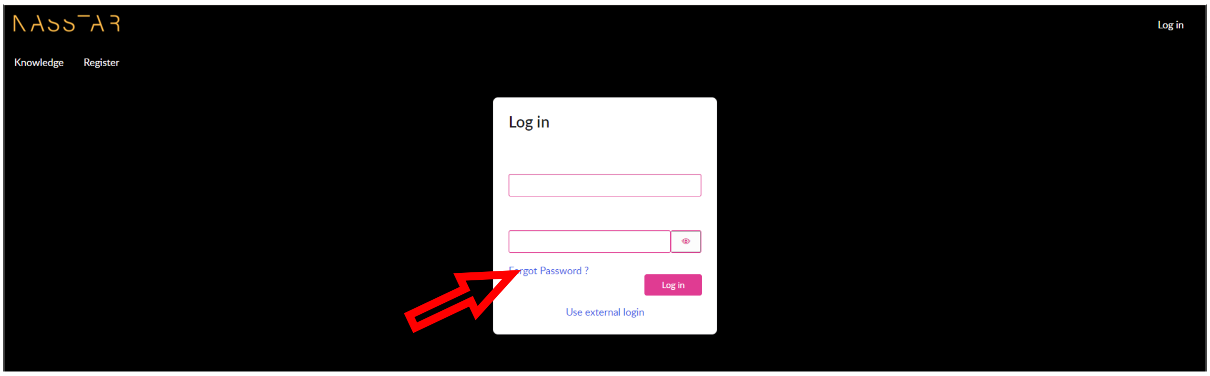


On Submit you will be logged in and redirected to the following portal home page.

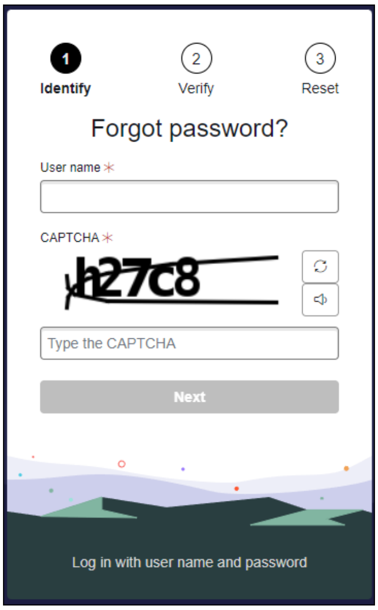


2.3 Reset Password

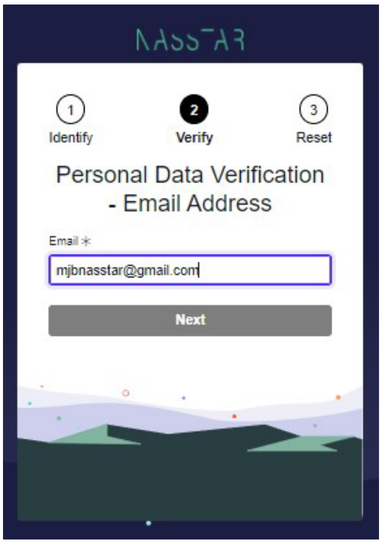
Users can reset their password via the Forgot Password link under the password field on the login screen.



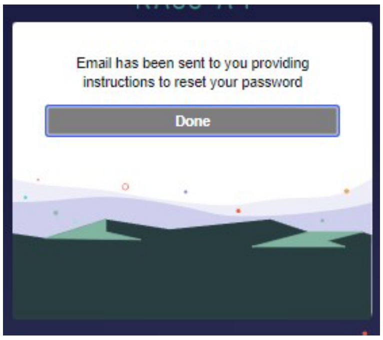
Once selected, the following window will open. Supply a valid username, type the Captcha in the box and click the Next button.



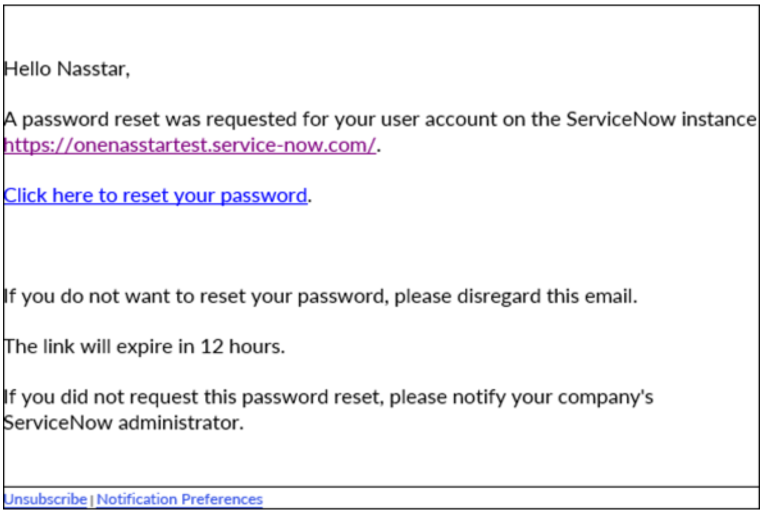
Next, the following window will open, and you will need to supply a valid email address for the account and click Next.



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.



Hello Nasstar,

A password reset was requested for your user account on the ServiceNow instance https://onenasstartest.service-now.com/.

Click here to reset your password.

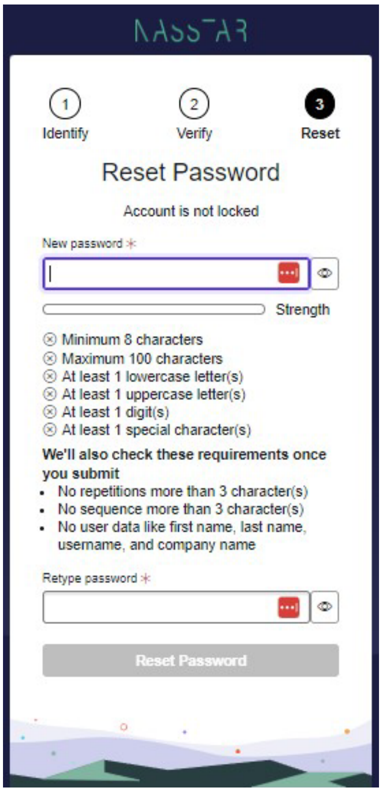
If you do not want to reset your password, please disregard this email.

The link will expire in 12 hours.

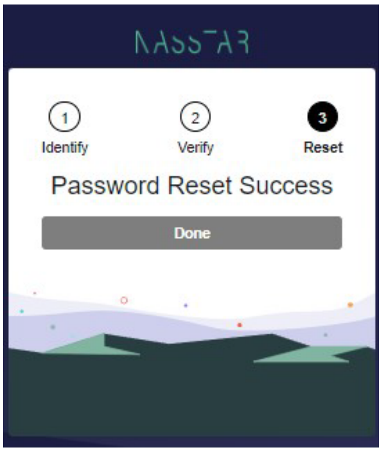
If you did not request this password reset, please notify your company's ServiceNow administrator.

Unsubscribe | Notification Preferences

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

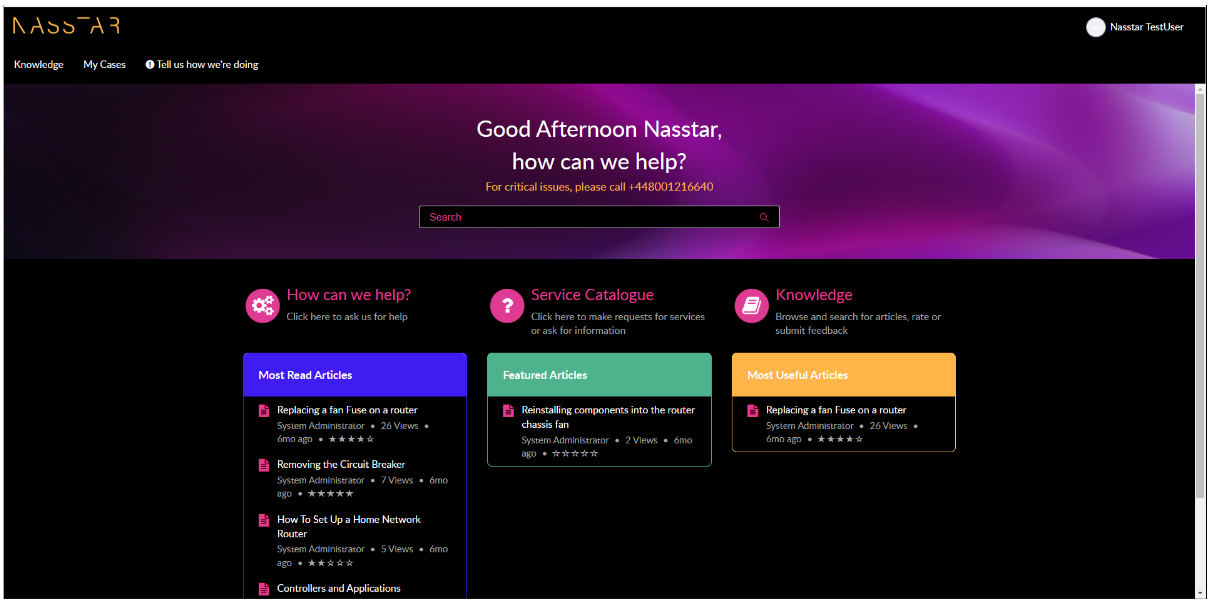
Service Request - Request support, services, or assistance

Request for Information - Ask a question or make an inquiry

3.1 Raise an Incident

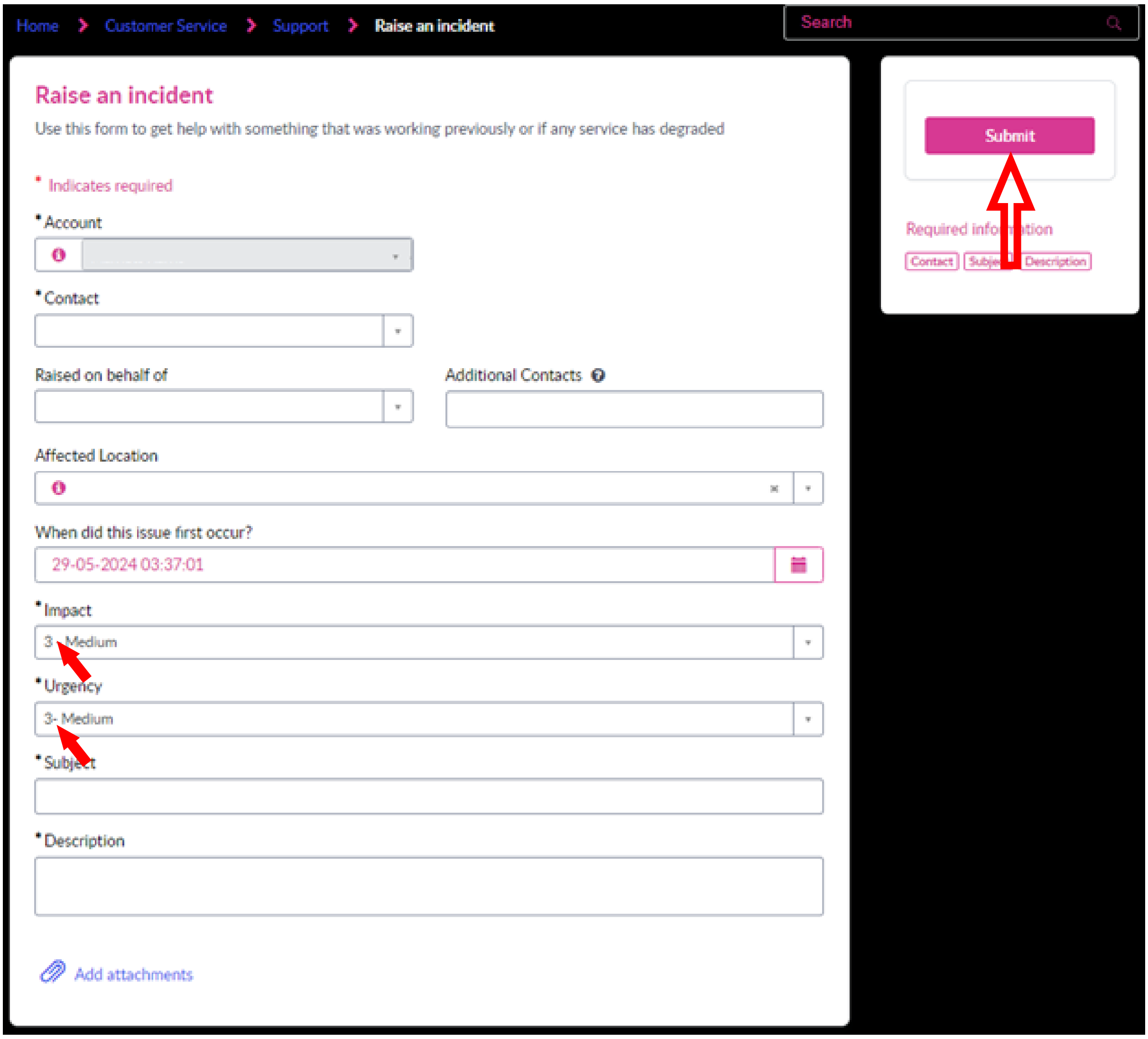
Incidents are raised if something is not working. To raise P1 & P2 alerts you should call to ensure you get assistance more quickly. The portal is for reporting lower-priority incidents i.e. P3.

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

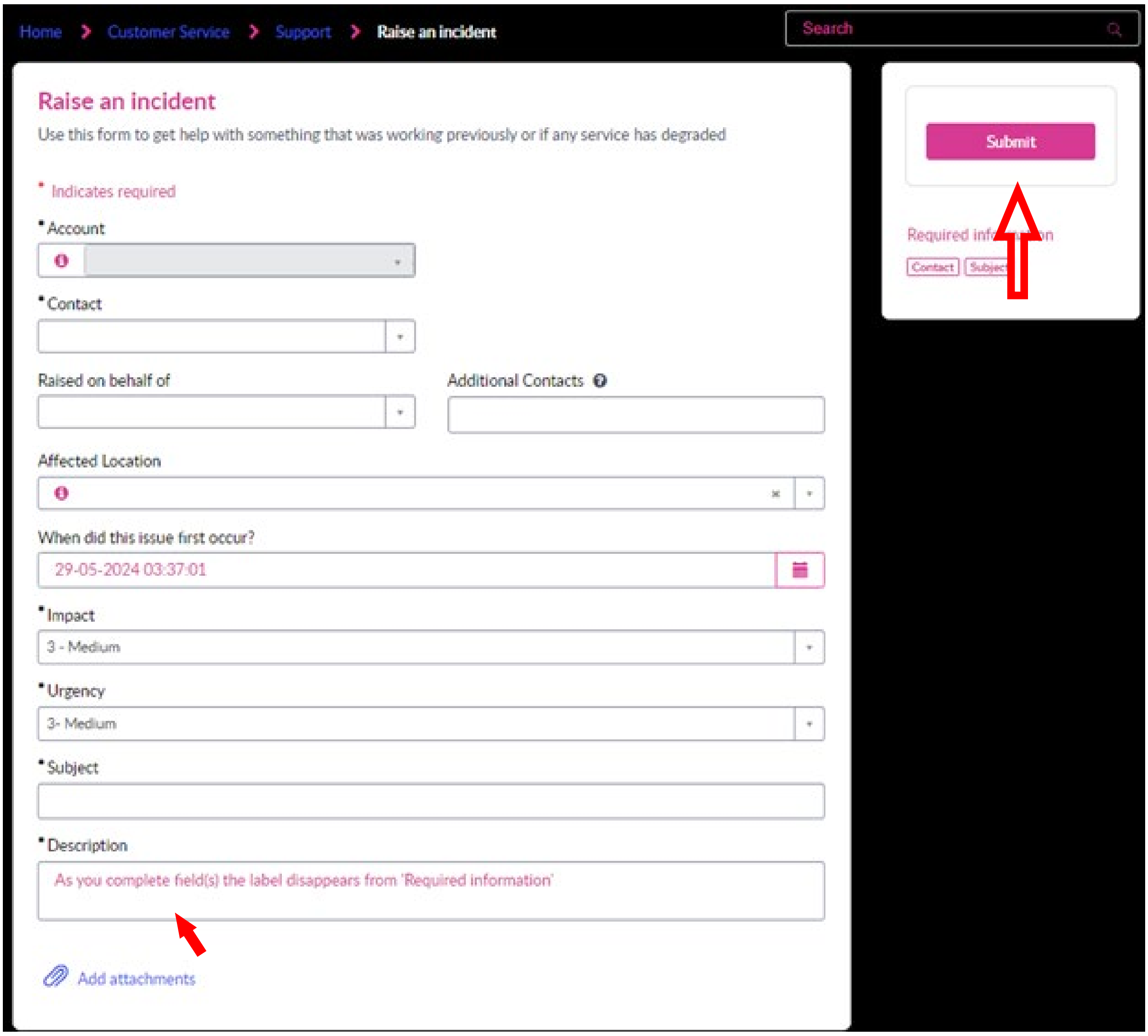


Upon clicking "How can we help?", the following form will display, and values will be prepopulated for fields; Account, Contact, When did this issue first occur?, Impact and Urgency.

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.

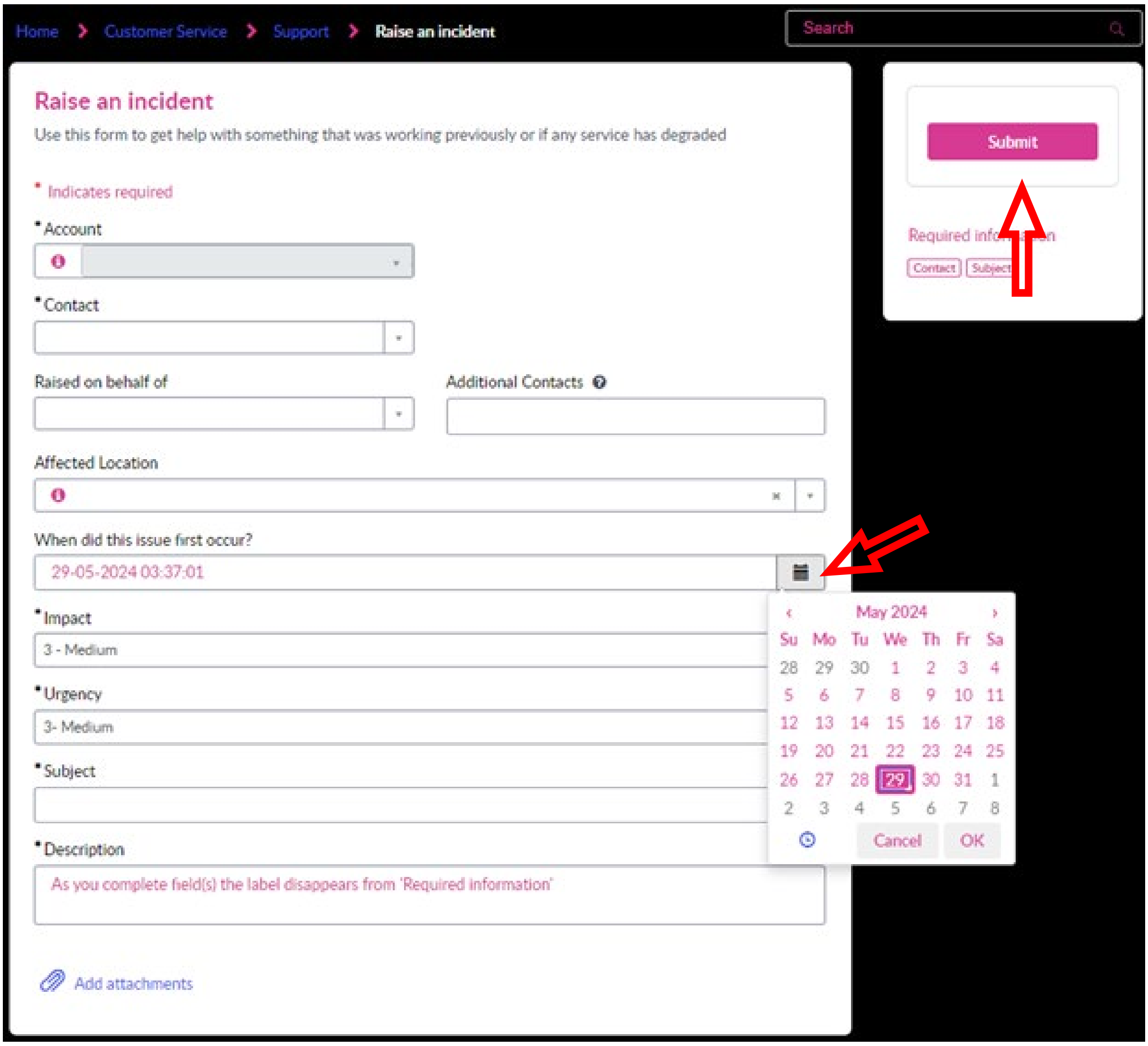

Home
Customer Service
Support
Raise an incident
Search
Raise an incident
Use this form to get help with something that was working previously or if any service has degraded
* Indicates required
* Account
* Contact
Raised on behalf of
Additional Contacts
Affected Location
When did this issue first occur?
29-05-2024 03:37:01
* Impact
3 - Medium
* Urgency
3- Medium
* Subject
* Description
Add attachments
Submit
Required information
Contact
Description

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

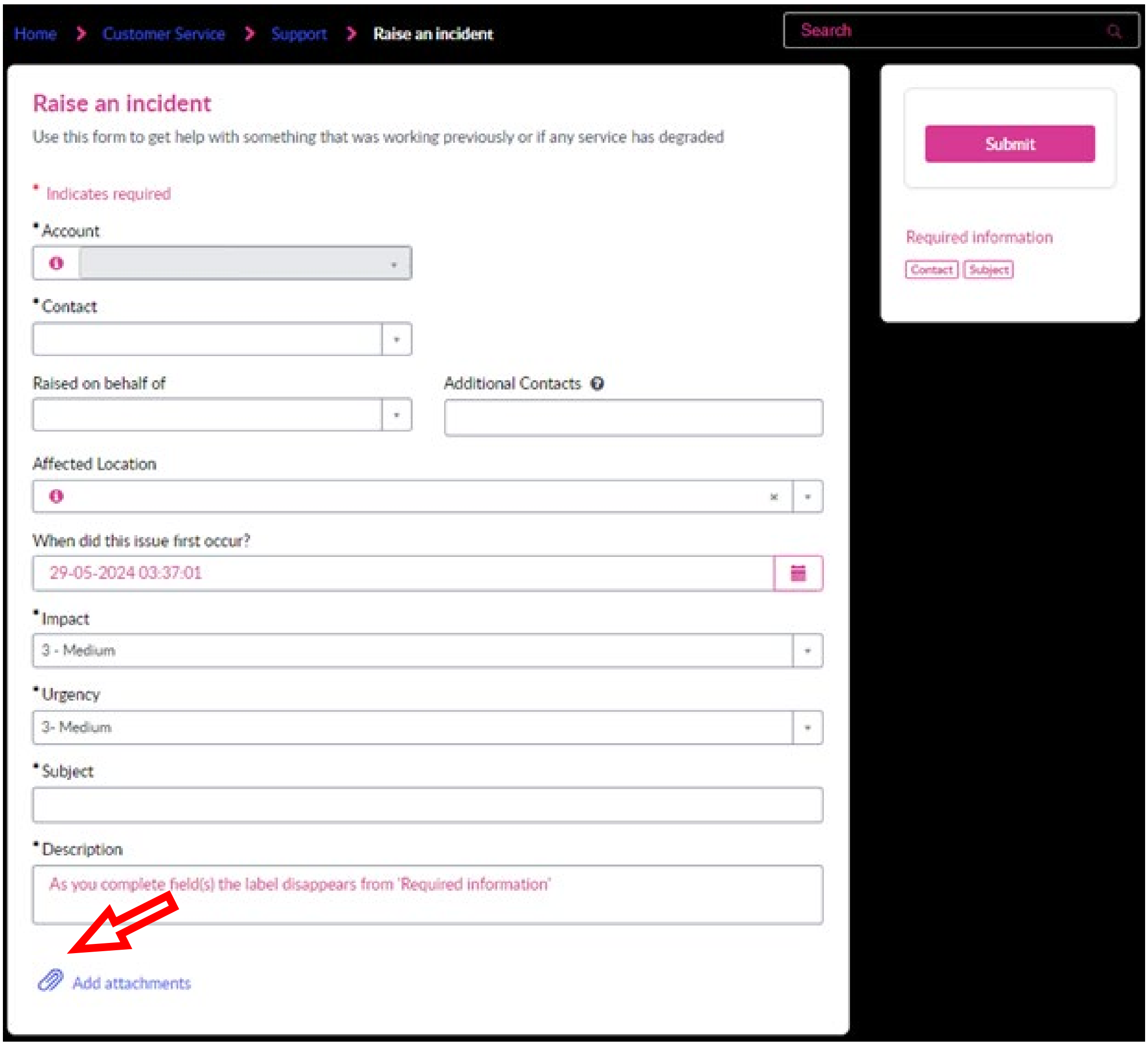


The “When did this issue first occur?” field defaults to the date and time the incident was raised but the user also has the option to amend this if the actual time of occurrence is known.

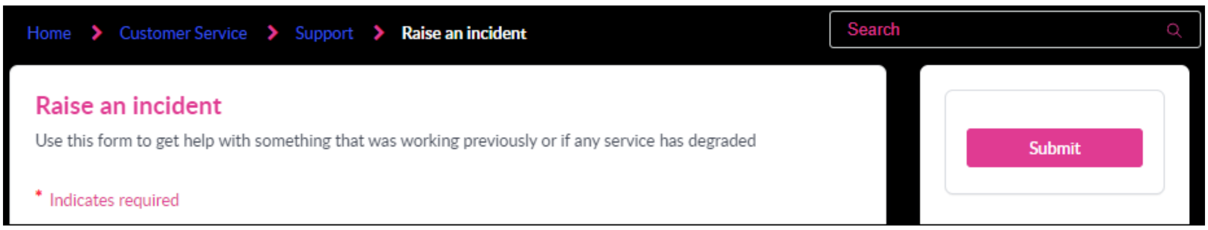
Impact & Urgency fields will be defaulted to 3 - Medium.


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?
29-05-2024 03:37:01
* Impact
3 - Medium
* Urgency
3- Medium
* Subject
* Description
As you complete field(s) the label disappears from 'Required information'
Add attachments
Submit
Required information
Contact
Subject
May 2024
Su Mo Tu We Th Fr Sa
Cancel
OK

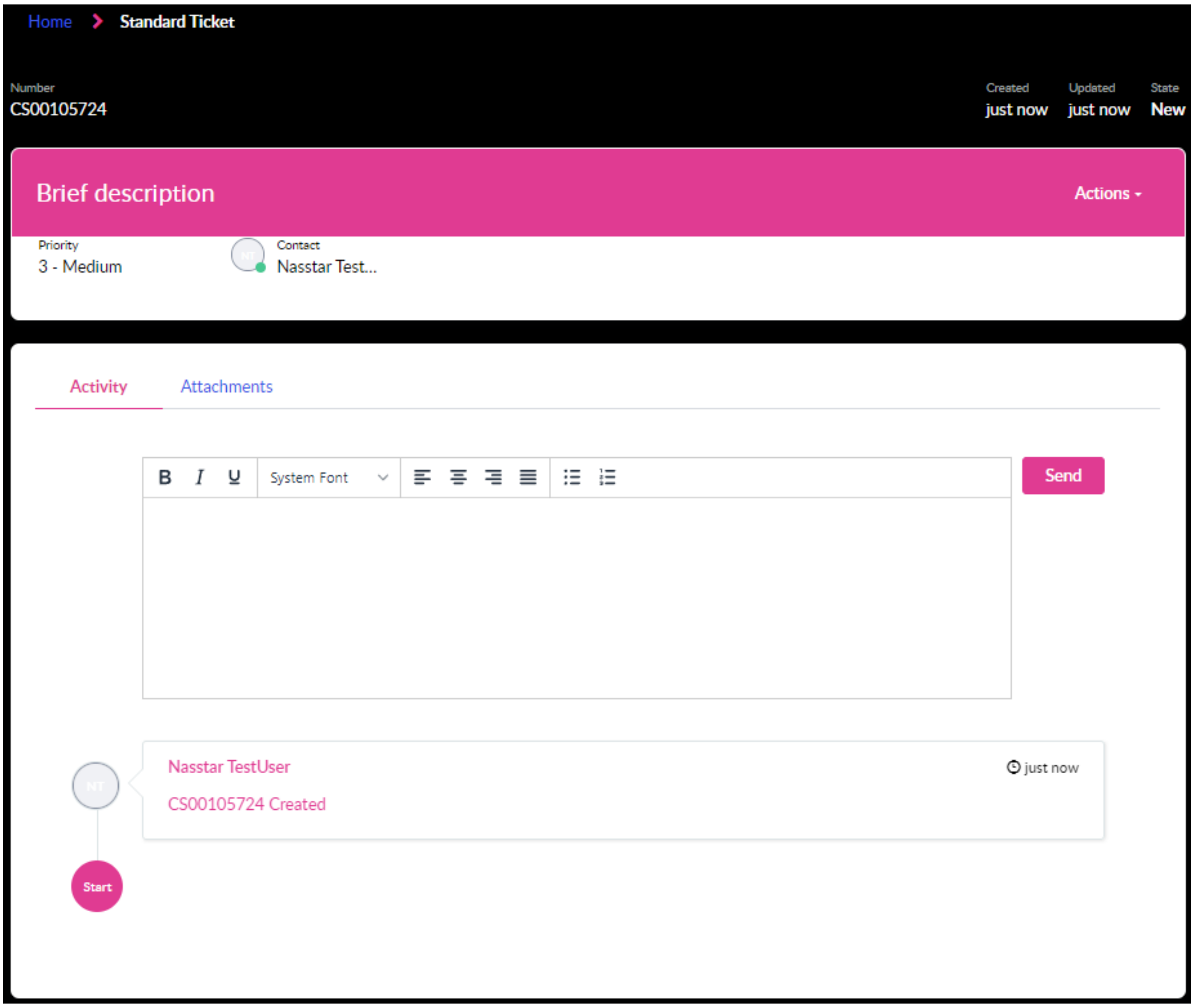
The user has the option to add an attachment here by clicking the link in the bottom left corner.



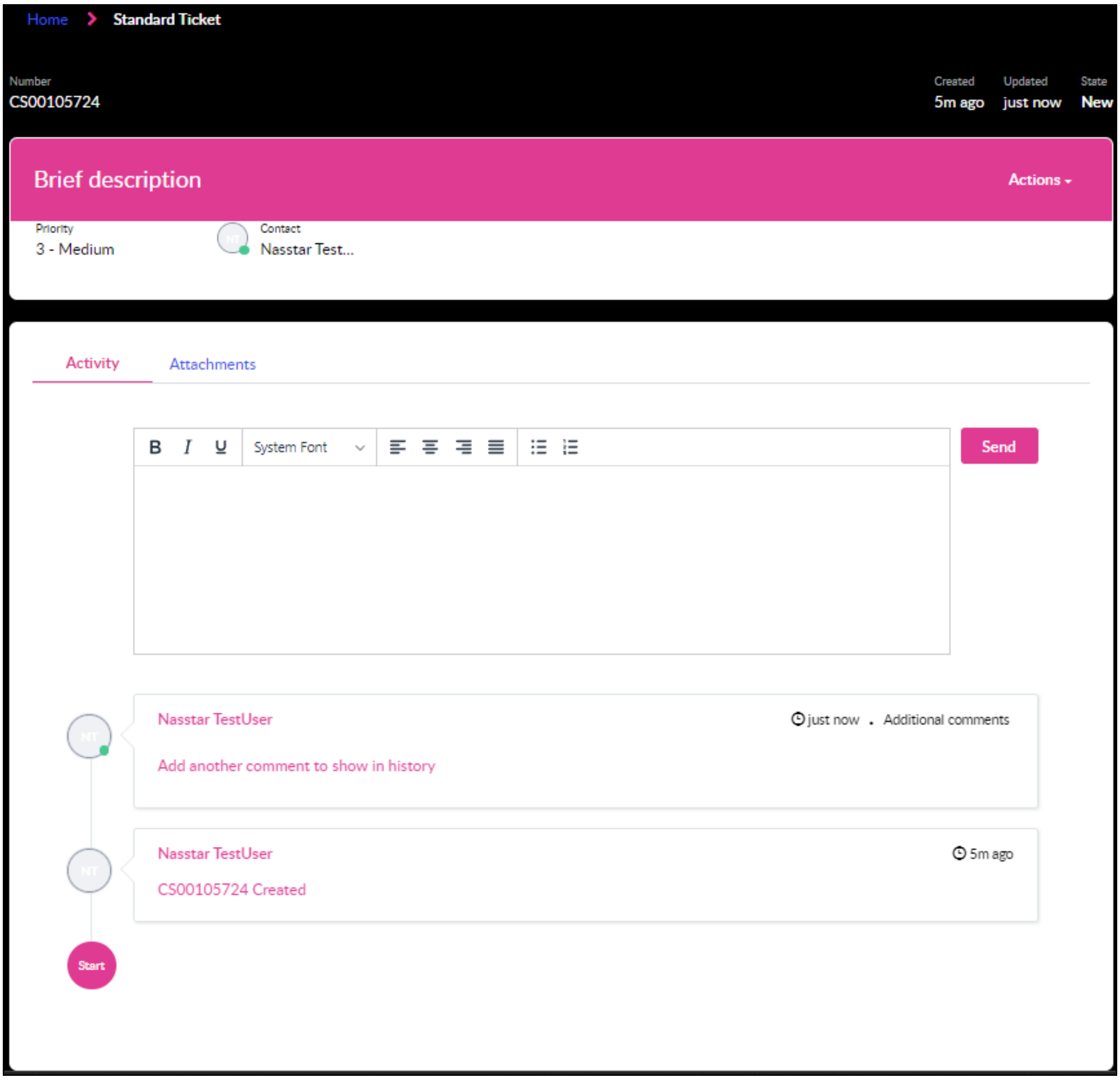
Once all details are completed, click on the Submit button at the top right of the screen.



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.



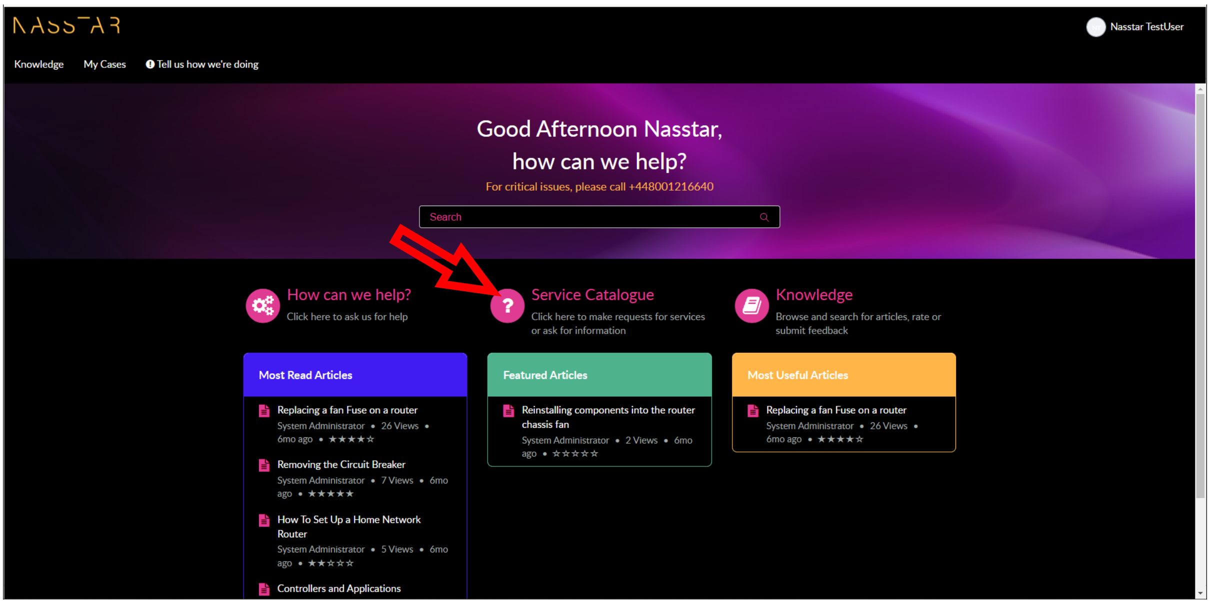
Once the user successfully creates the incident, the Nasstar Service Desk will pick up the case and update it accordingly. All updates will then appear here which the user can refer to.


Home
Standard Ticket
Number
CS00105724
Created
5m ago
Updated
just now
State
New
Brief description
Actions
Priority
3 - Medium
Contact
Nasstar Test...
Activity
Attachments
System Font
Send
Nasstar TestUser
just now
Additional comments
Add another comment to show in history
Nasstar TestUser
5m ago
CS00105724 Created
Start

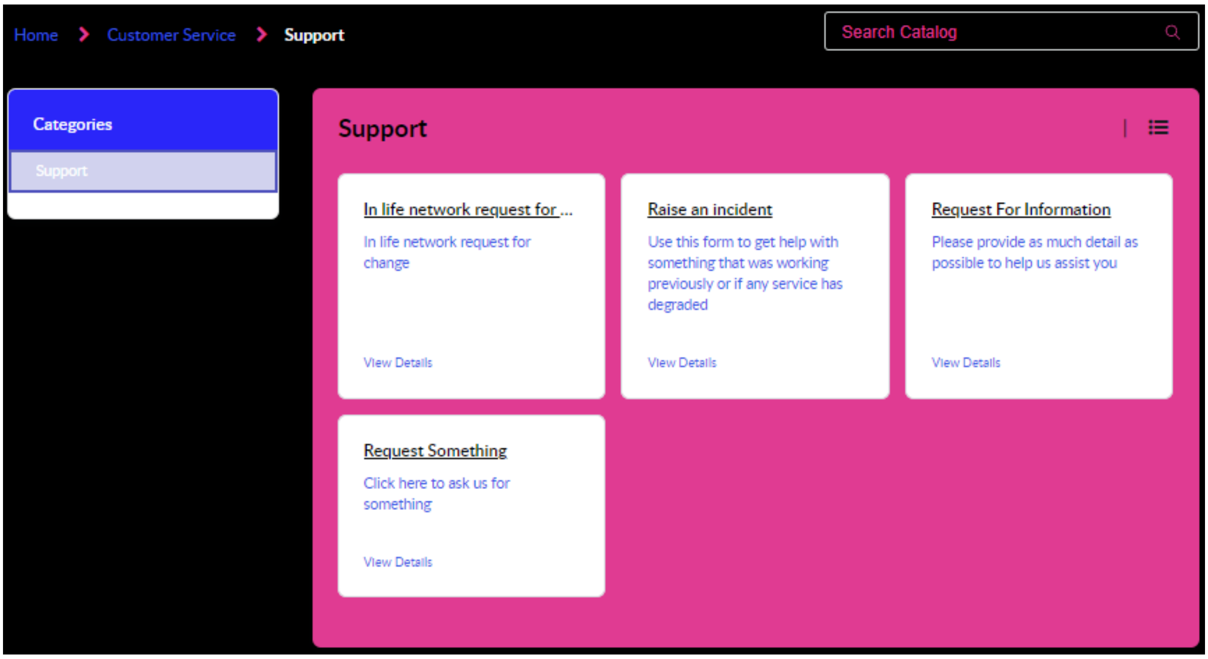
3.2 Service Catalogue

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:



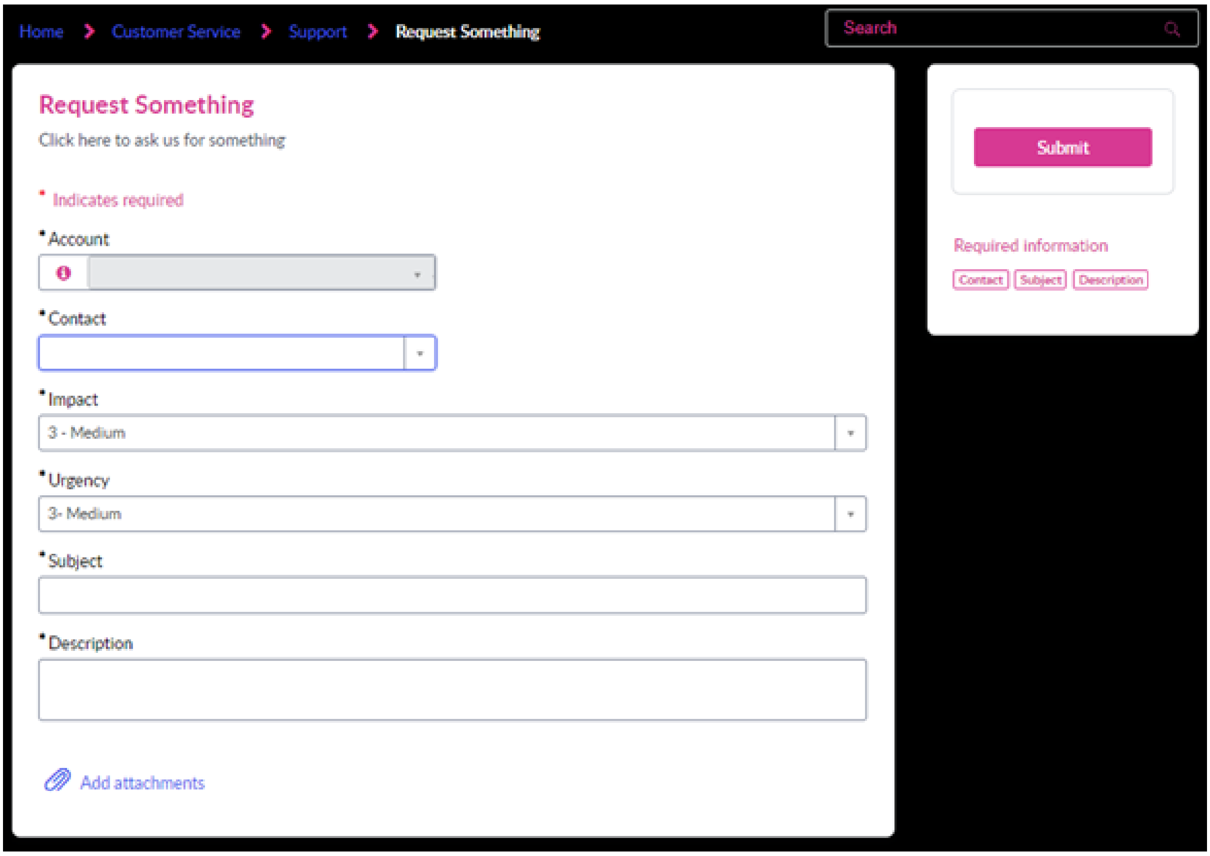
3.2.1 Raise an Incident

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.

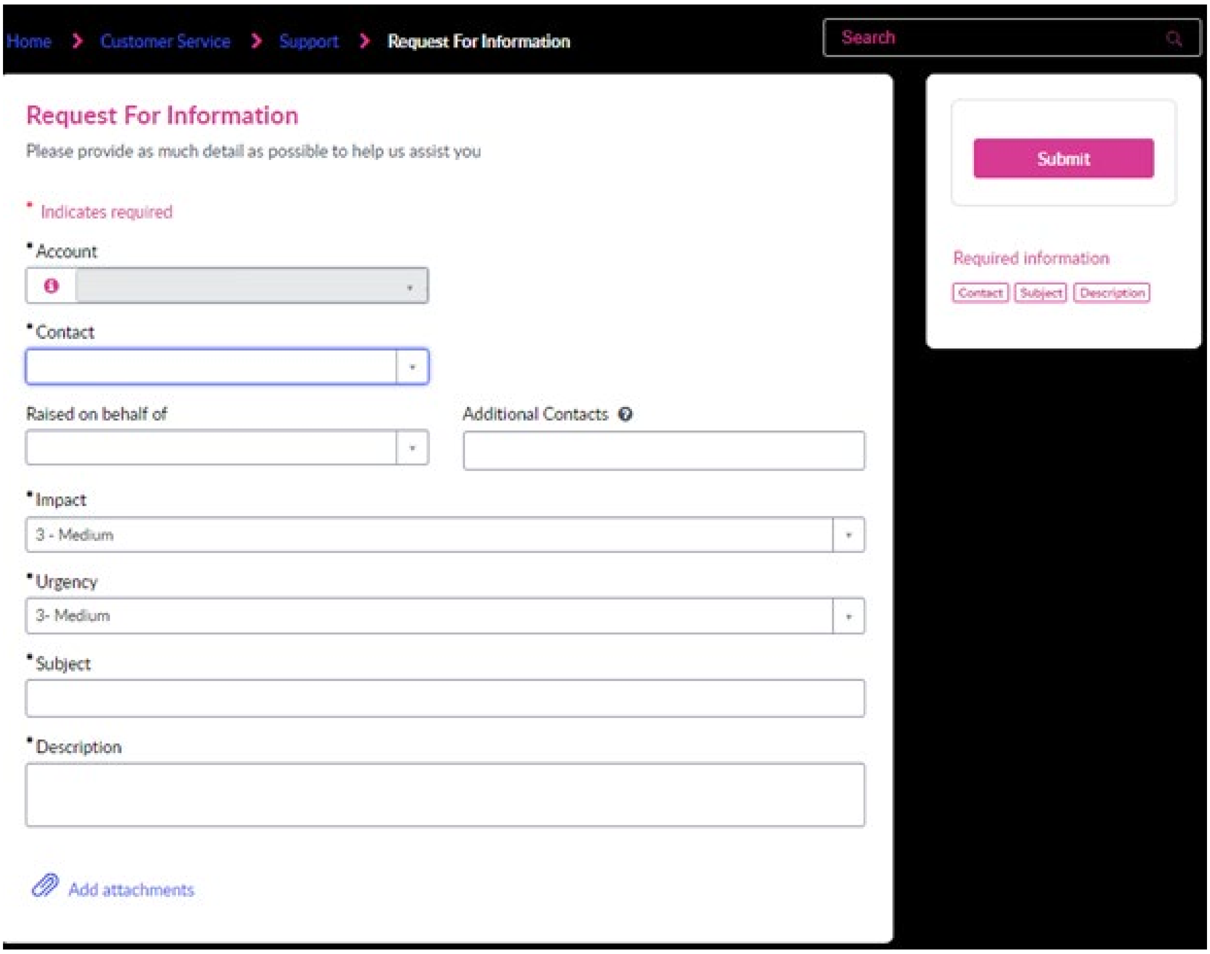
Upon clicking on "Request Something", the following form will display, and values will be prepopulated for fields; Account, Contact, Impact and Urgency.



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.

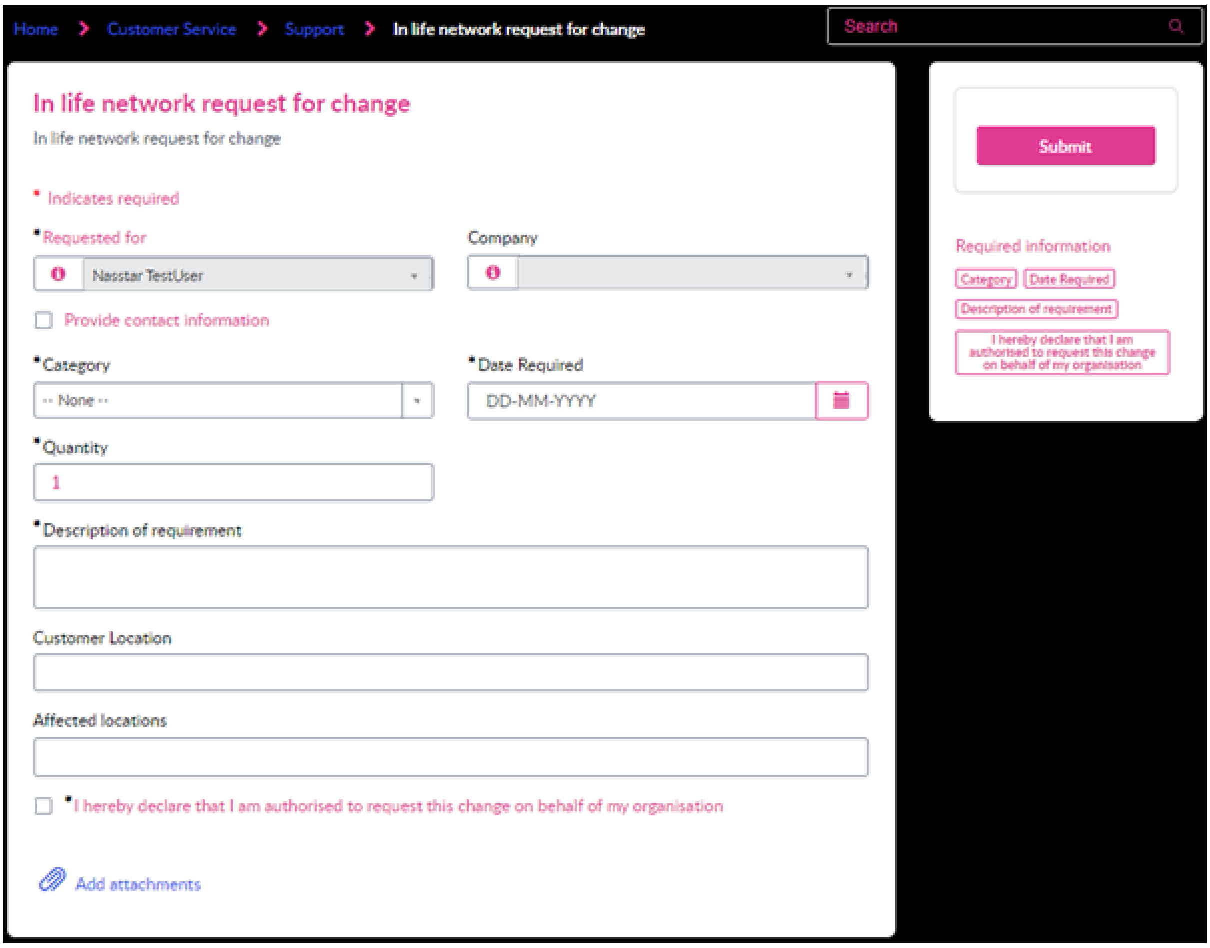


3.2.4 In Life Network Request for Change

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.



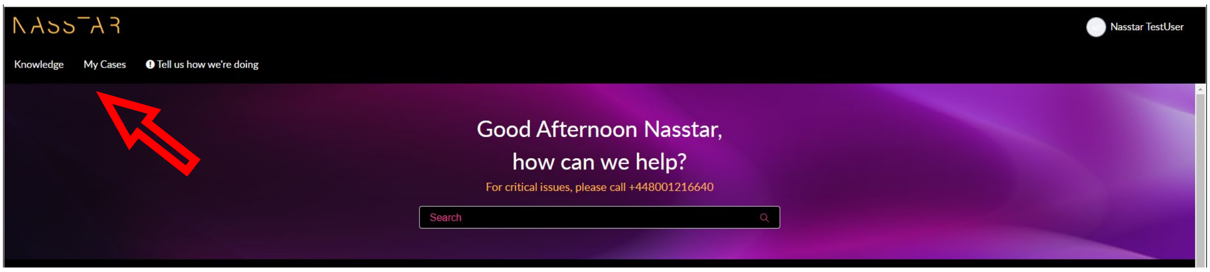
3.3 Notifications of updates to your cases

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.

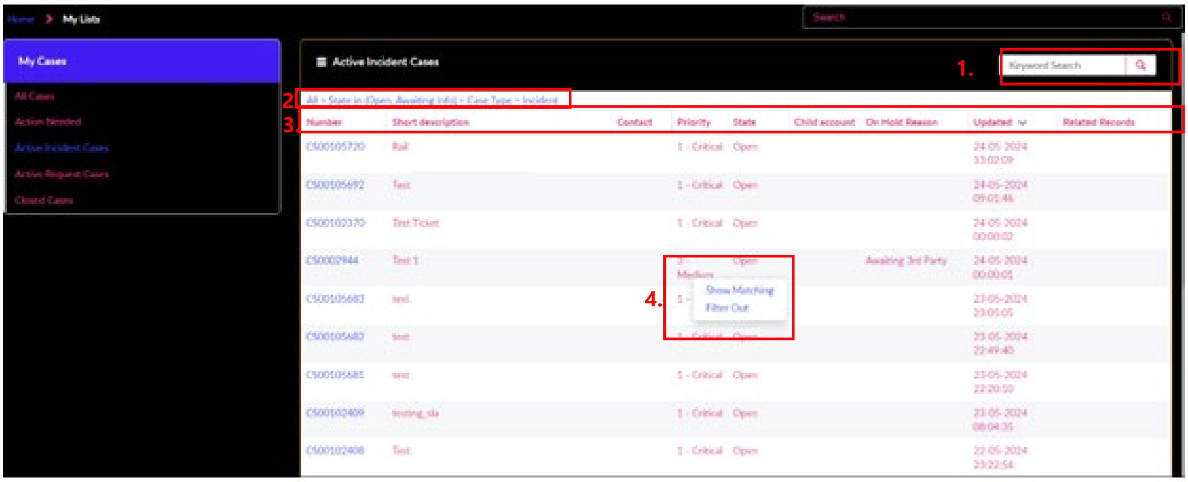
All Cases	-	The default view
Action Needed	-	All cases that need your attention
Active Incident Cases	-	All Incident cases raised by you that are still open
Active Request Cases	-	All Service Request cases raised by you that are still open
Closed cases	-	All cases raised by you that have been closed

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:

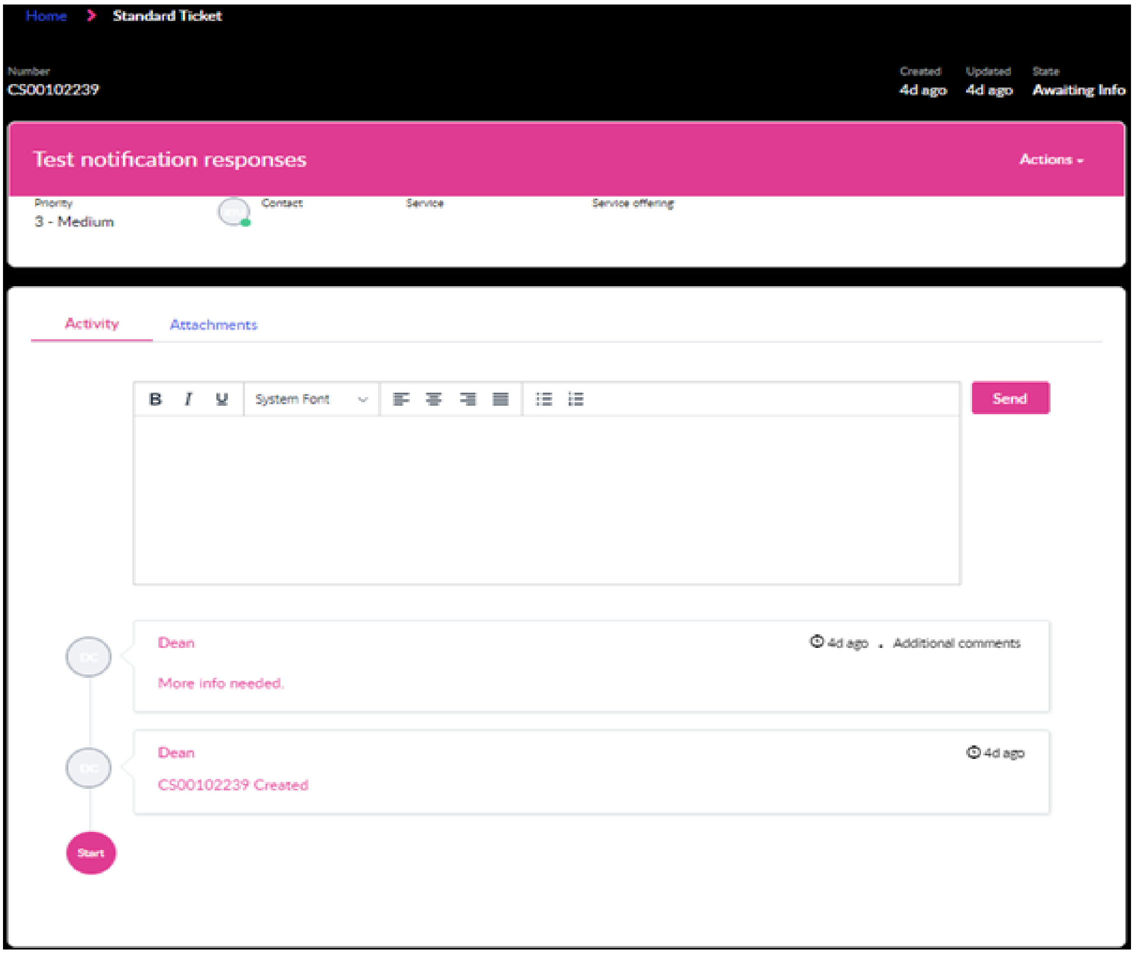
1. Use the Keyword Search to filter the list to only include cases that include the given keyword. If a phrase of more than one word is used, enclose it in quotation marks.
2. This area is known as the 'breadcrumbs' and you can click here to remove filters that you have applied, i.e. to work back up 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.

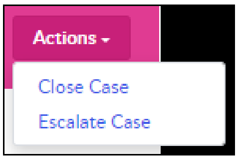
Awaiting Info - The case is awaiting action from either a third party or the customer before it can be progressed.

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

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

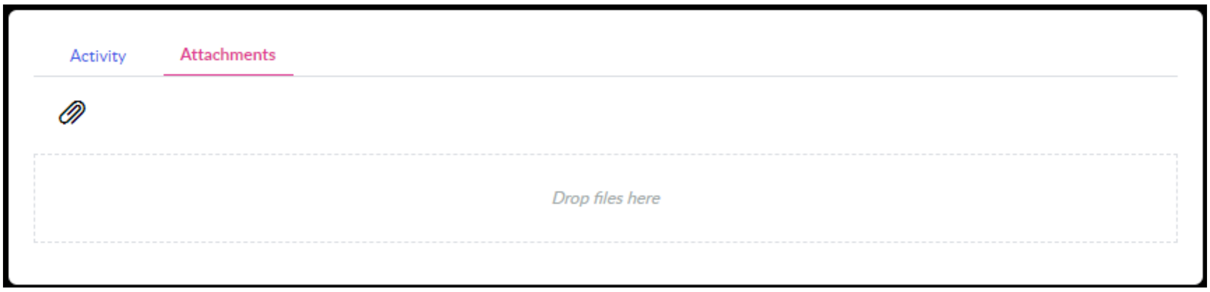
The top section shows the details of the case. This is read only. If you spot an error in this section then update the notes field and Service Desk will update accordingly.

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.

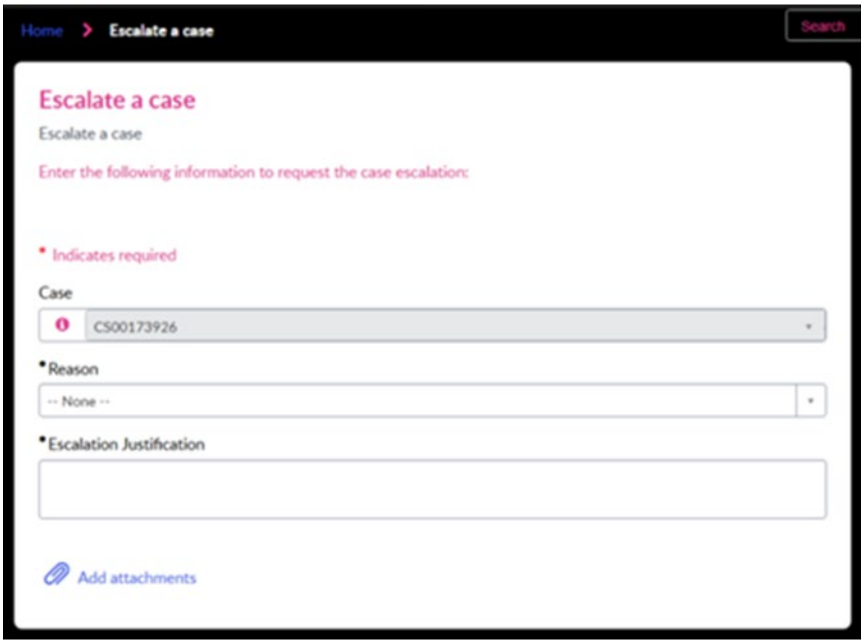
4.4 Escalate individual cases

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.

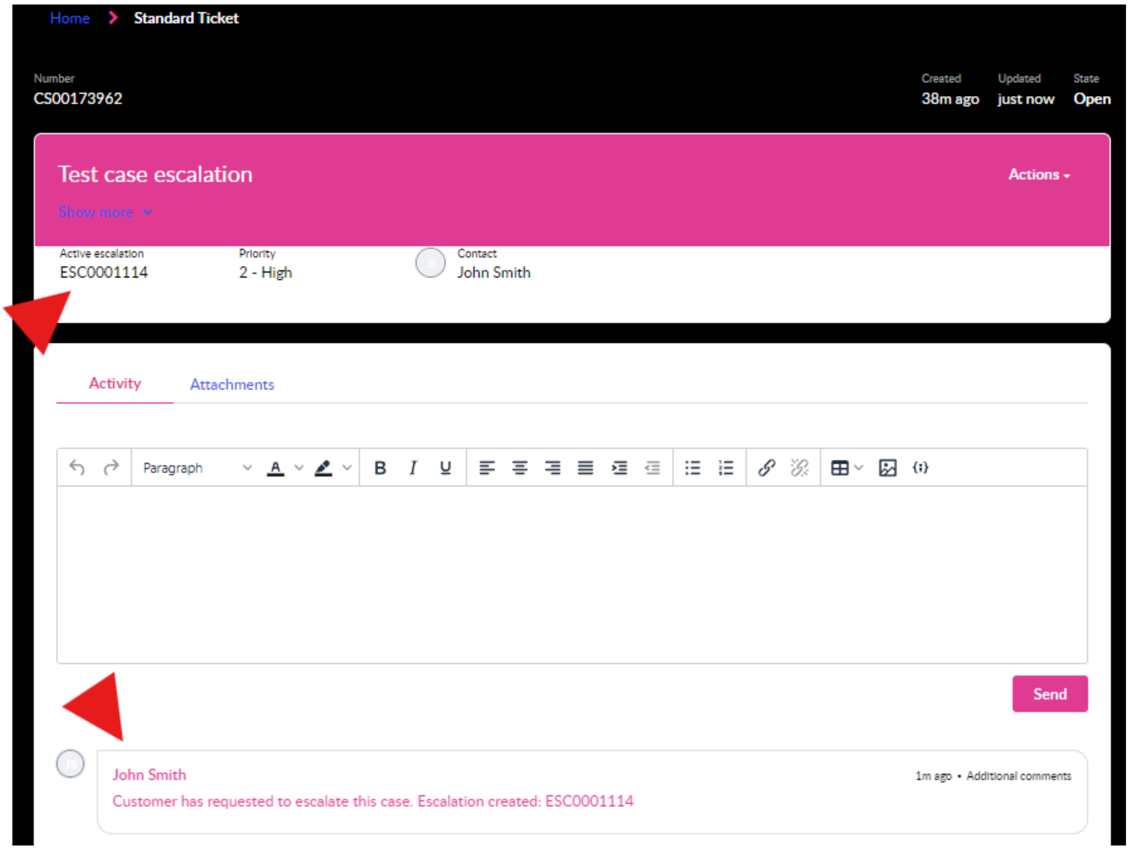
Having opened the individual active case, the Actions button will show the current available options for the ticket.

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.

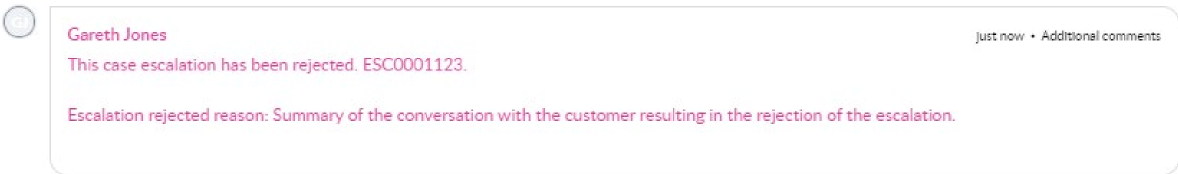
Having completed the escalation, you will be returned to the case where the summary lists there is an active escalation with a unique escalation number, along with an update added to the case that is both visible to yourself and our agents.



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:

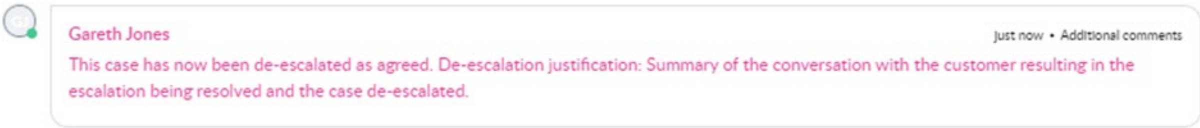
4.4.1 Escalation rejection



4.4.2 Escalation acceptance

4.4.3 Escalation update

4.4.4 Escalation resolution; case de-escalated



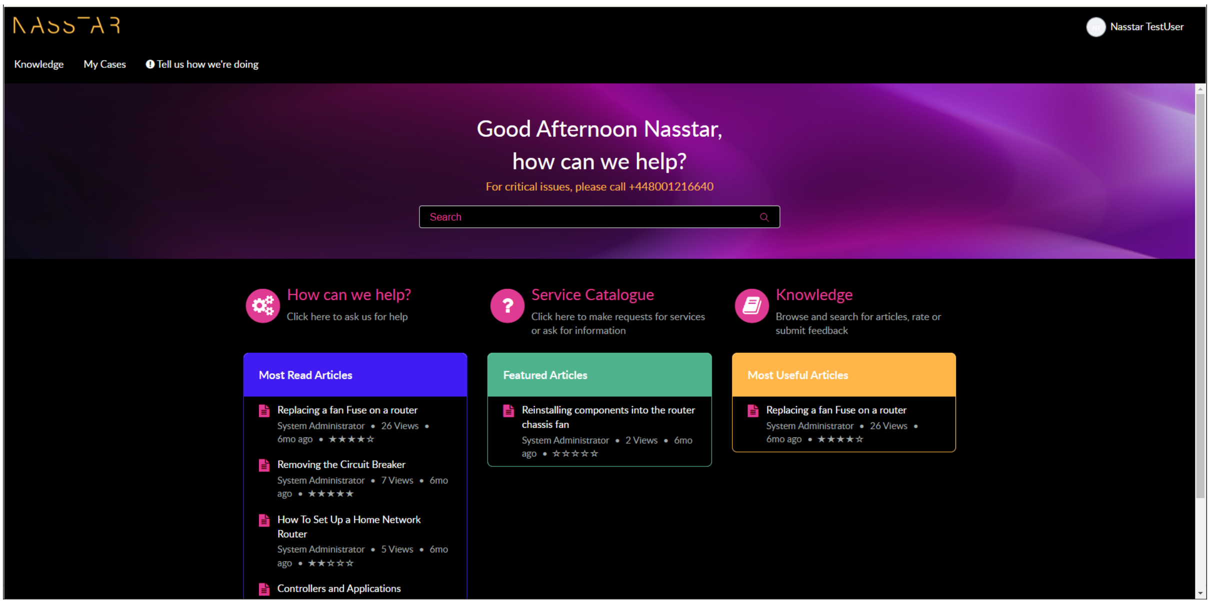
It is possible to escalate the same case again, should the previous escalation have not resulted in the expected outcome in progressing your case, or for an entirely different reason.

5 Cancellations, Cease and Offboarding Requests

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

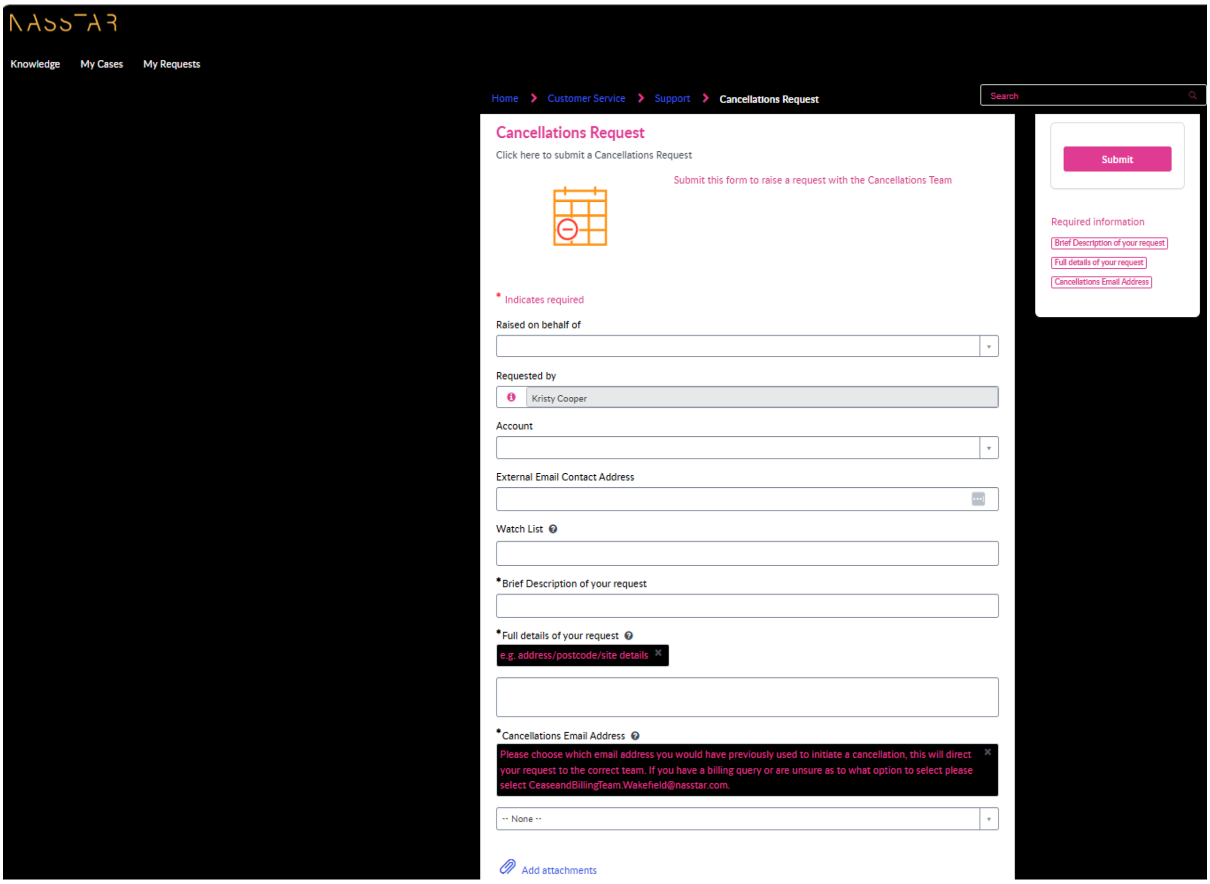
These requests can be raised by selecting the "Service Catalogue" Option in ServiceNow which upon submission of your request will be automatically routed to the correct Nasstar Cease Team to action.

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

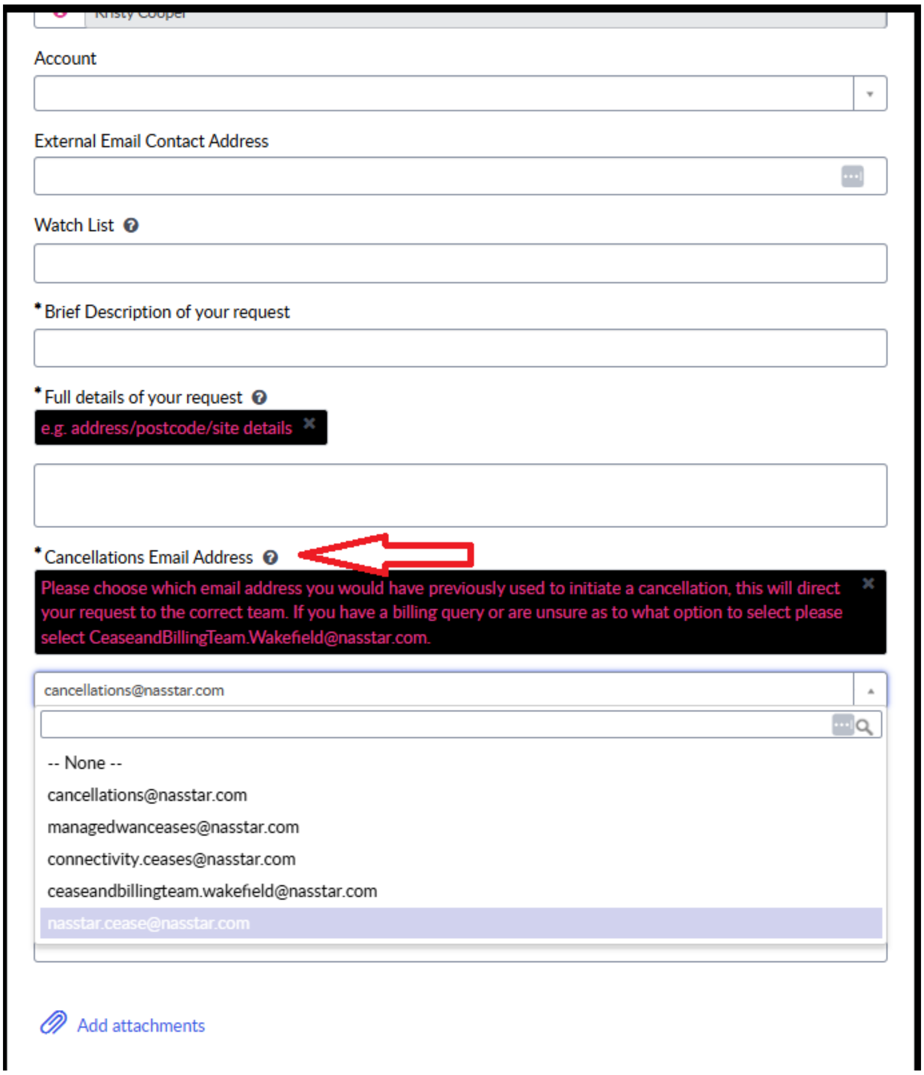


Upon clicking on "Service Catalogue" a tile will appear as per the below screenshot:

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



Continue to populate the fields provided on the form.



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 **Note: if you currently use NMC to raise cancellations please continue to do so**
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.

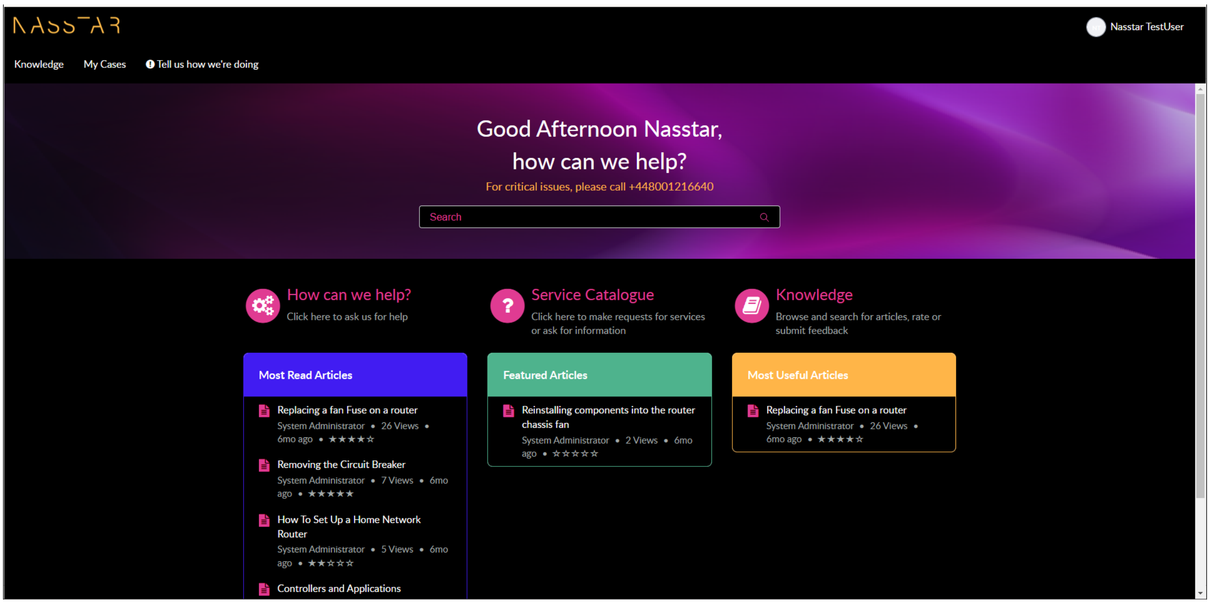
If you do not have the information requested, please enter “Unknown” in the field.

Note: The “Range holder” is for PSTN numbers.

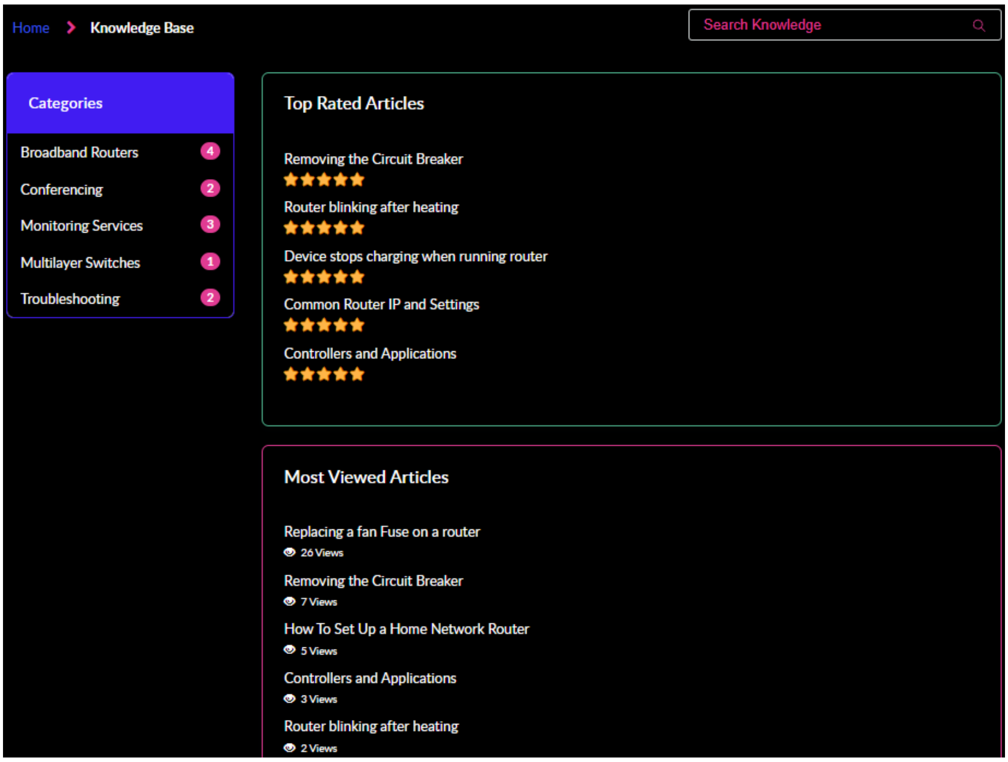
Once all details are completed, click on the Submit button at the top right of the screen. You will then receive a REQ email notification which you can then update and view using the portal.

6 View Knowledge Articles and User Guides

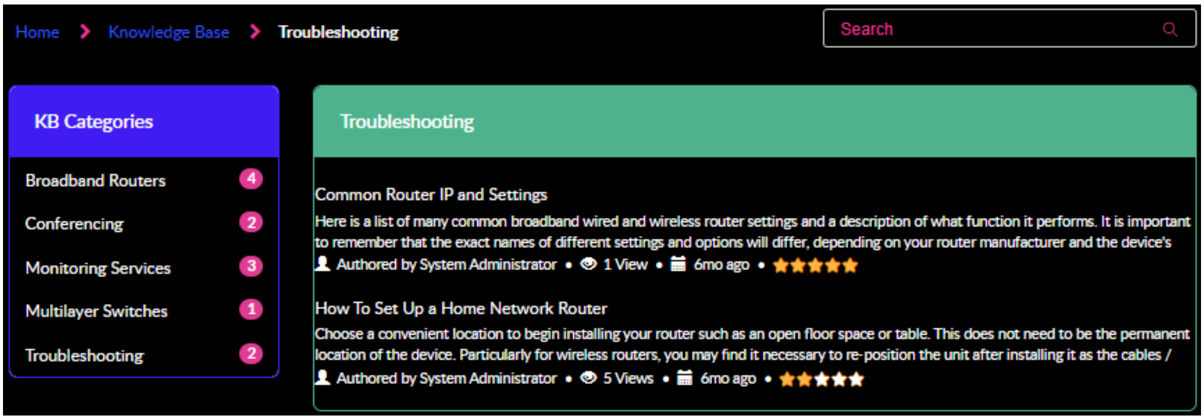
Knowledge articles are a library of articles and user guides where you can look for specific information. To access this information, click “Knowledge” from the home page or the Knowledge menu at the top of the screen.



You will be redirected to the Knowledge section.

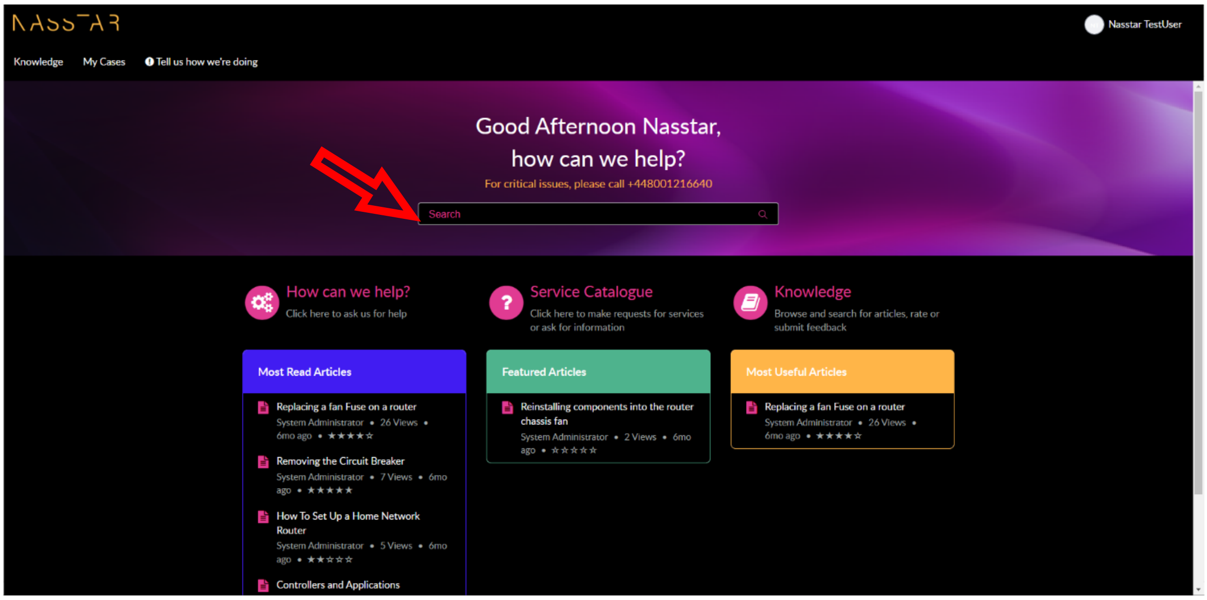


Either use the search function to look for a specific item or make a selection from Knowledge Base Categories to filter the articles:

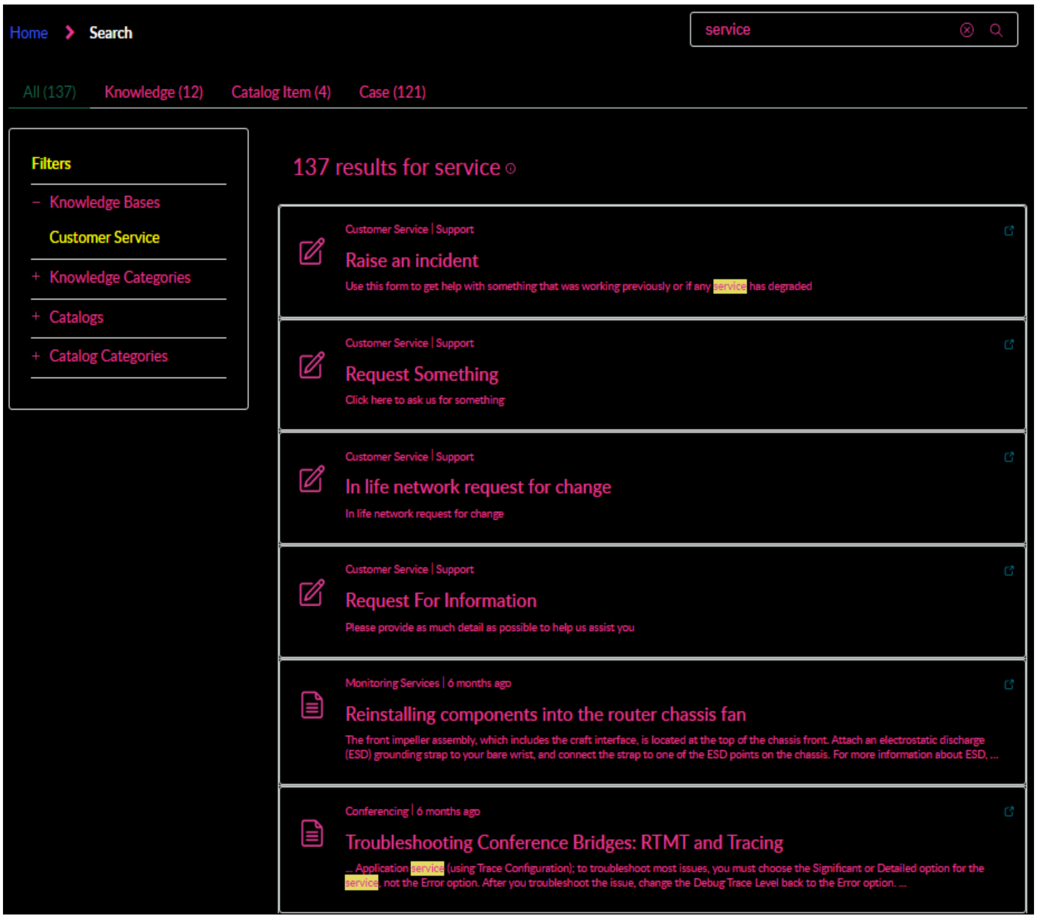

Home > Knowledge Base > Troubleshooting
Search
KB Categories
Broadband Routers 4
Conferencing 2
Monitoring Services 3
Multilayer Switches 1
Troubleshooting 2
Troubleshooting
Common Router IP and Settings
Here is a list of many common broadband wired and wireless router settings and a description of what function it performs. It is important to remember that the exact names of different settings and options will differ, depending on your router manufacturer and the device's
Authored by System Administrator • 1 View • 6mo ago
How To Set Up a Home Network Router
Choose a convenient location to begin installing your router such as an open floor space or table. This does not need to be the permanent location of the device. Particularly for wireless routers, you may find it necessary to re-position the unit after installing it as the cables /
Authored by System Administrator • 5 Views • 6mo ago

7 Search utility

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

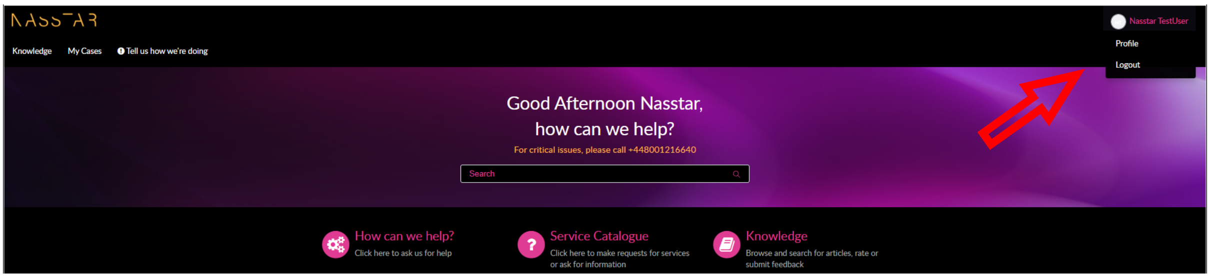


For instance, if you are looking for a topic using a specific keyword, it will search Knowledge Bases, Catalogue Items & Cases. You can filter your search by making a selection from the top menu.

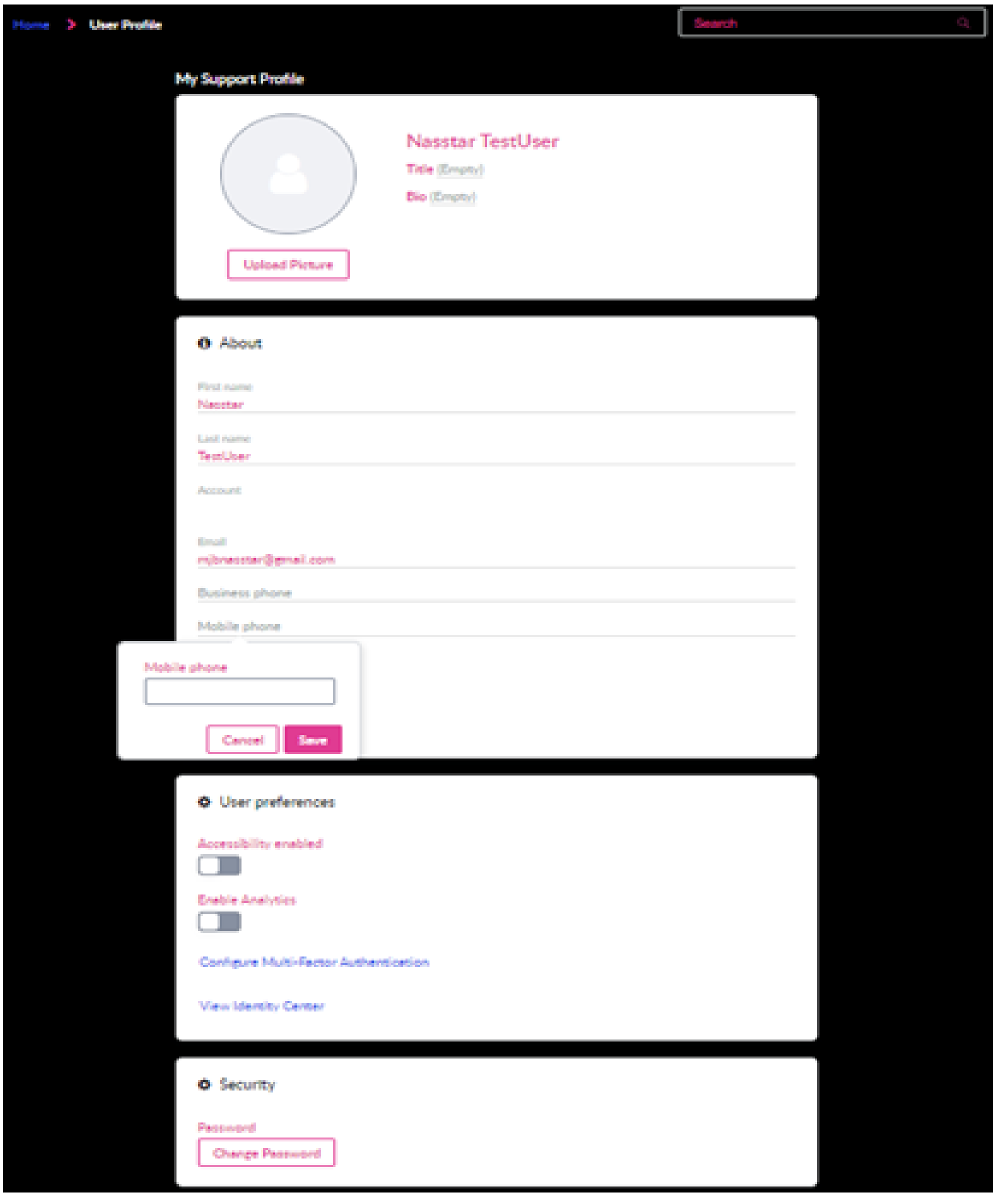


8 Profile

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.



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