

Hornbill Service Desk Portal User Guide

Accessing the Service Desk Portal

Please note: you will need to have **Internet Explorer 10** (or above) or **Google Chrome** in order to access the service desk portal.

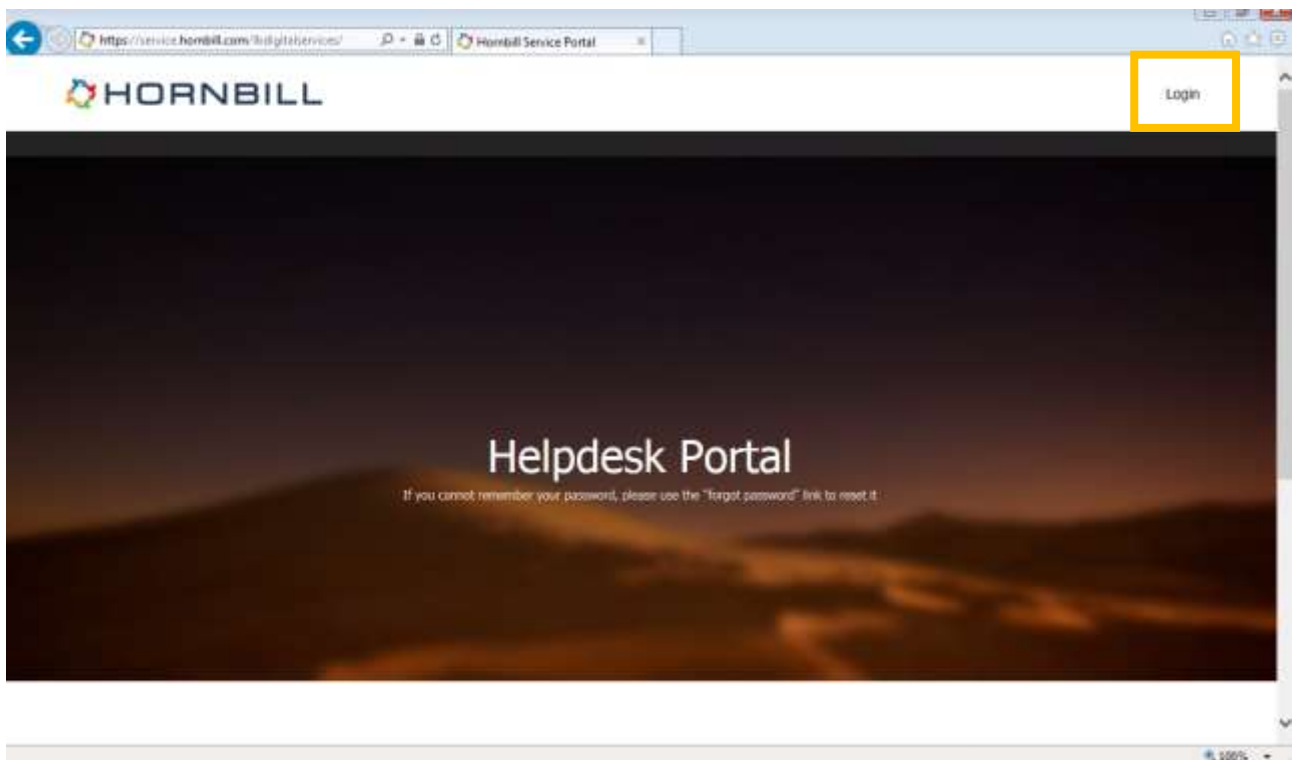
Step 1. In order to log application systems issues, IT related issues or general incidents; you will need to navigate to our new IT service desk portal via this link - <https://service.hornbill.com/lbdigitalservices/>

Step 2. Once loaded onto the webpage, please login using your **Lewisham Network Login Credentials:**

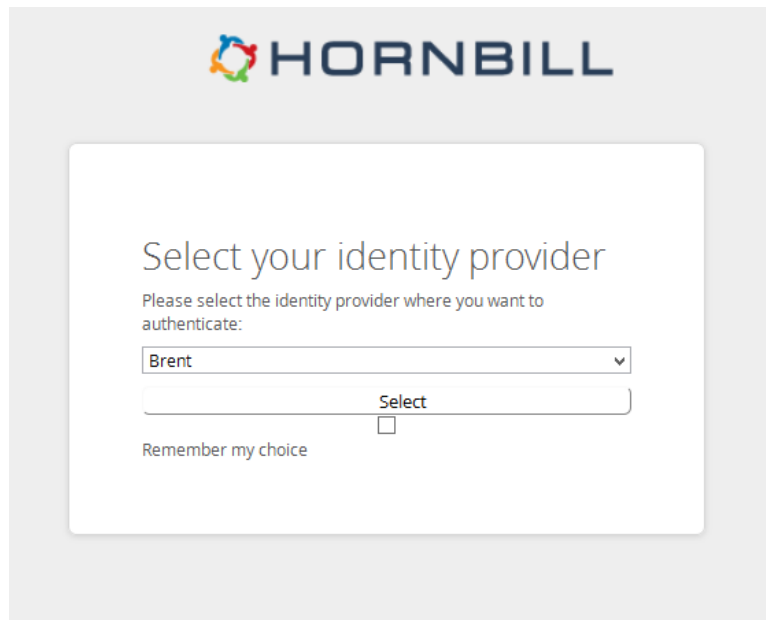
Single Sign On for Hornbill Service Manager

This allows you to log onto Hornbill Service Manager using your network username and password. When you are on the network you should be automatically logged into the system.

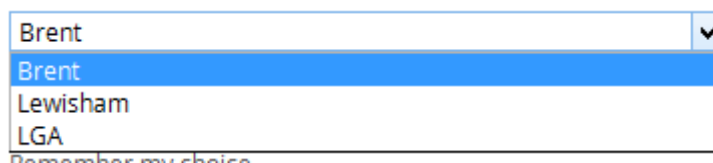
But the first time (<https://service.hornbill.com/lbdigitalservices/>) – press login



If you are not automatically logged in to the system please follow the below steps



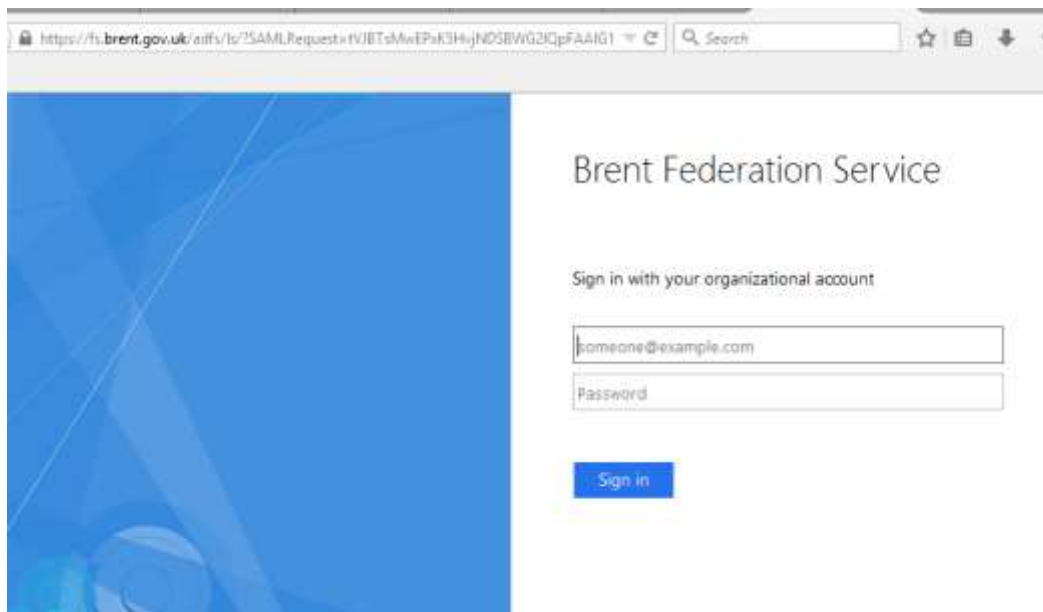
Select your provider – Brent, **Lewisham** or LGA (please **tick** remember my choice.)



On the network you are automatically logged onto Hornbill (*the Hornbill system uses your network account credentials*).

Accessing Hornbill Outside of the Network:

When accessing hornbill off the network via this link: <https://service.hornbill.com/lbdigitalservices> you will be presented with the Federation Sever (FS.Brent, FS.Lewisham, or FS.LGA). please choose the **FS.Lewisham** for Lewisham. If prompted to save your password please do so.



Enter your **network username and password** (as if you were logging onto a pc).

Include your domain @brent, @lblmain or @local

Any problems logging into Hornbill please visit the appropriate site below for logging a fault via the simple webform

Lewisham - <http://www.lewisham.gov.uk/helpdesk>

Step 5. Once you have successfully changed your password, select **My Services** (located on the top right hand corner of the page) to return to the service desk portal.

Logging an incident:

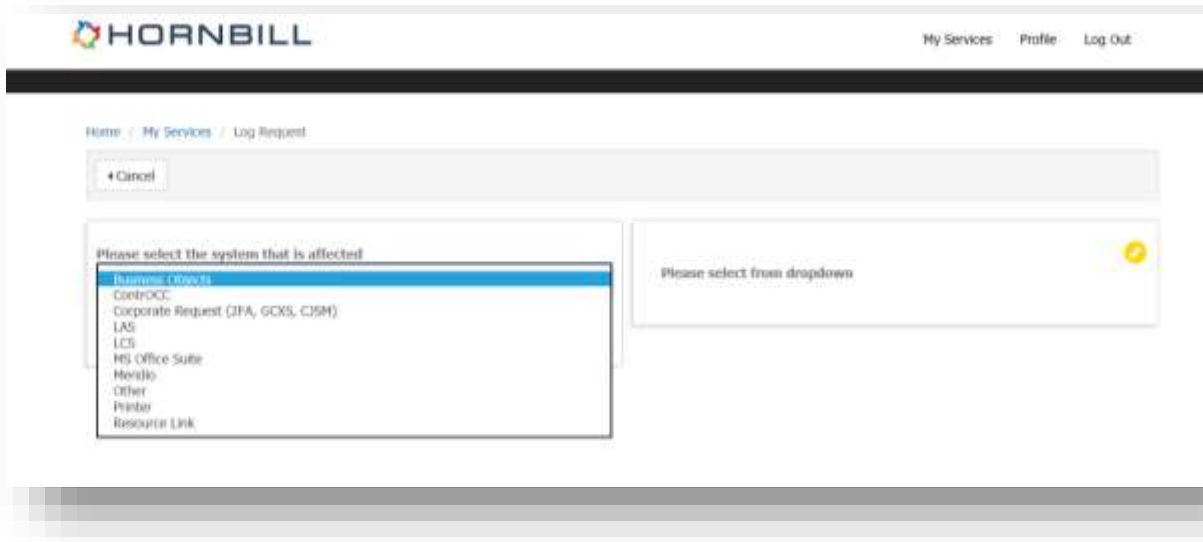
To start logging an incident, you will need to select a service your issue relates to. **ALL** IT related issues will need to be logged under the **IT Support** category.

Step 6. Once you have selected a service category, you can begin to log your incident

Please select '**Get Help**'



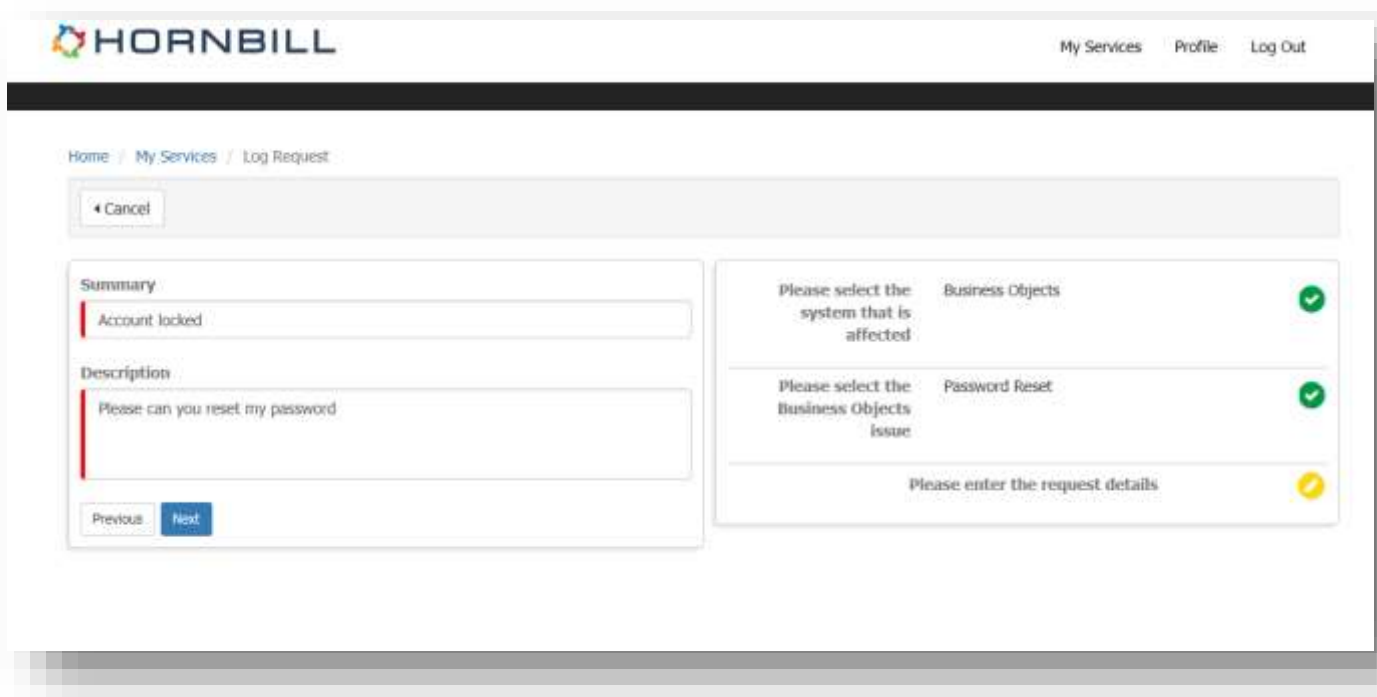
Step 7. After selecting '**Log Incident**' you will have the option to select from the dropdown menu a system your issue relates to. For example: Business Objects, Meridio, ResourceLink etc.



NB: Some systems may also allow you to select specific issues for them, such as password resets etc.

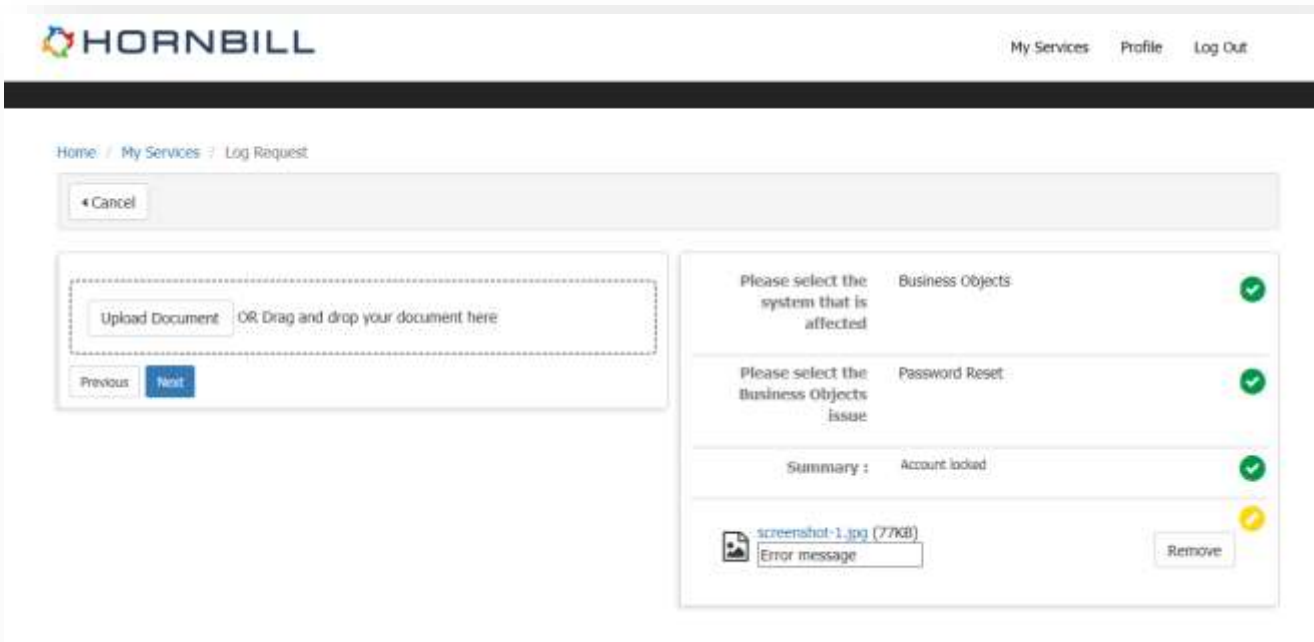
Step 8. Once you have selected a system and/or issue relating to the system, you can begin to describe the issue you are having.

- Please enter a **brief** title of your issue in the **Summary** box (Please note this field is limited to 30 characters)
- Then under the **Description** box, please enter in a full description of your issue.



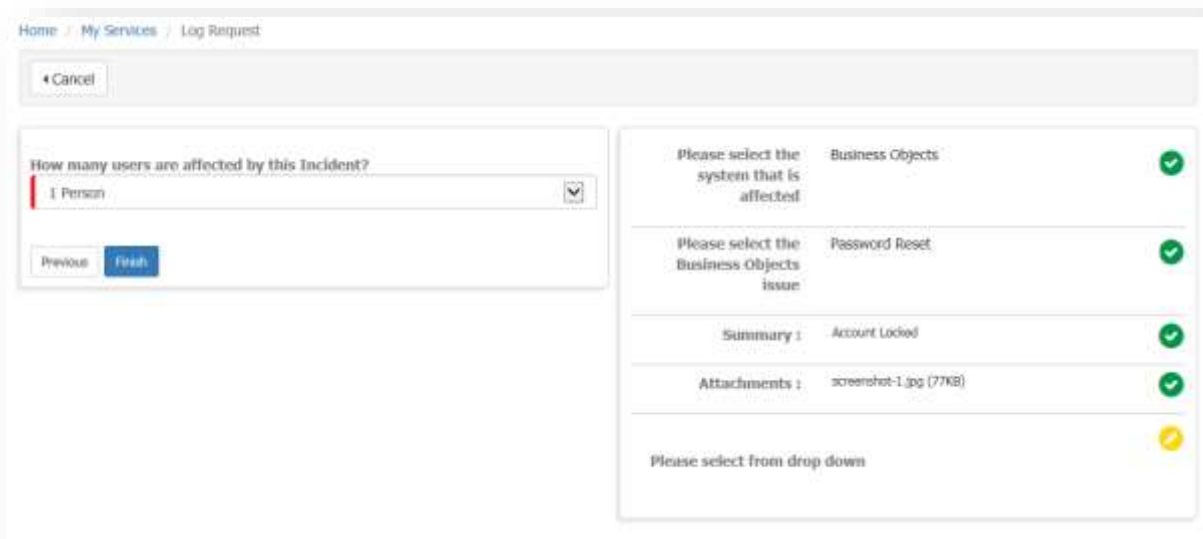
To Add an Attachment

Step 9. Once you have entered all the required information relating to your issue, select 'Next' to continue to the **Attachment** screen, here you can include an attachment or screenshot to provide further information about your logged issue.



Step 10.

After attaching an attachment to your request, select 'Next', Then using the dropdown option provided, please include how many users are currently affected by the issue.

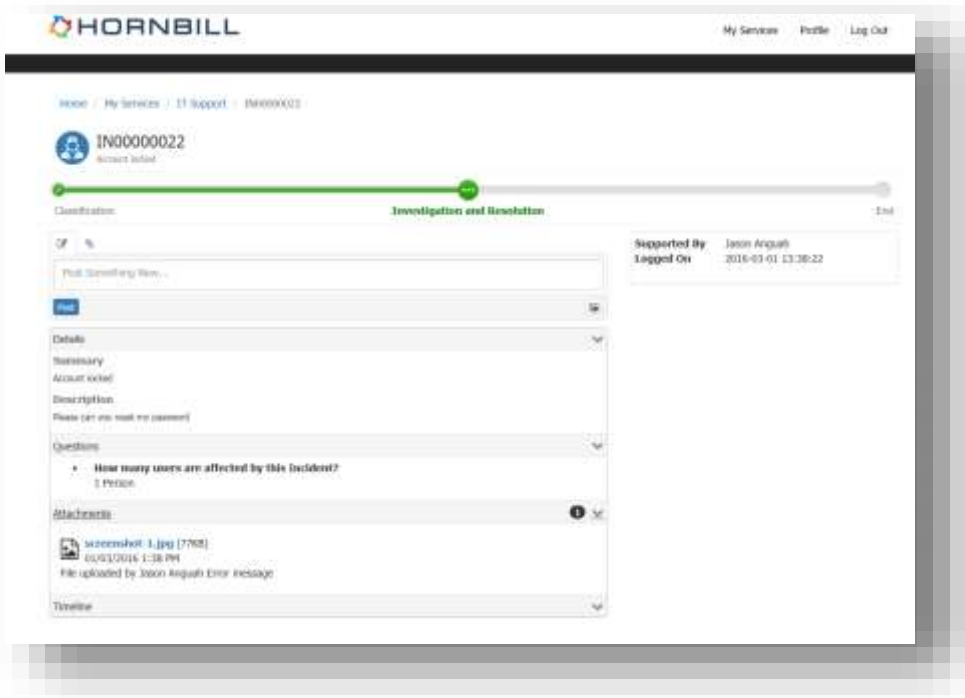


Once you have selected the number of affected users, click 'Finish' to complete the process. Your incident will be logged on the servicedesk.

Notification of logged incident:

- [Call Reference Number](#)

Once you have completed the incident logging process, you will receive an automated email to confirm this including your incident reference number.



Escalation and Complaints from 1st April 2016

Escalation Procedure	hat you have your service desk incident number as a reference. Escalation cannot be completed unless this reference is quoted.	
	Escalation is to be in accordance with escalation path and contacts as detailed below. Please ensure that you have your service desk incident number as a reference. Escalation cannot be completed unless this reference is quoted.	
1st Contact	Online Service Desk Portal - lewisham.gov.uk/helpdesk	
Escalation 1	Brendan Jeffrey-Smart Technical support coordinator 0208 937 6047 / 07788 566 896 brendan.jeffrey-smart@brent.gov.uk	Rex Bygate Service delivery coordinator 0208 937 6010 rex.bygate@brent.gov.uk
Escalation 2	Prod Sarigianis Head of IT Shared Service Information Technology prod.sarigianis@brent.gov.uk	
Escalation 3	Peter Gadsdon Peter.gadsdon@brent.gov.uk Duncan Dewhurst Duncan.dewhurst@lewisham.gov.uk	

	Kevin Sheehan Kevin.sheehan@lewisham.gov.uk
Complaints Process	Follow the above escalation path