

UNIVERSITY OF THE  
WITWATERSRAND,  
JOHANNESBURG



# Wits ICT ISM

Mobile Application

Ivanti Service Management



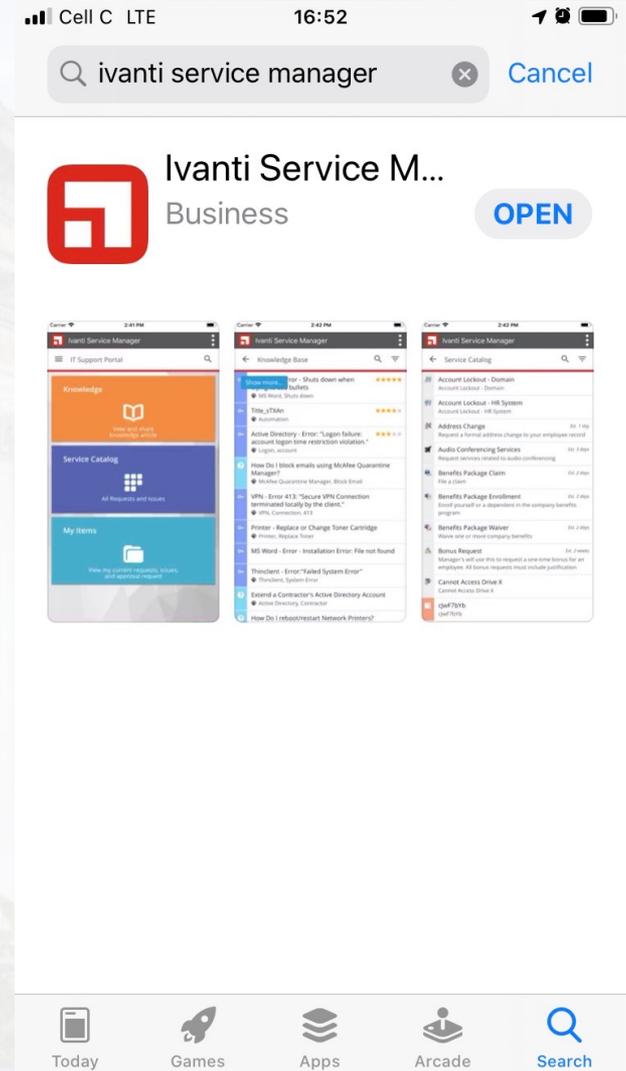


Installing the Mobile App on an Apple or IOS device	3
Installing the Mobile App on an Android device	5
To log a ticket	7
To view your tickets	15

# Apple/iOS - Go to your App Store.

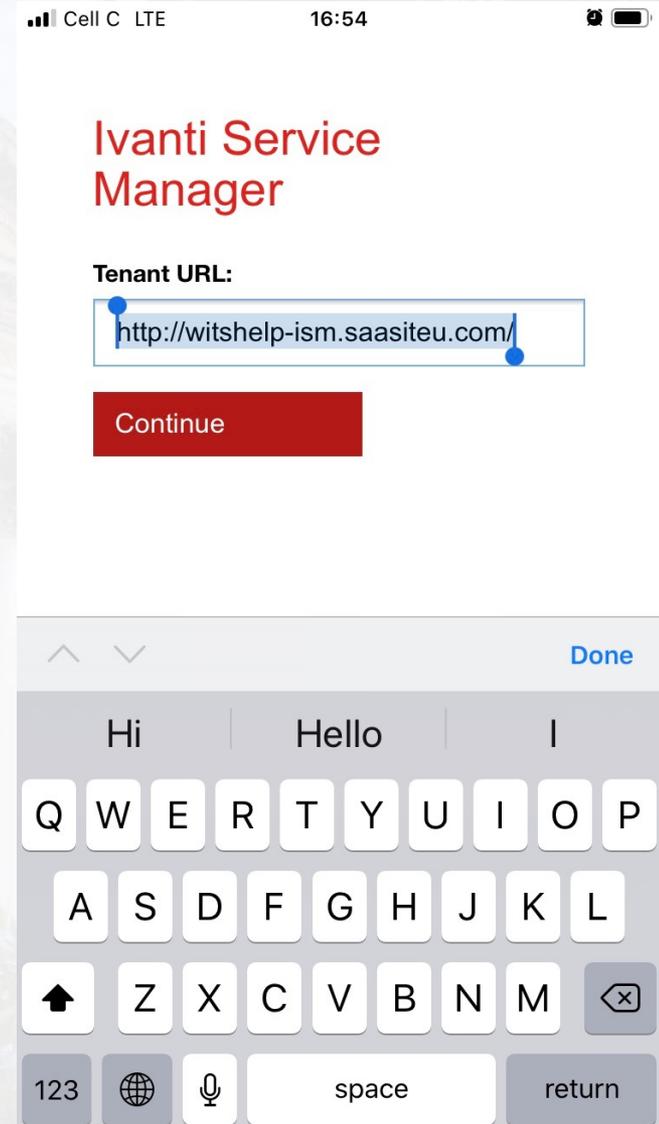


- In the App Store, search for **Ivanti Service Manager**
- Install the application on your phone.



# Apple/iOS - Insert the Tenant URL.

- When you open the Ivanti Service Manager you will be prompted for the Tenant URL
- Tenant URL = <https://witshelp-ism.saasiteu.com/>
- Press Continue



Cell C LTE 16:54

## Ivanti Service Manager

Tenant URL:

Continue

Done

Hi Hello I

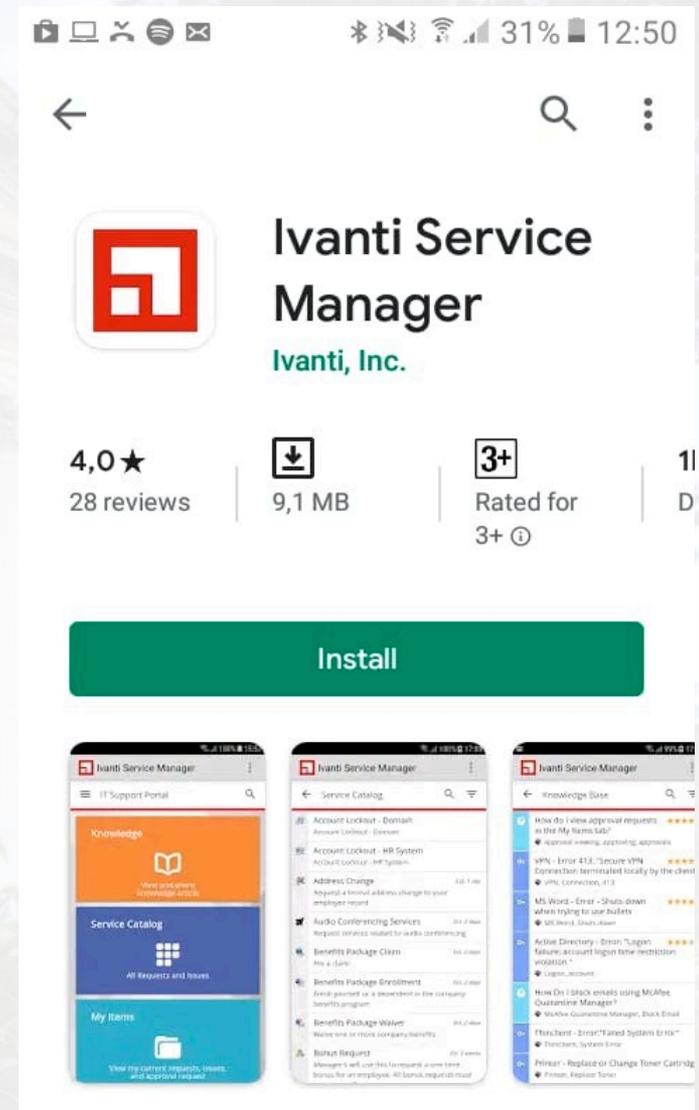
Q W E R T Y U I O P

A S D F G H J K L

↑ Z X C V B N M ↵

123 🌐 🗣️ space return

# Android - Go to your Play Store.



- In the App Store, search for **Ivanti Service Manager**
- Install the application on your phone.

# Android - Insert the Tenant URL.



- When you open the Ivanti Service Manager you will be prompted for the Tenant URL
- Tenant URL = <https://witshelp-ism.saasiteu.com/>
- Press Continue

12:31 [Icons] 37%

Ivanti Service Manager

Tenant URL:

Continue

< ○ |||



- Log in with your Staff No and Password



12:32 [Icons] 36%

Ivanti Service Manager



UNIVERSITY OF THE  
WITWATERSRAND,  
JOHANNESBURG

WITS Help

User Name

Password

Login

[Sign in with ADFS](#)

[Forgot Password?](#)

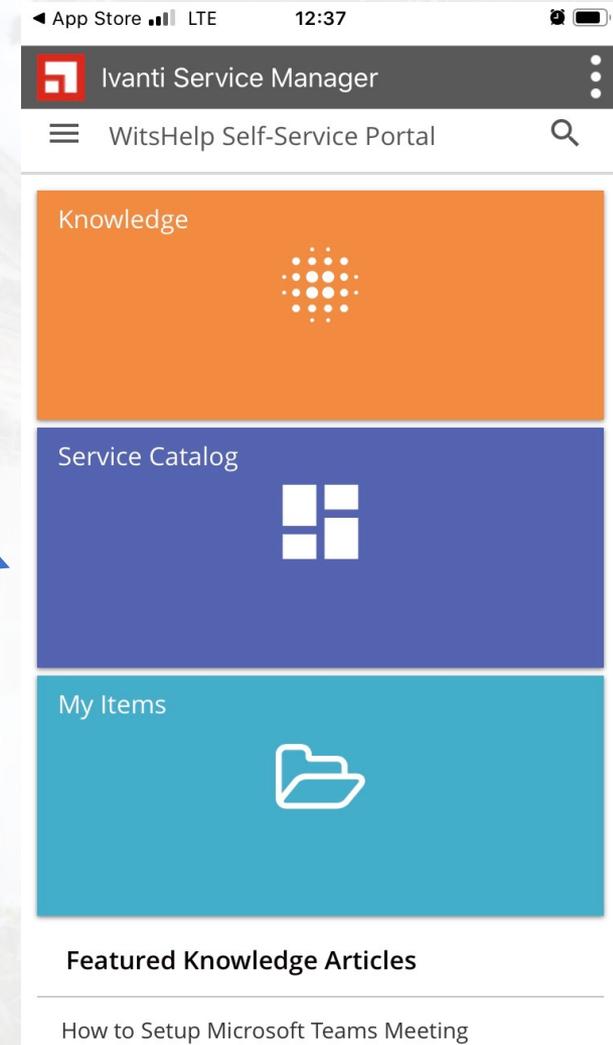
To learn more about our innovative IT Service Management solutions, visit our

< ○ |||

# To log a ticket - 1



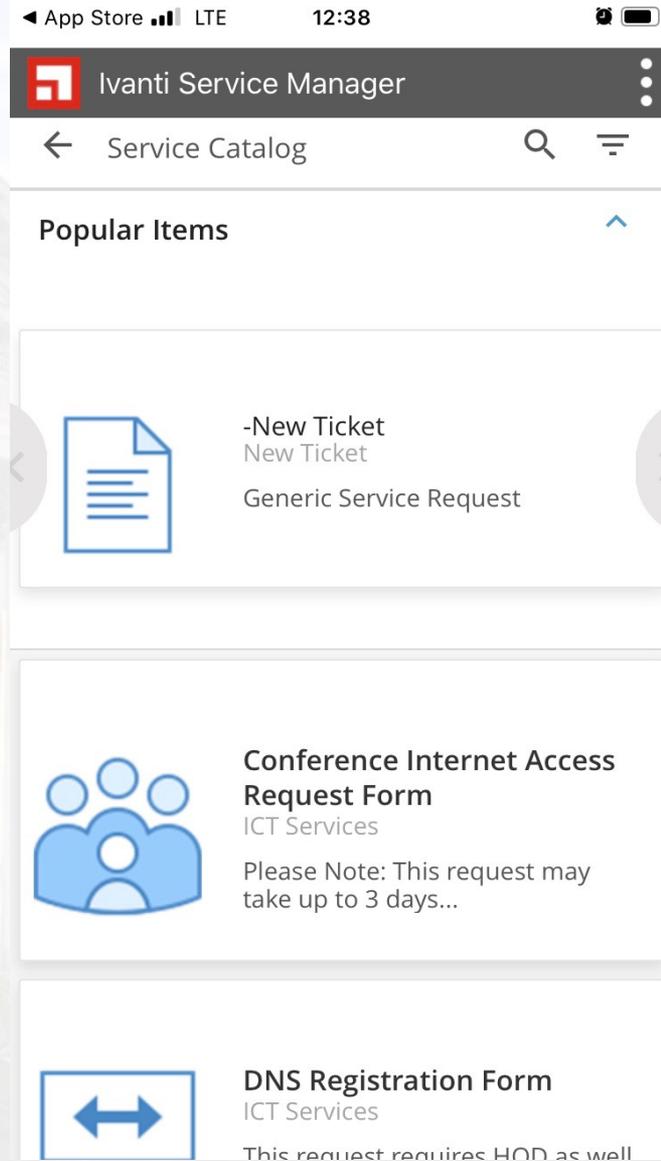
- Select the Service Catalog



# To log a ticket - 2



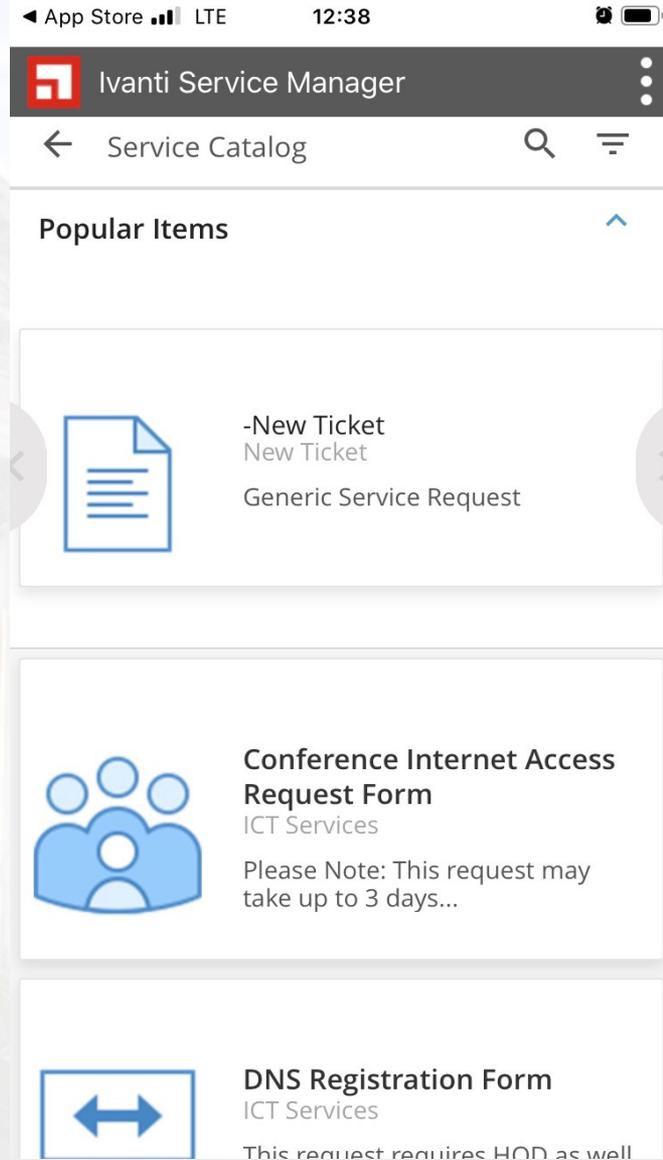
- Select New Ticket



# To log a ticket - 3



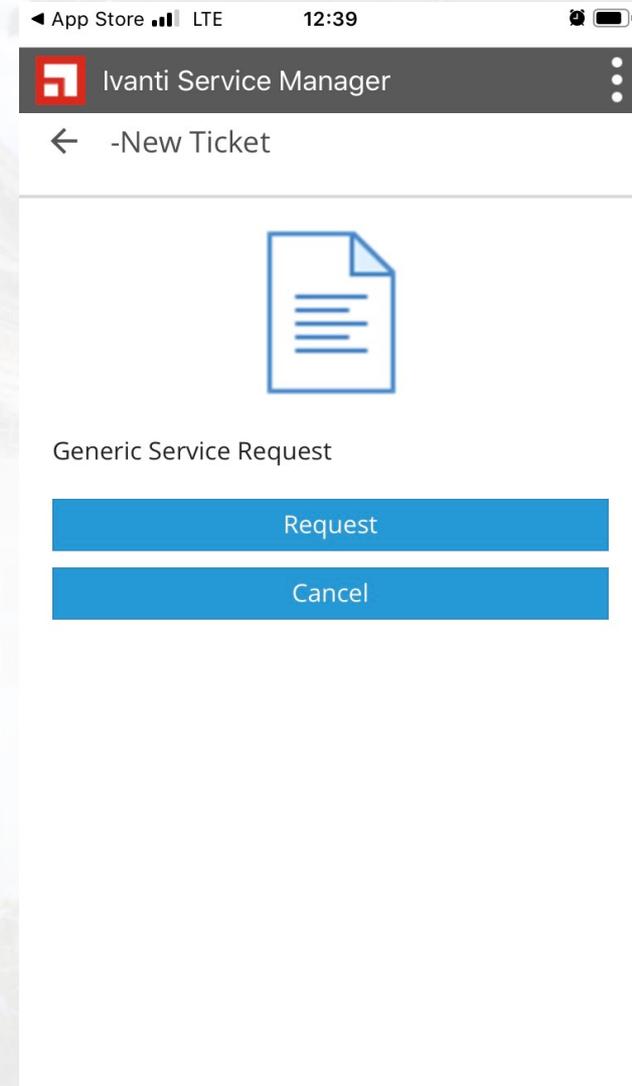
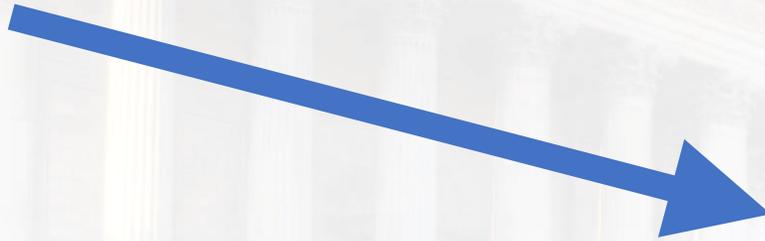
- Select New Ticket



# To log a ticket - 4



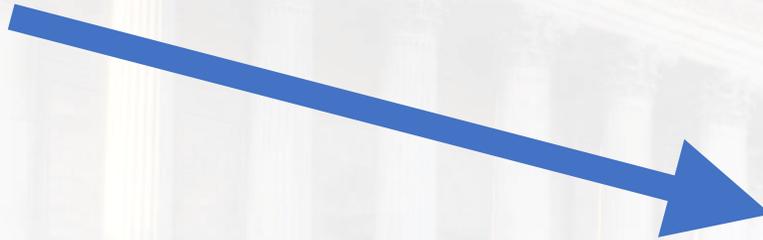
- Select Request



# To log a ticket - 5



- Insert the details and Review and Submit



12:36 [Icons] 35%

Ivanti Service Manager

< -New Ticket

-New Ticket  
Generic Service Request

Service options

\* Department:  
ICT

*The Department who will be responsible to fulfill the Request.*

\* Summary:  
Elevated rights

\* Description:  
Test

Attachment:  
Upload File Remove All

Review & Submit Cancel

# To log a ticket - 6

- Check and Submit



Cell C LTE 13:10

 Ivanti Service Manager

←

ICT

*The Department who will be responsible to fulfill the Request.*

\* Summary:  
Login failing for my email

\* Description:  
Please help reset my password

Attachment: \_\_\_\_\_

[Submit](#) [Edit](#) [Cancel](#)

# To log a ticket - 7



- Your ticket will be submitted and you will receive an acknowledgement email.
- You can also go and view your tickets from here



OUTLOOK

now

## Witshelp

New Service Request# 17372  
is Received...

Request "-New Ticket (#17372)" has been  
created.  
What do you want to do next?

[View My Items](#)

[View Created Item](#)

[Return to Service Catalog](#)

# To view your tickets



- You can view your tickets from here

