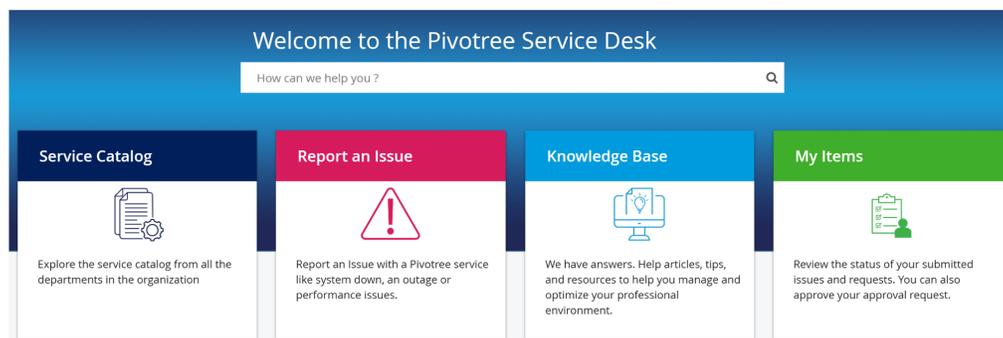# 2023 Pivotree Service Desk Customer Overview
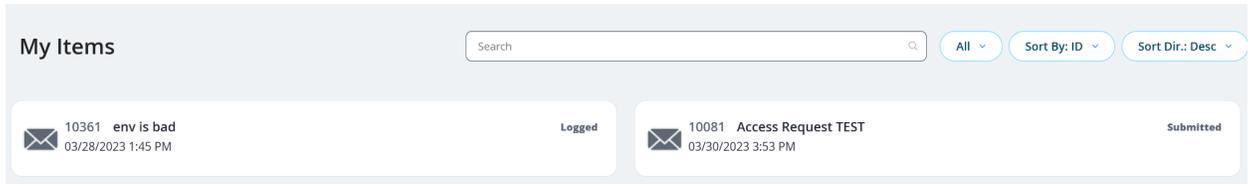
Introduction

Welcome to the new Pivotree Service Desk! Lots of changes and improvements in this new system. This document gives a glimpse into what is coming and mentions screens and documents that will be available once the system is made live.

Main Screen

When you log in you will see the following screen:

1. The Search bar at the top of the page will search all the knowledge base for your request or question. Finding the help documents is easy using this method.
2. From left to right:
   a. **Service Catalog**
      Typically these are code deployments, firewall settings or other activities that are needed in day to day operations. Review the Guide to opening Services requests "Creating/Viewing a request" inside the portal knowledge base.
   b. **Report an Issue**
      If you are reporting an interruption in service (an Incident), this is the option to use. Review the Guide to opening Incidents "How to Declare an Incident or Outage" inside the portal knowledge base for more information.
   c. **Knowledge Base**
      All the documents mentioned in this guide (and more) are located in this section.
   d. **My Items**
      Any Incidents or service Requests that you open (or have opened in the past) are listed in this section. You can search for specific Incidents or Service Requests, or sort the results in various ways

My Items		Search	All ⌄	Sort By: ID ⌄	Sort Dir.: Desc ⌄

✉ 10361 env is bad
03/28/2023 1:45 PM   Logged

✉ 10081 Access Request TEST
03/30/2023 3:53 PM   Submitted

Left Hand Navigation

There is a list of icons on the left hand side that provide quick access to the main areas and are accessible no matter where you are in the portal.

Collapsed   vs Expanded
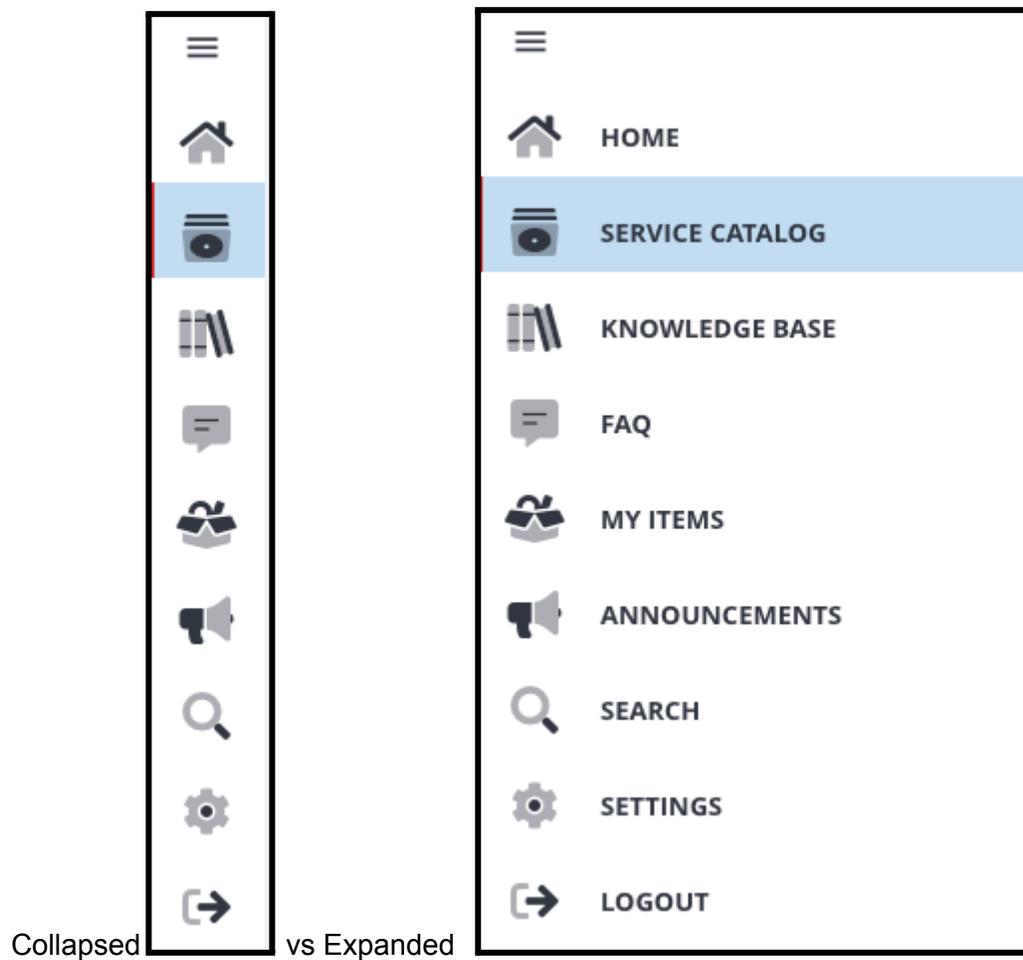
The Settings Menu allows for Photo Upload and Password Change.

Settings

Personal Settings

Lily Chang
SelfServiceClient

Upload Photo ⬆

Language

| English (United States) | ⌄ |

Role

| SelfServiceClient | ⌄ |

Security Settings

Old Password

| Enter old password |

New Password

| Enter new password |

Confirm Password

| Retype new password |

Update Password