

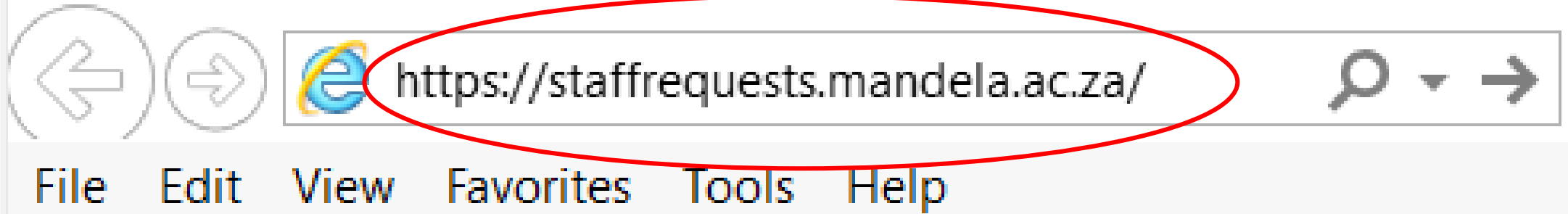
How to log a service request in Dynamics 365 from a laptop, desktop or mobile device

Links to

From **PC/Laptop** any in any browser: IE

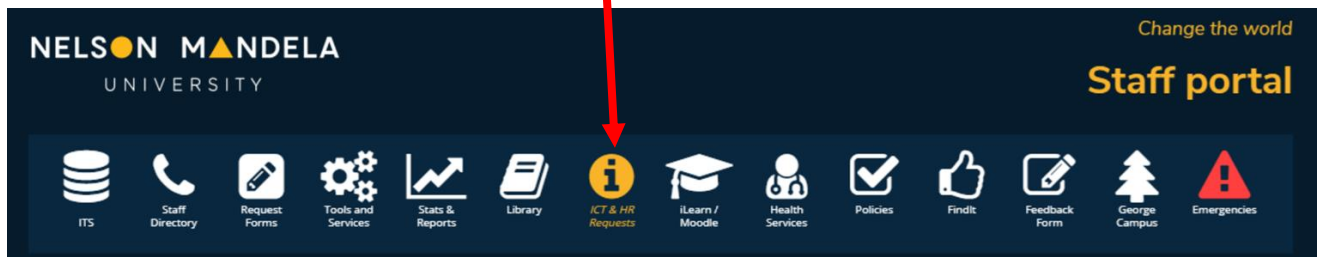


Type the following in the address bar:

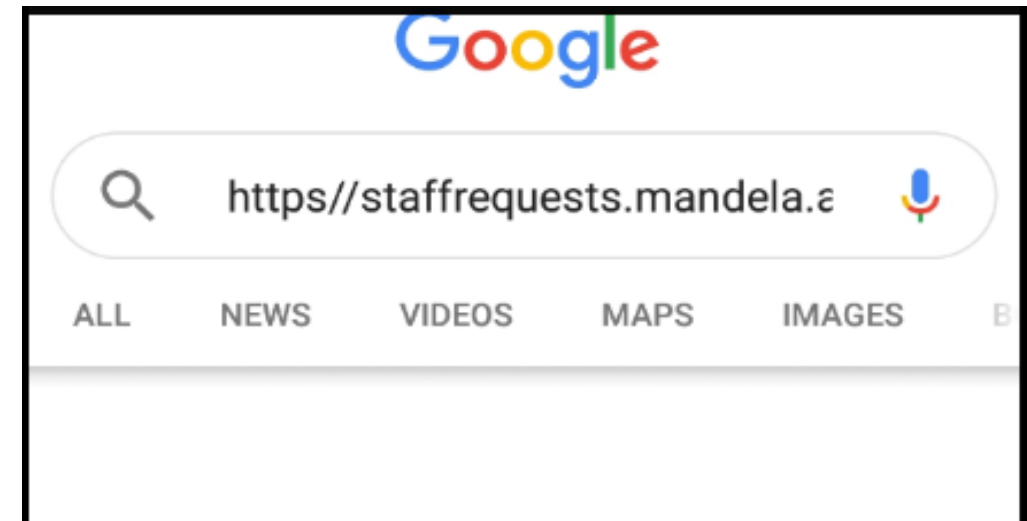


Using a PC/Laptop: from the **staff portal** click on the

**Dynamics 365
Requests
Button**



Using a **mobile device**



The link will take you to the **Dynamics 365** login screen.

Enter your University **email address**

Use your **full email address** e.g. name.surname@mandela.ac.za



Sign in

Email, phone, or Skype

[Can't access your account?](#)

Back

Next



Sign in

Redene.Steenberg@mandela.ac.za



[Can't access your account?](#)

Back

Next



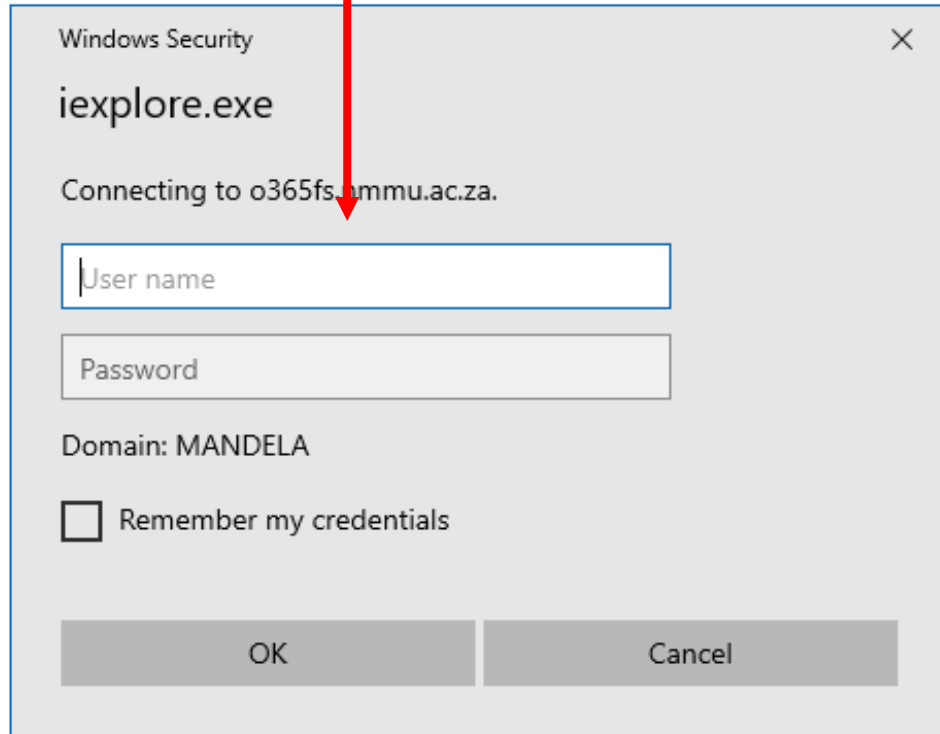
Taking you to your
organization's sign-in page



[Cancel](#)

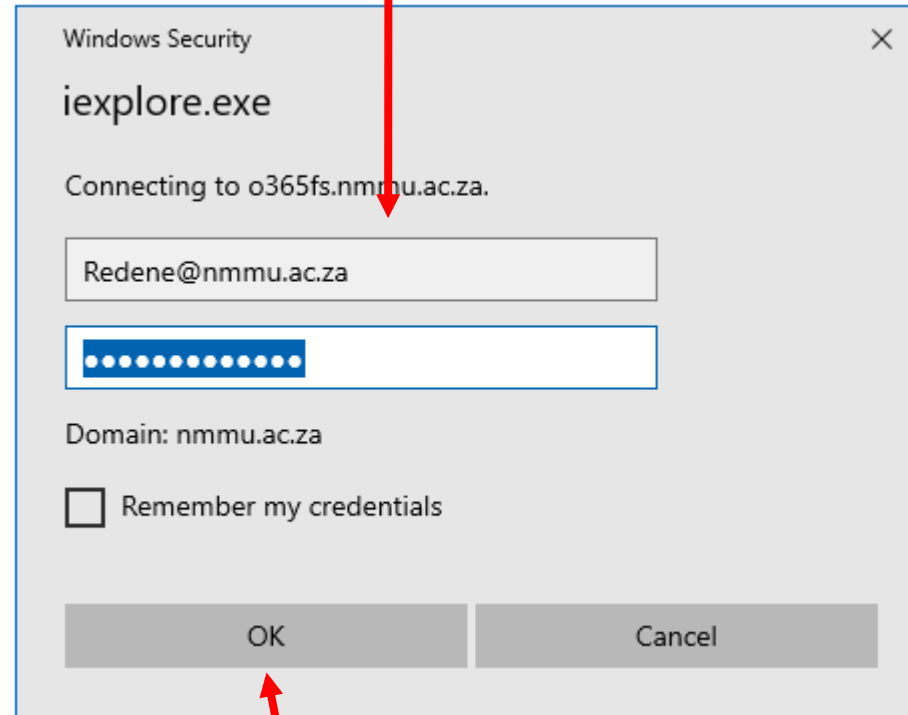
Click on **Next**

Enter your **Windows login details**



A Windows Security dialog box titled "iexplore.exe" with a close button in the top right corner. It displays "Connecting to o365fs.nmmu.ac.za." Below this are two input fields: "User name" and "Password". The "Domain: MANDELA" is shown below the password field. At the bottom left is a checkbox labeled "Remember my credentials". At the bottom are two buttons: "OK" and "Cancel". A red arrow points from the instruction box above to the "User name" input field.

Use your **full logon details** Redene@mandela.ac.za



A Windows Security dialog box titled "iexplore.exe" with a close button in the top right corner. It displays "Connecting to o365fs.nmmu.ac.za." Below this are two input fields: the "User name" field contains "Redene@nmmu.ac.za" and the "Password" field is filled with blue dots. The "Domain: nmmu.ac.za" is shown below the password field. At the bottom left is a checkbox labeled "Remember my credentials". At the bottom are two buttons: "OK" and "Cancel". A red arrow points from the instruction box above to the "User name" input field, and another red arrow points from the instruction box below to the "OK" button.

Click on **OK**

Dynamics 365 Home Page



Hi Redene,

What type of request would you like to log?

Search for a Service



Human Resources

ICT

Benefits

+

Business Intelligence (BI)

+

Employee Relations

+

Development

+

Employment Equity

+

Digital Classroom and Audio Visual (AV)

+

General (HR)

+

Digital Signage

+

HR Helpdesk

+

Email

+

HRMI (HR Management Information)

+

General (ICT)

+

After the login the
Dynamics 365 Home page
will open

The **search** option makes it easy to
search for a specific category
e.g. Leave

Service requests may be logged for
either HR or ICT


Browser tabs: <https://staffrequests.ma...>, [Dashboards: Helpdesk D...](#), [Nelson Mandela Univ...](#)


File Edit View Favorites Tools Help

dashboards Helpdesk Das... abouttabs

NELSON MANDELA
UNIVERSITY

Home My Requests Self Help

 **Hi Redene,**
What type of request would you like to log?

Search bar: 

Human Resources

Leave

Leave: Approver Change

Leave: Balance Validation*

Leave: Cancel (Past and Approved)

ICT

No results for this department

The **search option** makes it easy to find a category across available departments to log a service request.

For example:
type **leave** to find the leave category. The category will show under HR but not under ICT, since it is an HR service. You may search with part of a word e.g. "family" will return "Family Responsibility Leave"

Human Resources

Benefits +

Employee Relations +

Employment Equity +

General (HR) +

HR Helpdesk +

HRMI (HR Management Information) +

Leave +

Organisational Development +

Recruitment Hub +

Remuneration +

Training and Development +

Select the **+** (**plus**) sign to expand the category and show available options to log a service request.

HR Helpdesk +

HRMI (HR Management Information) +

Leave -

Leave: Approver Change

Leave: Balance Validation*

Leave: Cancel (Past and Approved Request)

Leave: Clinic Note for Collecting Medication*

Leave: Half-day Applications (capture manually, error in applying)

Leave: IoD (injury on duty)*

Leave: Link Person(s) to Calendar*

Leave: Maternity/ Adoption*

Leave: Overtime Leave (in lieu of payment)*

Leave: Policy/ Rule Clarification*

Leave: Half-day Applications (capture manually, error in applying)

This page serves as an FAQ and cases should not be logged where employees can apply themselves.

- where the current balance is 1 day or more, employees may apply for 0,5 days themselves
- however, where the current balance is only 0,5 days, the system prevents employees from applying; they need to request Leave Office to do this.

What you need to do: self-help

Apply on iEnabler for half day requests where a balance of 1 day or more exists.

What you need to do: log a request

Complete the fields on the right to ensure we have the required information to assist you. Please ONLY log a case where relevant ie

- you only have a balance of 0,5 days or less, and cannot apply directly;
- you must provide PROOF if required eg sick leave.

Related Articles

Leave FAQs

Submission Form

Request Subject

Leave: Half-day Applications (capture manually, error in applying) -

I have checked eligibility (and cannot apply on iEnabler)

Select an Option

Provide the employee number (of the person taking the half day)?

Specify which leave category this must be debited against

Select an Option

Description

Submit

On the right side of the form you may enter the details to **log a service request**.

Complete all the fields on the submission form to enable the relevant HR team to attend to the service request.

Select **Submit** to log the service request.

On the left side of the form you will find **self-help articles** or available **links** to assist with the query.

If a service request is still required, continue to enter the details on the right side of the form.

Submission Form

Request Subject

Leave: Half-day Applications (capture manually, error in applying) - Redene Steent

I have checked eligibility (and cannot apply on iEnabler)

1. My balance is 0,5 days and Leave Office must manually load it

Provide the employee number (of the person taking the half day)?

25468

Specify which leave category this must be debited against

Non-accumulative

Description

I want to take a half-day on Friday 7 June.

Submit

○ Saving Request...

Enter the
details of the
request.

Dynamics 365 will **save** the request and provide a **case number** and a **link** to follow the progress of the case.

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Home My Requests Self Help

Thanks for your Request

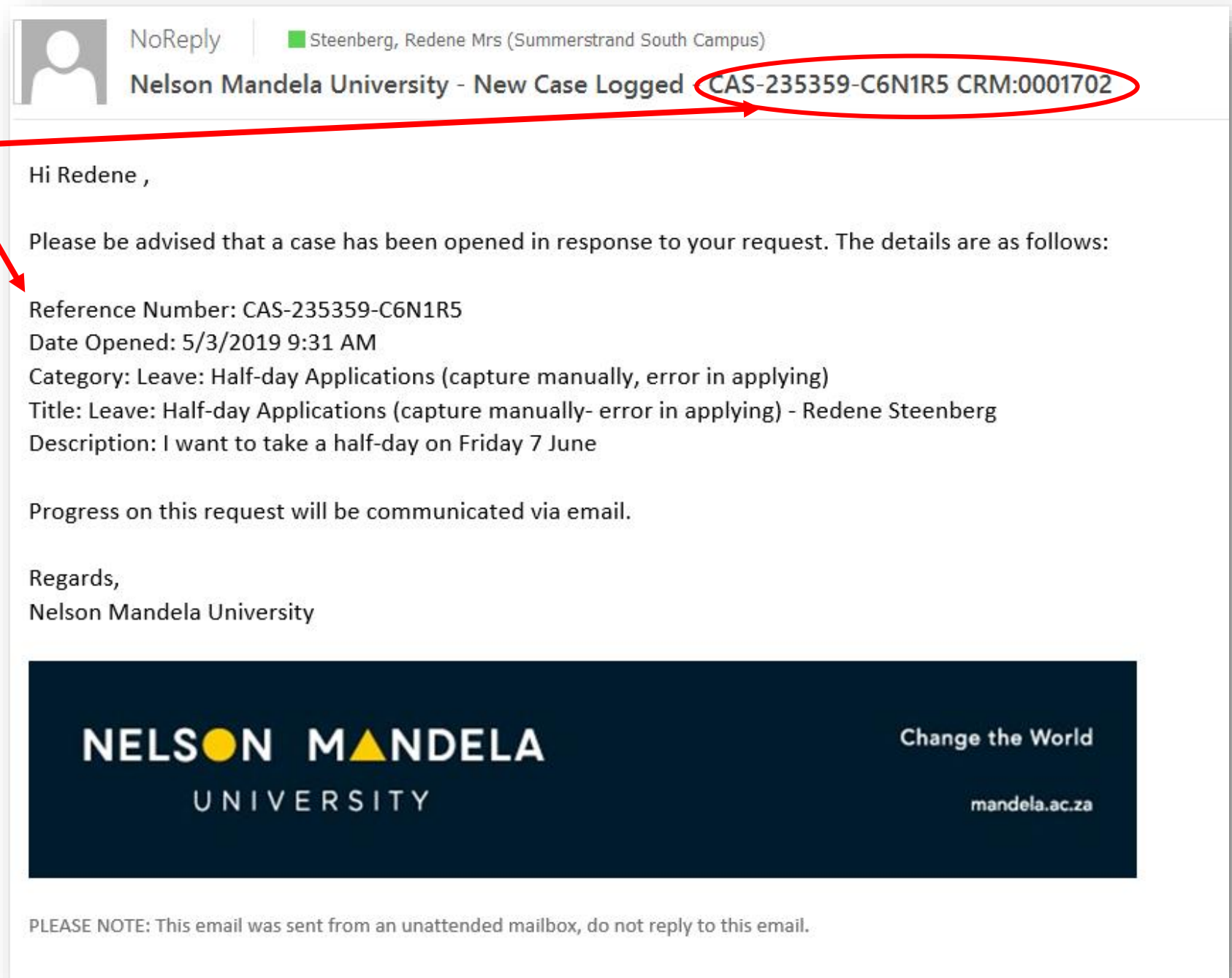
Your Case Number

CAS-235359-C6N1R5

You can follow the progress of your [request here](#)

**Submit the
request to HR.**

Sample **email** with case number that will be received after the request is logged.



Tracking My Requests

Home **My Requests** Self Help

Home > Leave: Half-day Applications (capture manually- error in applying) - Redene Steenberg

HUMAN RESOURCES

Leave: Half-day Applications (capture manually- error in applying) - Redene Steenberg

Details

Request Number CAS-235359-C6N1R5

Request Date 2019-05-03

Assigned To HR Leave

Request Title

Leave: Half-day Applications (capture manually- error in applying) - Redene Steenberg

I have checked eligibility (and cannot apply on iEnabler)

2. My balance is 1 day or more and I will NOT log a request; I will apply through iEnabler

Provide the employee number (of the person taking the half day)?

25468

Specify which leave category this must be debited against

Non-accumulative

Request Description

I want to take a half-day on Friday 7 June

Messages

Files

There are no messages linked to this request

Create a new Message

Reply

The **communication** section is displayed on the right of the form.

The **case details** are displayed on the left side of the form.

To view the service request click on the link or go to **My Requests**

View all communication regarding the service request here.
Send a new message regarding the service request to HR or upload files if required by HR.

Messages Files

There are no messages linked to this request

Create a new Message

Good day, is my leave added to the system?

Saving Message ...

Send the **message** or upload **files** by selecting the **reply** button. Your message will be saved and CRM will send email to the HR team dealing with the case to notify them of new communication.



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You will receive an **email notification** as well as a notification on the Dynamics 365 portal when HR responds to the message.



NoReply

■ Steenberg, Redene Mrs (Summerstrand South Campus)

Nelson Mandela University - Message related to case: CAS-235359-C6N1R5 CRM:0001801

Good Day,

This is a message from regarding your case with reference number: CAS-235359-C6N1R5

Hi Redene, thanks, This test shows what an HR reply looks like.

Regards,
Nelson Mandela University

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mandela.ac.za

Click on the **bell** and the **view** button will appear to view the new message.



Redene Steenberg



Leave: Half-day Applications
(capture manually- error in
applying) - Redene Steenberg
CAS-235359-C6N1R5

View

Leave: Half-day Applications (capture manually- error in applying) - Redene Steenberg

Details

Request Number CAS-235359-C6N1R5

Request Date 2019-05-03

Assigned To HR Leave

Request Title

Leave: Half-day Applications (capture manually- error in applying) - Redene Steenberg

I have checked eligibility (and cannot apply on iEnabler)

2. My balance is 1 day or more and I will NOT log a request; I will apply through iEnabler

Provide the employee number (of the person taking the

Messages

Files



Hi Redene, thanks, This test shows what an HR reply looks like.



Good day, is my leave added to the system?

Create a new Message

The **new message** will appear above your query.

Reply

Select **My Requests**
to view all the requests to
HR and ICT.

A list of all the requests will
appear below
Open Requests.
You may select each case
separately to view the
details of the request.

The screenshot shows the 'My Requests' page of the Nelson Mandela University portal. The header includes the university logo, the user's name 'Redene Steenberg', and a profile picture. The navigation bar has links for 'Home', 'My Requests' (which is circled in red), and 'Self Help'. Below the navigation bar, there are tabs for 'Open Requests' and 'Archived Requests', with 'Open Requests' being the active tab. A 'Log New Request' button is located in the top right corner. The main content area displays a list of three open requests, each with a 'View' button and an 'Assigned to' status.

Request ID	Request Description	Request Date	Assigned to
CAS-235359-C6N1R5	Leave: Half-day Applications (capture manually- error in applying) - Redene Stee...	2019-05-03	HR LEAVE
CAS-233755-T7D7V5	Test - Redene	2019-04-23	SISANDA BUSAKWE
CAS-231585-W3L3Z0	endnote license for portal	2019-04-05	WEB

Self Help

Select **Self Help** to search for articles, manuals or references to knowledge management content to assist with the query.

What do you need help with?



Enter the search query in the search box to find related articles and select the search icon to start the search.

Popular Human Resources Articles

Short-Term contract FAQs

Leave FAQs

Popular ICT Articles

What can I buy from SITS Centres

SITS Centre— Student/Staff ICT Support

How to reset your Student Info PIN

How to setup a VPN connection to the Nelson Mandela University

How to change a network password

How to connect to Wi-Fi at the university

Satisfaction survey

▲ Date: Today

NoReply

Nelson Mandela University Satisfaction Survey CRM:0001836

Fri 03 May 2019 11:16 AM 74 KB

Good Day, Nelson Mandela University Satisfaction Survey



NoReply

■ Steenberg, Redene Mrs (Summerstrand South Campus)

Nelson Mandela University Satisfaction Survey CRM:0001836

Good Day,

Nelson Mandela University Satisfaction Survey

Your feedback helps us to provide better service. Please take a minute to complete a short satisfaction survey based on your experience with the following service case:

Case Title: Leave: Half-day Applications (capture manually- error in applying) - Redene Steenberg

Technical Attendant: HR Leave

Case Number: CAS-235359-C6N1R5

Please [click here to complete the satisfaction survey](#).

Regards,

Nelson Mandela University

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mandela.ac.za

PLEASE NOTE: This email was sent from an unattended mailbox, do not reply to this email.

When the case is resolved by the HR team, an **email** will be received to rate the services.

Click on the link to **rate the service** based on your experience for this case.



Satisfaction Survey

You recently logged a request with Leave: Half-day Applications (capture manually, error in applying) and were assisted by HR Leave. Please will you rate the service you received

Awful



Awesome

Do you have any Comments to Share?

Submit your Survey

Depending of the service received with this case, you may **rate** from Awful (1 star) to Awesome (5 stars). Simply **move the mouse pointer over the stars** to select the satisfaction level with regard to the service received.

It is not compulsory to leave a comment, but you are welcome to share a comment with us.



Satisfaction Survey

You recently logged a request with Leave: Half-day Applications (capture manually, error in applying) and were assisted by HR Leave. Please will you rate the service you received

Awful



Awesome

Do you have any Comments to Share?

Thank you for prompt service received

Submit your Survey

**After you have rated the
service you may
submit your survey.**

Please note that you may only submit your survey once.

ENJOY THE NEW EXPERIENCE OF LOGGING A REQUEST on Dynamics 365

For any technical assistance please call the
ICT Helpdesk at X3000 or email
Helpdesk@mandela.ac.za