

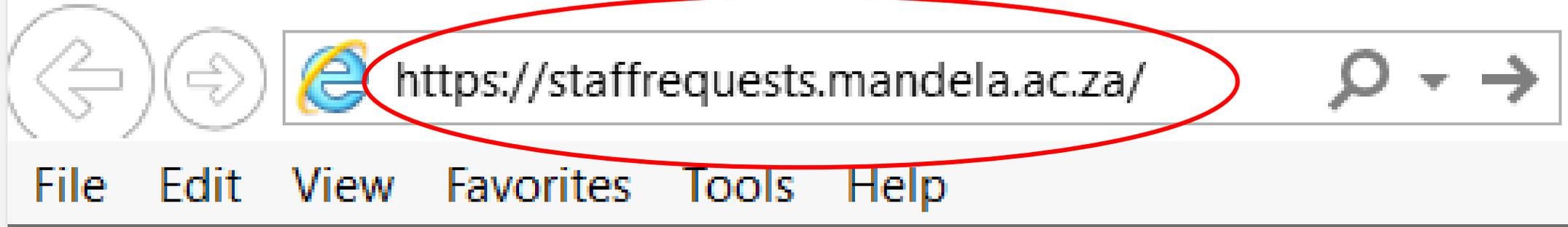
# How to log a service request in Dynamics 365 from a laptop, desktop or mobile device

# Links to

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

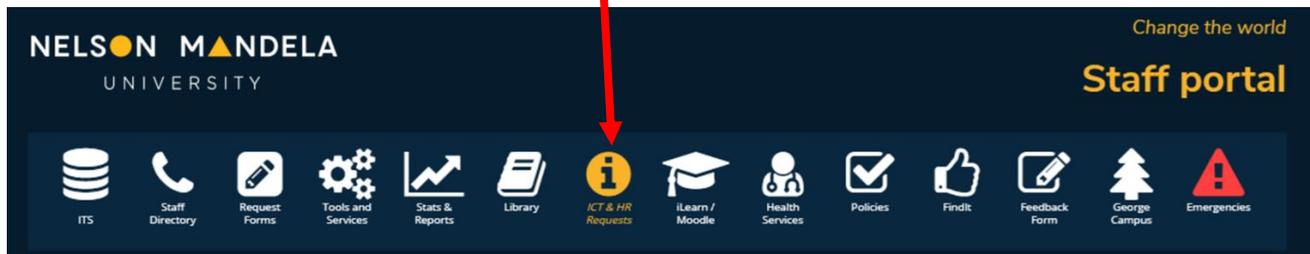


Type the following in the address bar:

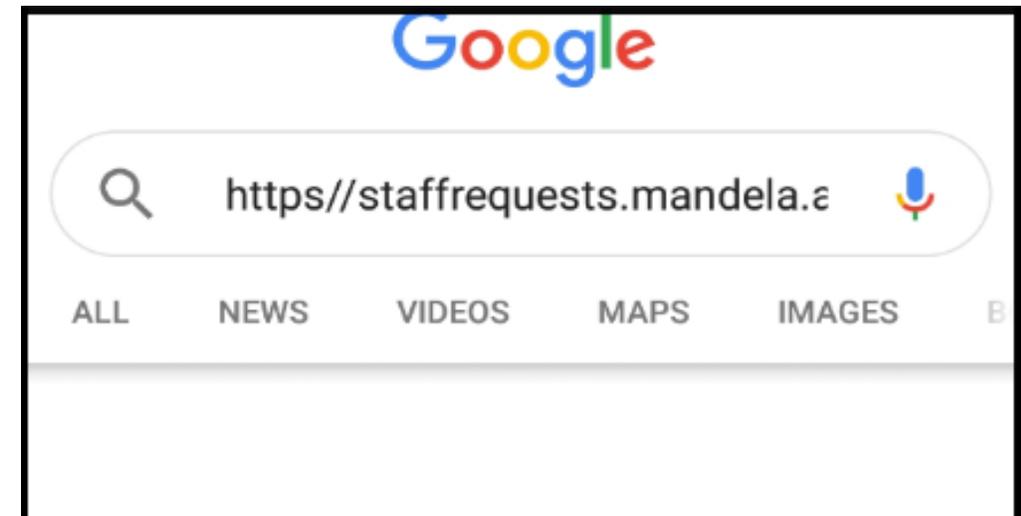


Using a PC/Laptop: from the **staff portal** click on the

**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

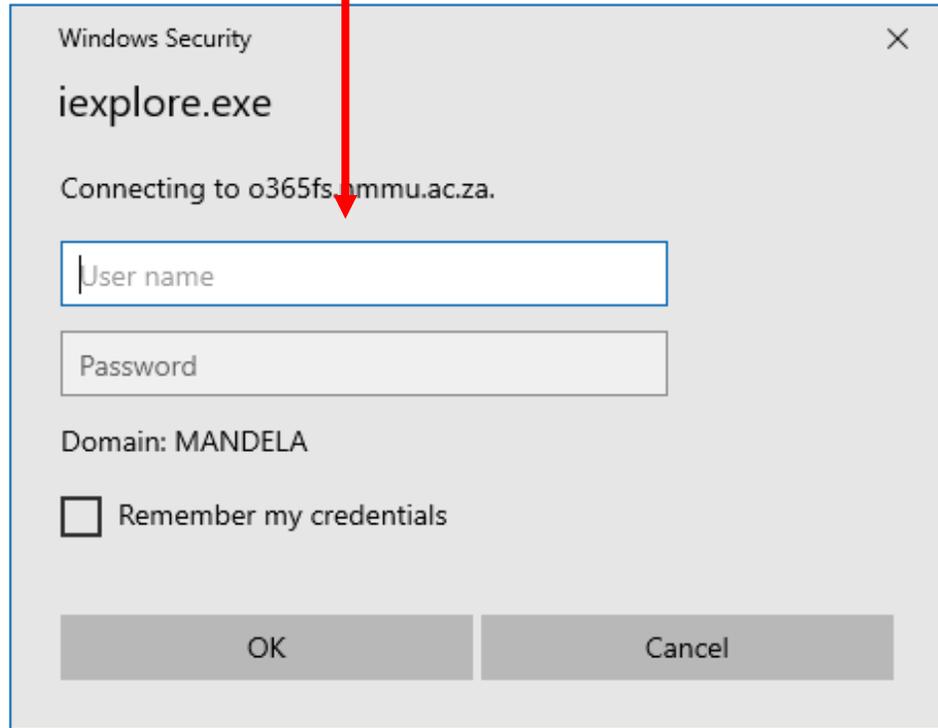


Taking you to your organization's sign-in page

Cancel

Click on **Next**

Enter your **Windows login details**



Windows Security

iexplore.exe

Connecting to o365fs.nmmu.ac.za.

User name

Password

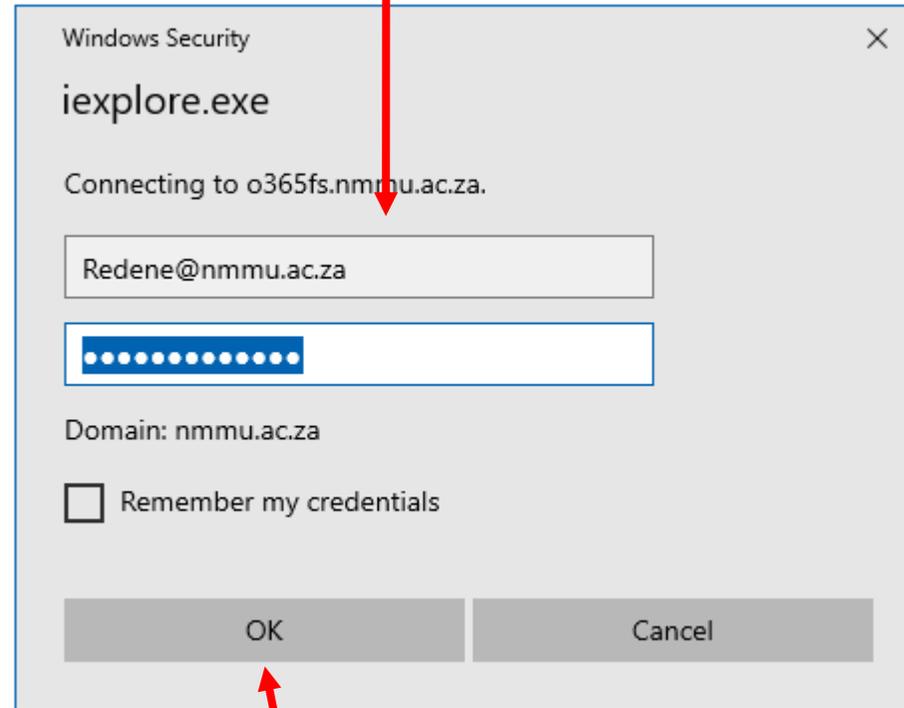
Domain: MANDELA

Remember my credentials

OK 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



Windows Security

iexplore.exe

Connecting to o365fs.nmmu.ac.za.

Redene@nmmu.ac.za

.....

Domain: nmmu.ac.za

Remember my credentials

OK Cancel

A red arrow points from the instruction box above to the 'User name' input field, which contains 'Redene@nmmu.ac.za'. Another red arrow points from the 'OK' button to the instruction box below.

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

https://staffrequests.ma... Dashboards: Helpdesk D... Nelson Mandela Univ... x

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?

leave

**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 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.

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.

## 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

**Submit the request to HR.**

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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UNIVERSITY

Home My Requests Self Help

Thanks for your Request

Your Case Number

**CAS-235359-C6N1R5**

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

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



NoReply

■ Steenberg, Redene Mrs (Summerstrand South Campus)

Nelson Mandela University - New Case Logged **CAS-235359-C6N1R5 CRM:0001702**

Hi Redene ,

Please be advised that a case has been opened in response to your request. The details are as follows:

Reference Number: CAS-235359-C6N1R5

Date Opened: 5/3/2019 9:31 AM

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

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

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

Progress on this request will be communicated via email.

Regards,

Nelson Mandela University

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Change the World

mandela.ac.za

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

# 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

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.

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.

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.



Redene Steenberg



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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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

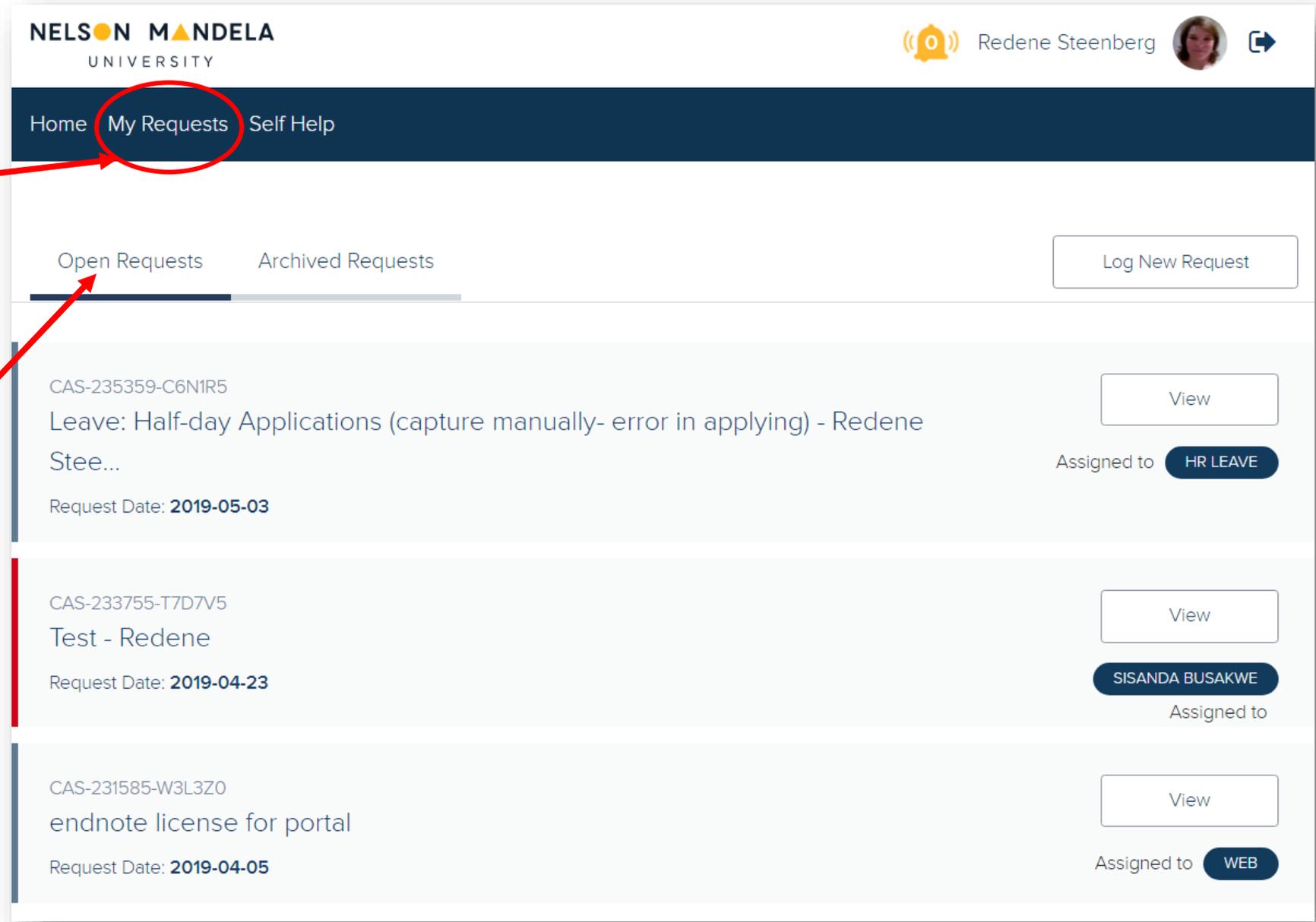
Text input area for creating a new message.

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 on the Nelson Mandela University portal. At the top, the university logo is on the left, and the user's name 'Redene Steenberg' with a profile picture and a notification bell icon is on the right. Below the header is a dark blue navigation bar with 'Home', 'My Requests' (circled in red), and 'Self Help' links. Underneath, there are two tabs: 'Open Requests' (active) and 'Archived Requests'. A 'Log New Request' button is in the top right. The main content area lists three requests, each with a 'View' button and an 'Assigned to' label. The first request is 'Leave: Half-day Applications (capture manually- error in applying) - Redene Stee...' with a 'View' button and 'Assigned to HR LEAVE'. The second is 'Test - Redene' with a 'View' button and 'Assigned to SISANDA BUSAKWE'. The third is 'endnote license for portal' with a 'View' button and 'Assigned to WEB'. The request dates are 2019-05-03, 2019-04-23, and 2019-04-05 respectively.

**NELSON MANDELA UNIVERSITY**

Redene Steenberg

Home **My Requests** Self Help

Open Requests Archived Requests Log New Request

CAS-235359-C6N1R5  
Leave: Half-day Applications (capture manually- error in applying) - Redene Stee...  
Request Date: 2019-05-03  
Assigned to HR LEAVE

CAS-233755-T7D7V5  
Test - Redene  
Request Date: 2019-04-23  
Assigned to SISANDA BUSAKWE

CAS-231585-W3L3Z0  
endnote license for portal  
Request Date: 2019-04-05  
Assigned to 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?



**Popular Human Resources Articles**

**Popular ICT Articles**

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

Short-Term contract FAQs

Leave FAQs

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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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](mailto:Helpdesk@mandela.ac.za)