

Department Connection Request User Guide

This documentation describes the operation and the process of the online “Department Connection Request” service in the ServiceNow Portal, and through illustrations to demonstrate the use of the service. For more information, please contact the IT Service Desk at 3442 8340 (staff) or email it.servicedesk@cityu.edu.hk.

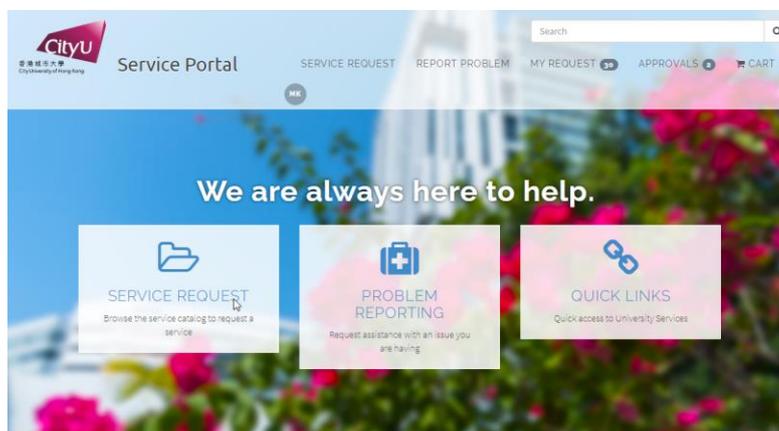
Who can use the online “Department Connection Request” service?

Department Network Administrator (DNA/RNA) can use the service and the system will detect the corresponding access privilege determined by the electronic ID after login.

- **Departmental Network Administrator** may apply, disconnect and replace network connections in the department.
- **Staff** may apply network connections via the DNA/RNA.

Raise Department Connection Request

1. Login to the Service Portal (<https://service.cityu.edu.hk>)
2. Click on the “SERVICE REQUEST”



3. Expand the IT Services and Resources, click on Network Connectivity and Management and then select Department Connection Request

CATEGORIES

- My Tickets
- Service Request
- Facilities Management
- IT Services and Resources
- Account and Access ...
- Work Request
- Email and Collabora ...
- End User Computing ...
- Event Support
- Network Connectiv...**
- Software Licenses a...
- Classroom, Smart C...

Network Connectivity and Management

Item	Description
 Department Connection Request	Department Connection Request
IoT Connection Request	IoT Connection Request
 Network Port Configuration ✓	
 Residential Connection Request	Residential Connection Request

Scenario 1: Apply a new network connection

Note: Fields marked with an asterisk "*" are mandatory

1. Select "New" in the "Request Type".
2. Depending on the connection method, select "Wired" or "Wireless" in the "Network Type". Please note that you need to register your wireless device **ONLY IF** you want to join the device to the CityU Domain. Otherwise, do not register the wireless device if it only needs Internet access.
3. Enter the MAC Address.
4. Select the actual user.
5. If you are the DNA of multiple departments, then select the home department of the connection.
6. Select the "Outlet" to be used.
7. Select the LAN Type of the connection.
8. Accept the user terms and conditions.
9. Press "Submit" button to send out the request.

Department Connection Request

Department Connection Request

1 * Request Type

New

Disconnect

Device Replacement

2 * Network Type

Wired

Wireless

3 * New MAC Address

123456789012

4 * Requested for

Mr. TSUI S K

5 * Department Managed

CSC

6 * Department Outlet

0AAB1#1

7 * Lan Type

Staff LAN

Student LAN

[Please click here to read User Terms and Conditions](#)

8 *I hereby agree to user terms and conditions

9 Submit

A request reference number started with “DEP” will be created after submission. If there is IP available for the LAN type selected and the outlet belongs to the home department, the system will complete the request instantly.

For those requests cannot be completed automatically, such as the outlet selected does not belongs to the home department, the requests will be put in “Waiting for Approval” and CSC will follow up the requests.

Scenario 2: Remove an existing connection

1. Select “Disconnect” in the “Request Type”.
2. Select the “Network Type” you want to remove.
3. Enter or select the existing MAC or IP address to be disconnect.
4. Press “Submit” button to remove the connection.

Department Connection Request

Department Connection Request



*** Request Type**

1 New

Disconnect

Device Replacement

*** Network Type**

2 Wired

Wireless

*** Existing MAC Address**

3

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4

A request reference number started with “DEP” will be created after submission and the system will complete the disconnect request instantly.

Scenario 3: Replace the registration of a device

1. Select “Device Replacement” in the “Request Type”.
2. Select the connection method in the “Network Type”.
3. Enter or select the existing MAC address to be replaced.
4. Enter the new MAC address.
5. Press “Submit” button to update the connection information.

Department Connection Request

Department Connection Request



1 *Request Type

New

Disconnect

Device Replacement

2 *Network Type

Wired

Wireless

3 *Existing MAC Address

4 *New MAC Address

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A request reference number started with “DEP” will be created after submission and the system will complete the replacement request instantly.

How to check the status of the connection request?

DNA can check the status of the connection requests by clicking on the reference number under “MY REQUEST”

NETWORK REQUEST **6** SERVICE REQUEST

DEP0001388
DEP0001389
DEP0001390
DEP0001391
DEP0001392

DEPARTMENT CONNECTION REQUEST RECORD DETAILS

Number	State
DEP0001387	Pending for Approval

Created
just now

ATTACHMENTS

There are no attachments