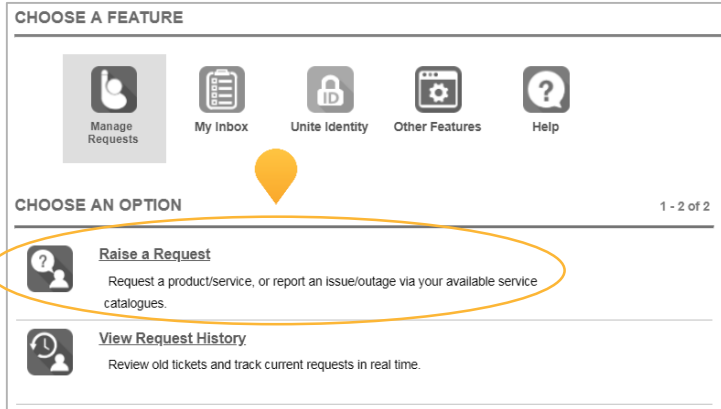


## unite self service

Unite Self Service is the United Nations' platform for managing support requests and services for business, facility services and technology-related requests. Through the portal, you can create service requests, submit issues, track progress, view request histories, and engage with the appropriate service desk.



**CHOOSE A FEATURE**

Manage Requests | My Inbox | Unite Identity | Other Features | Help

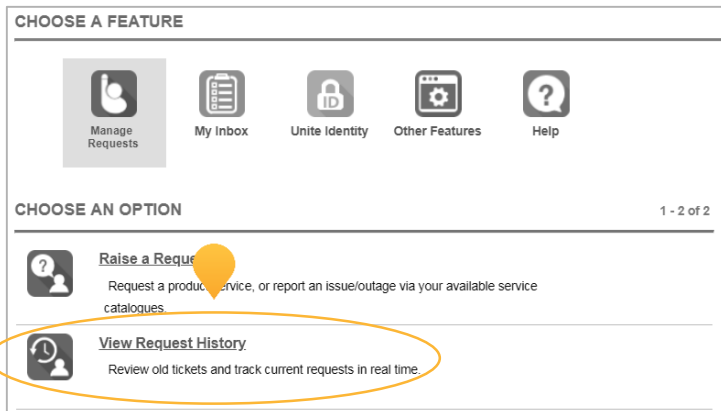
**CHOOSE AN OPTION** 1 - 2 of 2

- Raise a Request**  
Request a product/service, or report an issue/outage via your available service catalogues.
- View Request History**  
Review old tickets and track current requests in real time.

### RAISE A REQUEST

Log in to Self Service with your Unite Identity credentials.

After successfully logging in, you can raise a request for yourself and for others.



**CHOOSE A FEATURE**

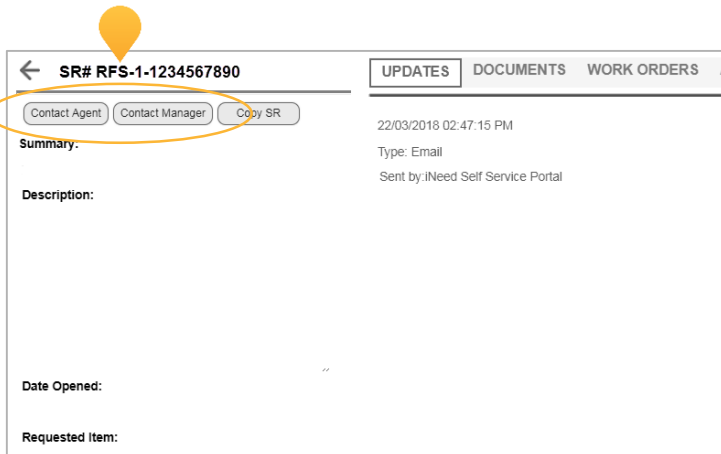
Manage Requests | My Inbox | Unite Identity | Other Features | Help

**CHOOSE AN OPTION** 1 - 2 of 2

- Raise a Request**  
Request a product/service, or report an issue/outage via your available service catalogues.
- View Request History**  
Review old tickets and track current requests in real time.

### CHECK PROGRESS

Clicking on **View Request History** allows you to track your open and your completed requests.



**SR# RFS-1-1234567890** | UPDATES | DOCUMENTS | WORK ORDERS | A

Contact Agent | Contact Manager | Copy SR

22/03/2018 02:47:15 PM  
Type: Email  
Sent by: iNeed Self Service Portal

**Summary:**

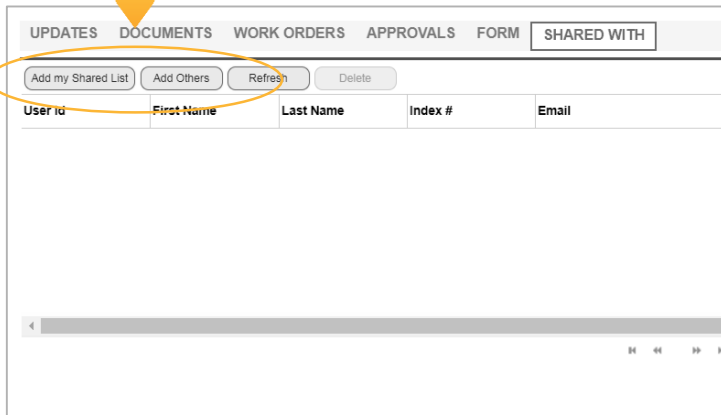
**Description:**

**Date Opened:**

**Requested Item:**

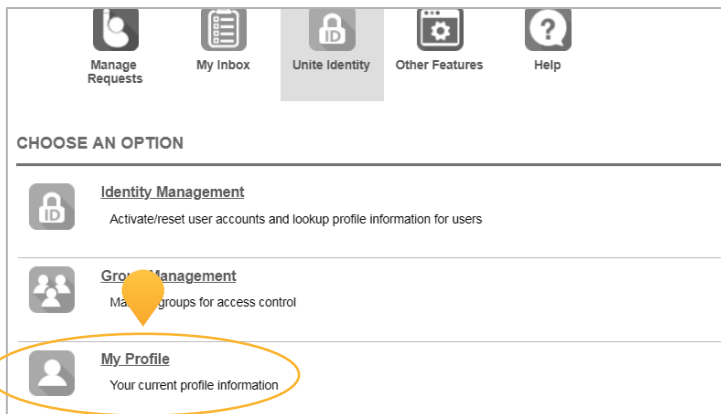
### FOLLOW UP

Follow up on your open requests by contacting the service desk agent or manager.



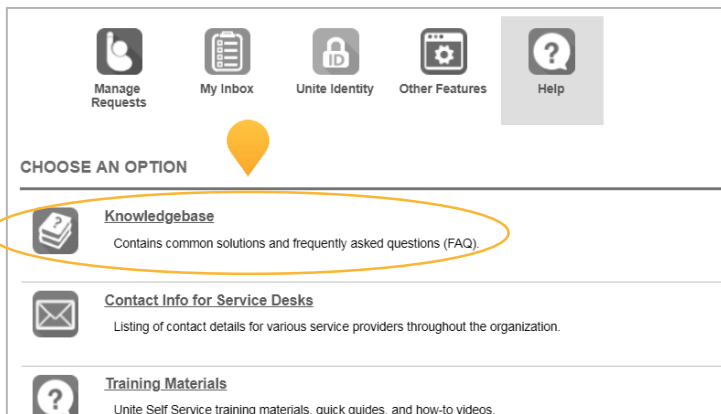
## SHARE A REQUEST

Share your request with your colleagues.



## VERIFY YOUR PROFILE

Verify the information in the Unite Identity profile.



## CHECK THE KNOWLEDGEBASE

Look through the knowledgebase for self-help solutions and frequently asked questions.