

**Welcome to PrismRBS Service Desk and documentation portal. Our updated documentation portal makes it easier to find what you're looking for. It features:**

- Improved user experience from support portal to emails
- Knowledge base built into ticketing system
- Clear view and understanding of your issue's status
- Ability to reopen a ticket at any time and include prior information
- Ability to view tickets submitted by your organization

**Don't Worry!** You can still raise a request through email or phone. Please email [support@prismrbs.com](mailto:support@prismrbs.com) or call 800-510-3911.

### Getting Started with PrismRBS Service Desk:

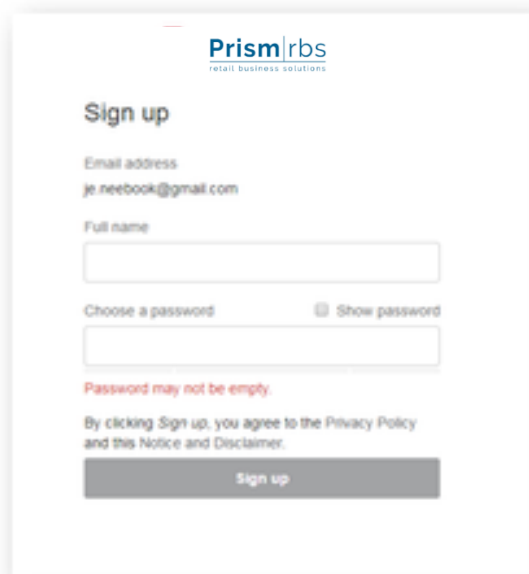
- To sign, visit <https://nebook.atlassian.net/servicedesk/customer/portal/1>
- Select "Sign Up"
- Enter your email address.
- You will receive the following email. Select "Sign up" to complete the process.

Almost done!

Follow the link below to finish signing up to Nebraska Book Company Helpdesk. For security, don't share this link with anyone.

Sign up

- To complete the sign-up process, enter your full name and select a password.



The screenshot shows a sign-up form for PrismRBS. At the top is the PrismRBS logo. Below it is the heading "Sign up". The form includes an "Email address" field with the value "je.neebook@gmail.com". Below that is a "Full name" field, which is currently empty. Underneath is a "Choose a password" field with a "Show password" toggle. A red error message "Password may not be empty." is displayed below the password field. At the bottom of the form, there is a line of text: "By clicking Sign up, you agree to the Privacy Policy and this Notice and Disclaimer." followed by a "Sign up" button.

- Now you have access to the PrismRBS Service Desk and knowledge portal.

## Raising a Request

To raise a request, visit <https://nebook.atlassian.net/servicedesk/customer/portal/1>

Select a product

Enter the details of your issue or request

Select "Create"

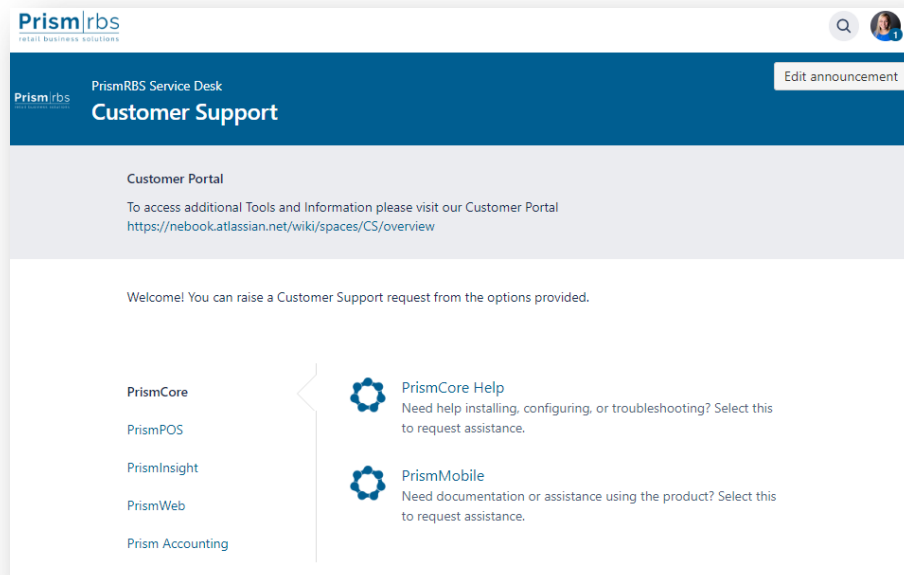
After selecting "Create", the ticket request is the default view. Here you can comment on the ticket and see the status.

**Please notice the documentation articles that are available for searching while you enter a ticket.**

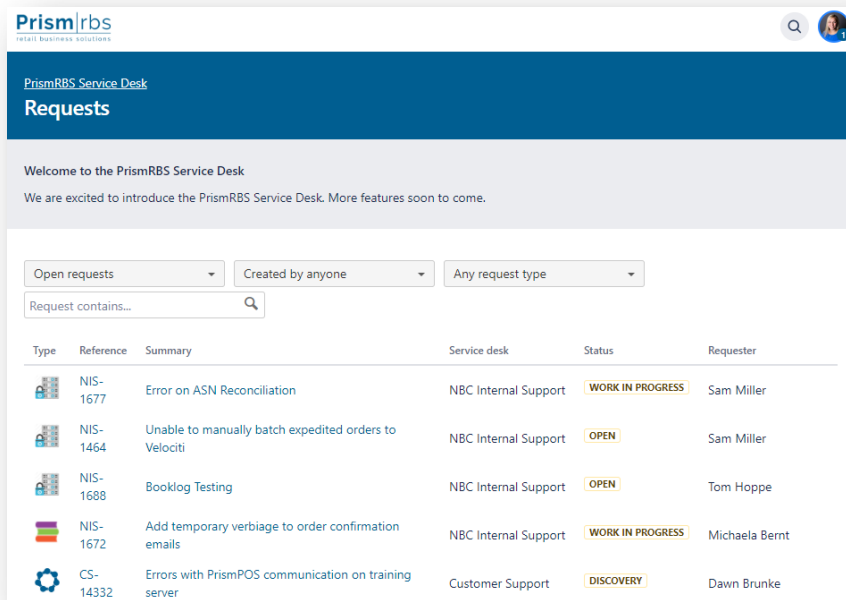
After a ticket is submitted, you can stay up-to-date by following the email trail that is sent to your inbox, or you can visit the portal and view your requests.

While logged into the system, select "Requests" in the top right-hand corner.

This will bring you to all of your current open requests.



Here you will be able to see the status of your current requests.



You can use the drop down boxes to search closed requests, requests created by other people in your organization or specific request types.

To view the request detail, select a reference number.

**To ensure your success with our system, be sure the following email addresses and websites are whitelisted with your IT team:**

- [support@nebook.atlassian.net](mailto:support@nebook.atlassian.net)
- [jira@nebook.atlassian.net](mailto:jira@nebook.atlassian.net)
- <http://go.pardot.com/e/298002/2017-12-06/wl41/282630288>