

Using the Customer Portal

Accessing the portal:

On Campus

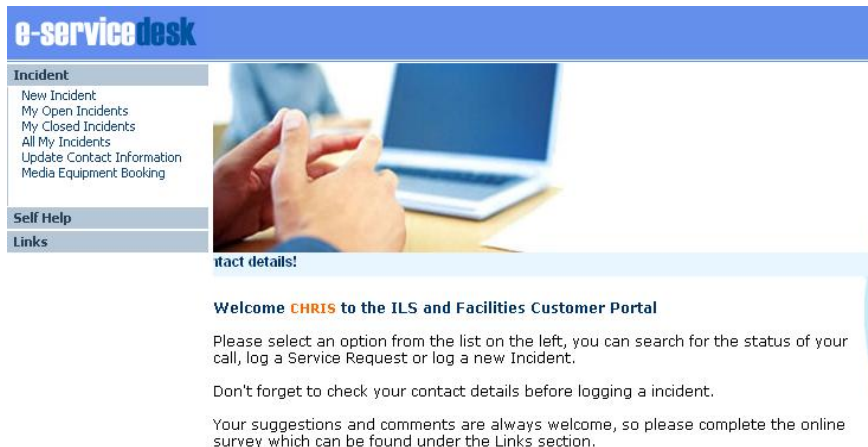
Open your web browser and go to:

<https://eris.worc.ac.uk/customerportal>

As this site is secure a security message will appear, please click **Yes**



You will then be automatically logged into the portal:

A screenshot of the "e-service desk" Customer Portal. The header is blue with the "e-service desk" logo. On the left, there are three menu sections: "Incident" (with links: New Incident, My Open Incidents, My Closed Incidents, All My Incidents, Update Contact Information, Media Equipment Booking), "Self Help", and "Links". The main content area features a background image of hands typing on a laptop. Below the image, it says "Contact details!" and "Welcome CHRIS to the ILS and Facilities Customer Portal". The welcome message continues: "Please select an option from the list on the left, you can search for the status of your call, log a Service Request or log a new Incident. Don't forget to check your contact details before logging a incident. Your suggestions and comments are always welcome, so please complete the online survey which can be found under the Links section."

You can also get to the portal via the university staff pages:

<http://cook.worc.ac.uk/staff/>



Off Campus

Open your web browser and go to:

<https://eris.worc.ac.uk/customerportal>

As this site is secure a security message will appear, please click **Yes**



You will then be asked to login, please use your university network login ID and password. **You must put worc** in front of your user ID.



You will then be logged into the portal