

Halo - IT Support Management System

To log a call you will need to register on HaloITSM by using the link below, where you'll be able to create a new account and log in to manage all your IT support.

Once set up with a new account we suggest bookmarking or saving this link to your desktop for swift and easy access.

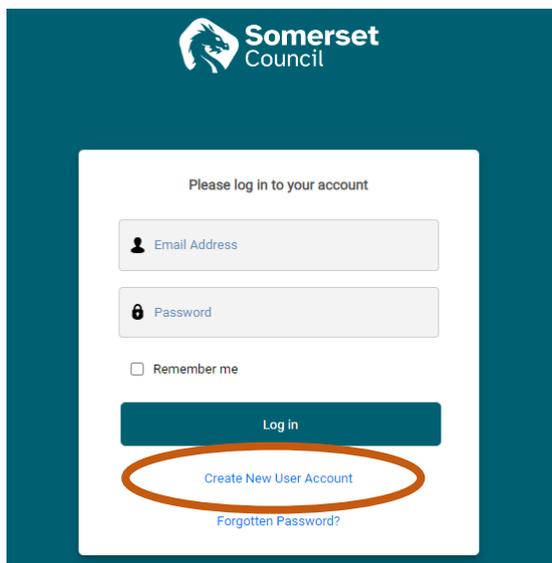
Click here to view a handy HaloITSM demonstration for how to log calls.

Once you have registered, you can Report an issue (e.g. something not working or needing help with something), You can also Request Something, and see all your Open tickets where you can view your ticket progress in HaloITSM under 'My tickets' on the home page.

You will be able to see all your Open tickets and the actions that have been taken. You will be able to interact directly with the team dealing with your ticket. Your emails sent to HaloITSM will go straight onto the system enabling much more effective communication.

Click here to create to register: [Halo Self-Service Portal](#)

Click on Create New User Account

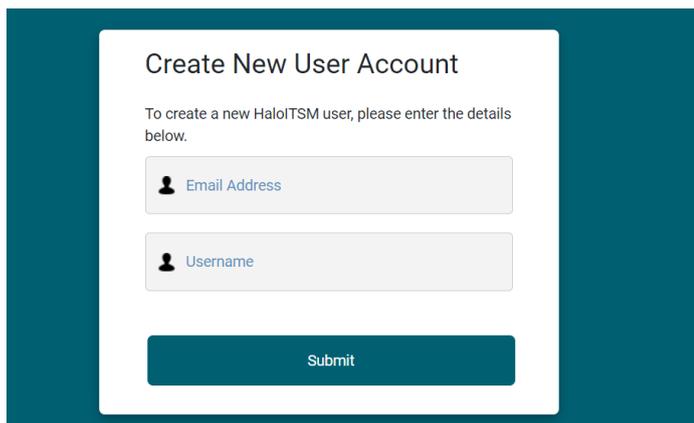


The screenshot shows the login interface for the HaloITSM system. At the top left is the Somerset Council logo. The main heading is "Please log in to your account". Below this are two input fields: "Email Address" and "Password". There is a "Remember me" checkbox. A "Log in" button is present. The "Create New User Account" link is circled in orange. A "Forgotten Password?" link is also visible at the bottom.

Next, enter your email address and a User Name, for example:

Email: JoeBloggs@haloitsm.com

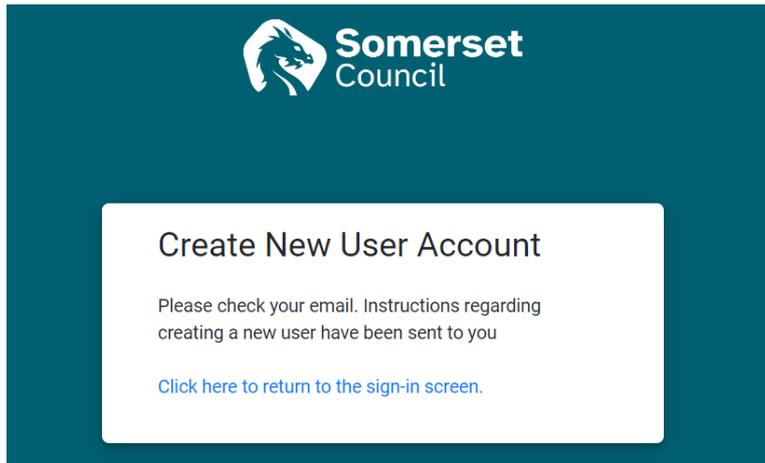
User name: Joe Bloggs



The screenshot shows the "Create New User Account" form. The heading is "Create New User Account". Below the heading is the instruction: "To create a new HaloITSM user, please enter the details below." There are two input fields: "Email Address" and "Username". A "Submit" button is located at the bottom of the form.

The click Submit

You will then see this message, please check your inbox for an email with further instructions



Please click on the link in the email you will have received (please note this will be a lengthy link so please do ensure all the text is underlined as a live link. If the link does not work please try and paste the entire link into your browser)



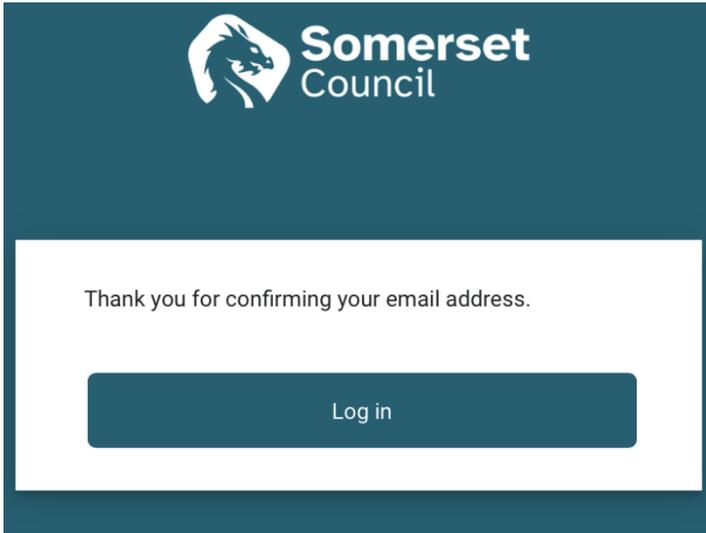
You are receiving this email because you requested to create a new user account.

Click here: somersetschools.haloitsm.com/Auth/Account/ConfirmEmail?userId=95df5e82-a6f7-4498-b46f-76787c234584&code=CfDJ8It9PD1cN6plvXPP29m4j5RqQEvx5D2Q0afH7YA3v2aD1i0vas78lJ6hb

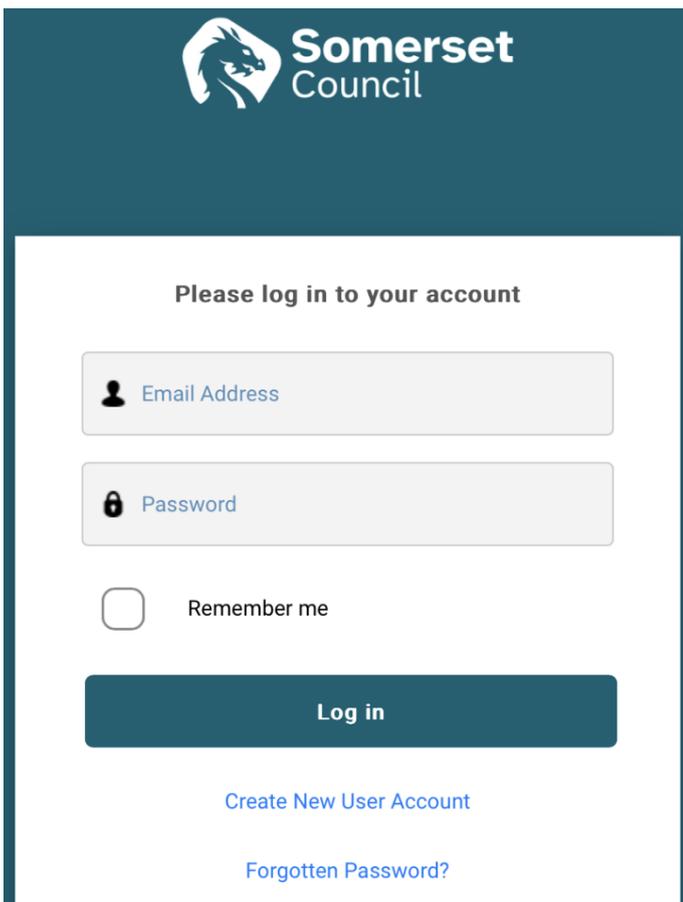
Please choose a password and re-enter in the boxes below, then click submit

A screenshot of a web form for creating a password. The form is titled "Please create a password for your account." and contains three input fields: "Email Address" with the value "joebloggs@haloitsm.com", "Choose a Password" (password field), and "Re-enter New Password" (password field). A dark teal "Submit" button is at the bottom.

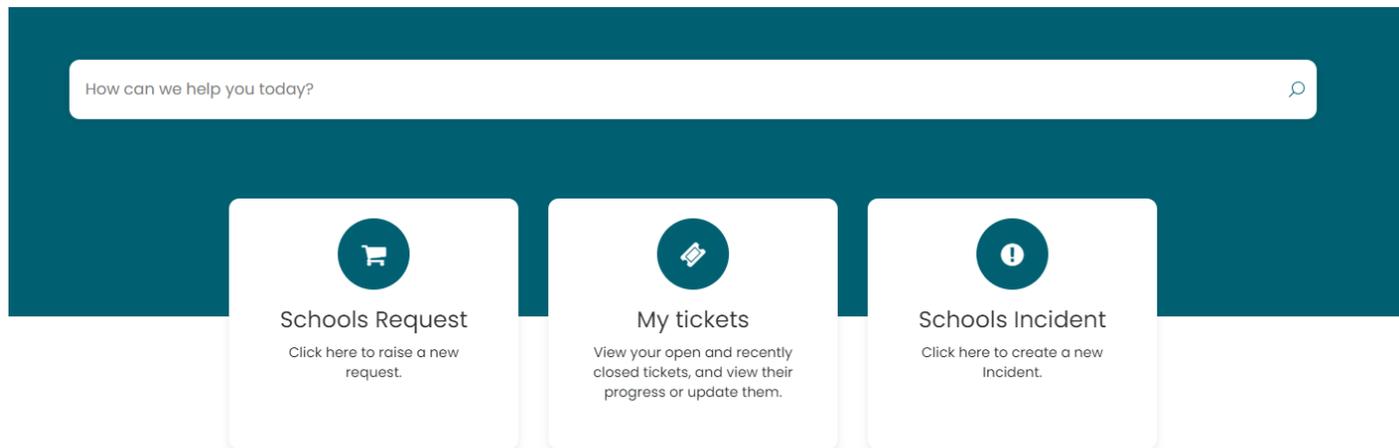
The following message will appear:



Once you have selected "Log in" you will be asked to enter your email address and the password you created:



You will then see the home page of the Halo Self Service portal where you can either log a request or incident using the tiles below:



To log a Request or Incident you will need select a category, for example SEND Portal, which will ensure your incident or request is assigned to the appropriate team.

Location *

Select...

Schools Categories *

Education Financial Service Advise/ Guidance

- Internet
- Ipads
- Office 365
- Other
- School Census
- Schools & Traded
- SEND Portal
- Server
- Windows devices

Urgency

Once you have submitted your request or incident you will be given a ticket reference which you can use to track the progress of your call.