Incident Email Correspondence

Login to IT Service Manager:

Step 1: Open a supported browser
- Windows: Internet Explorer or Firefox
- Mac: Firefox

Step 2: Navigate to the IT Service Manager login page
- https://itsm.northwestern.edu/SM7/index.do
  NOTE: URL is case-sensitive

Step 3: Log in with your NetID and NetID password
- The To Do Queue will be displayed

Send Outgoing Correspondence

Step 1: Open the appropriate Incident
  NOTE: By default, the Service Recipient and the Reported By (if different) will receive any emails sent from the Email tab. To view the Service Recipient and Reported By fields, click the Customer Detail tab

Step 2: Navigate to the Email tab

Step 3: As needed, add or update any CC email addresses in the space below the ‘Send Email’ button

Step 4: Compose the message in the text field at the bottom of the Email tab
  NOTE: It may be necessary to clear previous correspondence from the text field

Step 5: Click Send Email
  - A confirmation message will appear. Click OK
  - The system will then prompt for an update. Click OK

Step 6: Navigate to the Incident Detail tab

Step 7: Provide a brief update in the Update text field

Step 8: Click ‘OK’ to save all changes and return to the queue

View Incoming Correspondence

NOTE: In the To Do queue, Incidents which have received an email response will have the status of “Customer Update”

Step 1: Open the appropriate Incident

Step 2: Select the Journal sub-tab
  - The Journal sub-tab will contain the text of the user’s response
    NOTE: If the user included any attachments, the files will be automatically added to the Attachments tab
Review Outgoing Correspondence

The text of any previously-sent outgoing correspondence is contained in the Audit History

Step 1: Open the appropriate Incident

Step 2: Click View Audit History

• Each outgoing message is identified with "Email Body" in the Type field
• Each entry may be viewed by clicking the Incident number link
• The Activity Log will contain the following information:
  o The Date of Activity
  o The NetID of the individual who sent the correspondence
  o The text body of the sent message