

CCP Troubleshooting: Raising a ticket in Unite Service Desk

January 2019

The background features a complex, abstract graphic of circuit lines and data flow. The lines are primarily blue, with some orange and green lines interspersed. The lines are interconnected, forming a network that resembles a circuit board or a data network. The lines are set against a light blue background with a subtle grid pattern. In the upper right corner, there are several small, colored squares (blue, green, orange, grey) arranged in a grid-like pattern. The overall aesthetic is technical and modern.



Troubleshooting: Accessing and Navigating the Unite Self Service

Should you need assistance due to the fact that you either cannot access the CCP or are having issues with the functionalities within the CCP, you will be required to raise a ticket using the [Unite Self Service](#).

Kindly log in using your **Unite User name** and **Unite Password**.

unite identity Contact Us Unite

unite self service

Login to Unite Self Service

Unite ID:

CONTINUE

[Where do I enter my password?](#)
[Forgot your Unite ID?](#)
[Forgot your password?](#)

On the Homepage, click on 'Raise a Request'.

unite self service You are in: -Home: Home Profile Logout Unite

Welcome to Unite Self Service.

Unite Self Service is your portal to perform multiple functions, including submitting requests and questions, managing approvals, checking request status, as well as providing access to a number of additional features.
For assistance with using Unite Self Service, please click the Help button below, to access training materials and search the knowledge base.

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.

RECENTLY USED

1 - 1 of 1

- RFS - Microsoft Office Apps**
You have last used it on 01/14/2019 13:53:15
You have used this 1 times.



Please scroll all the way to the right to find 'Umoja Catalogue'

unite self service Home Profile Logout Unite

Raise a Request

This screen enables you to place a request for any service/product available to you, as well as reporting any issues requiring support. Initiate request by first selecting the relevant catalogue. Then use the filters to display the corresponding available services/products below. Please proceed by submitting or sharing the service/product of your selection.

Search Catalogue... Match all words

Choose a catalog from below:

- Client Service Centre
- Enterprise Applications Support
- Geospatial Services Catalogue
- OICT Catalogue
- Records Management Catalogue
- UNDSS Safety & Security Catalogue
- UNHQ - Facilities
- UNHQ BSC IT Catalogue

Filters:

CHOOSE AN ITEM 1 - 7 of 7 YOUR CHOICE

Click of Umoja Catalogue and in the 'Filters' sections, select 'Logistics'. From the dropdown menu next to it (on the right), please select 'Carrier Collaboration Portal (CCP)'.

unite self service Home Profile Logout Unite

Choose a catalog from below:

- Enterprise Applications Support
- Geospatial Services Catalogue
- OICT Catalogue
- Records Management Catalogue
- UNDSS Safety & Security Catalogue
- UNHQ - Facilities
- UNHQ BSC IT Catalogue
- Umoja Catalogue**

Filters:

CHOOSE AN ITEM 1 - 3 of 3 YOUR CHOICE

CCP - Other

Document Management

Event Reporting

CCP - Other



You can raise a ticket regarding 'Document Management', 'Event Reporting' or 'CCP-Other' by clicking on the respective item and clicking on 'Continue'.

Please fill in the form with contact details, summary of the issue and attach a screenshot, if possible. Please provide as much information as you can regarding the issue you are experiencing, so that the Support Team can address the problem quickly and effectively.



unite self service Home Profile Logout Unite

SUBMIT REQUEST

Go Back Submit Add Screenshot Cancel

Please fill out the sections below.

You have requested: CCP - Other

Fill out Contact Details

Fill out Request Details

Summary
(max 100 characters): Request for: CCP - Other

Describe/Justify your Request
(max 2000 characters):

Asset#:

Once your ticket has been reviewed you will be contacted by a member of the team.

Quick Links

- Carrier Collaboration Portal: [Link](#)
- CCP Training Material and other Resources for Vendors: [Link](#)
- Unite Identity (for managing credentials): [Link](#)
- Unite Service Desk for troubleshooting: [Link](#)