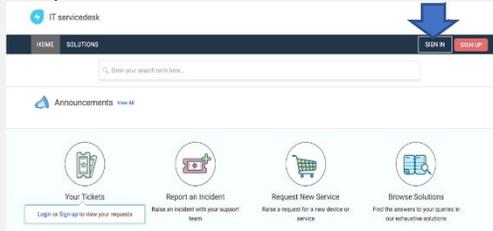


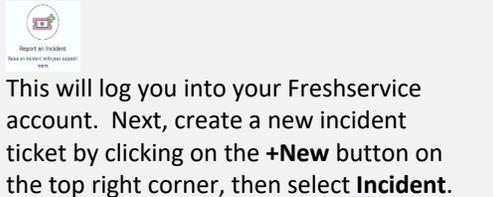
LOGIN

Navigate to Freshservice using northwesternmutual.freshservice.com, then click on **SIGN IN** in the upper right corner. Log in with your email address and password.



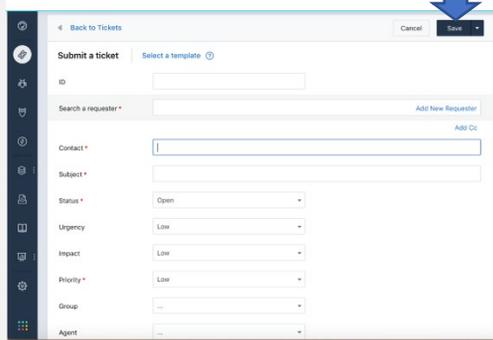
CREATE NEW TICKET

Click on the 'Report an Incident' icon:



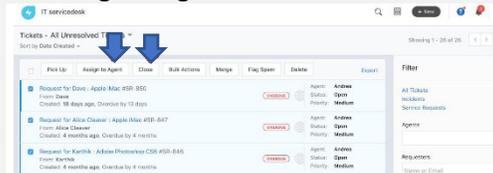
This will log you into your Freshservice account. Next, create a new incident ticket by clicking on the **+New** button on the top right corner, then select **Incident**.

Fill in the necessary details in each field and click **Save**.



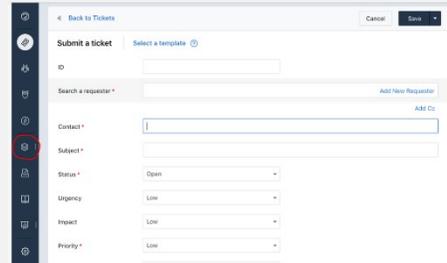
CLOSE or ASSIGN TICKET

Once the ticket is created, it shows up as 'unassigned'. To close or assign a ticket to another agent, click on the ticket icon on the left sidebar (highlighted above). Once in the ticket queue, select the appropriate ticket by clicking on the box to the left of the ticket (this will add a checkmark). Once selected, either click the 'Assign to Agent' or 'Close' button.



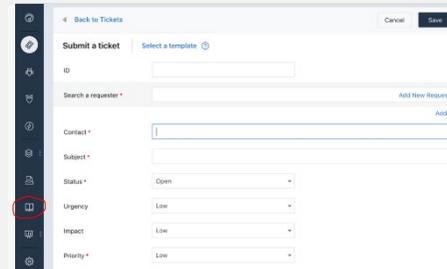
VIEWING ASSIGNED TICKETS

If you have tickets assigned, you will find them under the **My Task** icon located on the left sidebar.



SEARCHING FOR SOLUTION ARTICLES

Solution articles are provided in Freshservice's knowledge database. To search knowledge for ticket resolution, click on the **Solutions** tab on the left sidebar.



Once inside the Solutions tab, type in relevant search words within the search field to find knowledge articles for your issue.

INSERTING SOLUTION ARTICLES INTO RESPONSES

If replying to a client via email, you can include a link to the solution article for resolution. To insert the article, click on the open book icon present on the top right corner of the ticket. You'll be provided with the option to choose the solution article of your choice and add it to your reply.



TROUBLESHOOTING

Forgot your Password to Sign in?

Click on 'forgot your password?' to have an email link sent to you for a reset.

Unable to connect to Freshservice?

Cause: Internet connection issues or a Proxy is configured

- Check if the device can connect to the internet
- If you have a proxy configured, provide the proxy information and retry authenticating the probe

- If the issue persists, reach out to support@freshservice.com

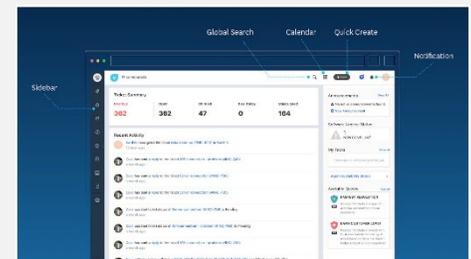
REFERENCES

Keyboard shortcuts for Freshservice:

Shortcut keys	Function
g + t	Tickets
g + s	Solutions
up or k	Move cursor to previous ticket
down or j	Move cursor to next ticket

Quick tip – you can pull up a list of all shortcuts available in Freshservice by hitting the "?" key.

Global View of Freshservice:



Sidebar - You can access all the key modules like Incident, Problems, Change, Release, Reports, Settings, etc. from the sidebar.

Ticket Summary - This section gives you a glimpse of tickets that come into your service desk. Apart from giving you the number of overdue tickets, it also gives you stats on tickets that are unassigned, open, on hold and due today.

Recent Activity - Right below Ticket Summary, you can see a list showing the log of recent activity that happened in your service desk.

Global Search - With global search, you can easily find the information that you're looking for.

Calendar - The calendar icon next to the search bar takes you to the ITIL calendar that lays out all the tasks that are being scheduled by you as well as other teams.

Quick Create Button - The small + New button next to the global search allows you to instantly create an incident, request, problem, change, or release.

Announcements - All internal service desk announcements will be displayed here.

INTERNAL NM CONTACT

adminfs@northwesternmutual.com

[Click HERE to leave your feedback on this guide.](#)