Sasol Service Portal
Users guide

3 April ‘17
Welcome

This is a user guide for the Sasol Service Portal

The guide is intended for first time users of the Sasol Service Portal. Once your registration details are shared with you, please follow the easy steps in the guide to navigate the system.
1. Login process
2. Logging a request
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5. Navigation of existing / submitted cases
6. Navigation of existing / submitted cases – continued
7. Viewing a submitted request’s details and attaching files
8. Submitting an improvement suggestion
1. Login process

**Step 1:** To login to the Sasol Service Portal use this link: https://servicecentre.sasol.com/ux/myitapp

Use the credentials that was shared with you during registration. Please note that on the first successful login, you will be requested to change your password (minimum 8 characters, with one upper case and one special character).
2. Logging a request

**Step 2:** On the landing page you will be able to open a request form and submit a query to the Contact Centre. To open the request for click on the “General Supply Chain Related” requestable
3. Completing a request form

**Step 3:** When the Request form opens, please select an option in the “What does the issue relate to:” field. Note that when a selection is made the form is generated according to detail require per option. All field marked with “(required)” are mandatory fields.
4. Completing a request form - continued

**Step 4:** for this scenario the “PO” option was selected to guide you through the process. See detailed descriptions for form items below.

- **PO Number (required):** Indicates a required field, PO number is required for PO related issues.
- **Invoice Number:** Optional field, Invoice number. These fields are not mandatory but if provided will speed up the query resolution process.
- **Free text field:** Free text field to describe your issue, please be as specific as possible.
- **Confirmation field:** Please remember to always check the confirmation field, that you included all available information.
- **Documentation:** Documentation related to the request can be attached to assist the resolution process.
- **Submit button:** To Submit your request to the Contact Centre, click the submit button – please verify that all available information has been included in the request form.
5. Navigation of existing / submitted cases

To view and track requests that has been submitted, you can use both the “View in My Activity”
Or you can click on “Updates”
6. Navigation of existing / submitted cases - continued

To view a request's detail, status or to add documentation or a comment, simply click on the request.
7. Viewing a submitted request’s details and attaching files

To view a requests detail, status or to add documentation or a comment, simply click on the request.

All original information submitted with the request can be viewed here.

To add a comment or provide documentation click the arrow.

Comment can be left in this section.

If documentation needs to be attached, click on this section.
8. Submitting an improvement suggestion

If you have a Improvement Suggestion, please do not hesitate to click on “I need something else” and use the available requestable. Complete the form and submit.