**ERA Ticket System**

Access

Option 1:

1. Login to office 365
2. Follow this link: <https://ituc.service-now.com/sp?id=sc_cat_item&sys_id=eab476de1b3564d0b4a776e1dd4bcb23&sysparm_category=71622bd51b29c810700fddf2cc4bcb65&catalog_id=-1>
3. Complete the form and submit

Option 2:

1. Follow this link: <https://ituc.service-now.com/sp>
2. Login
3. Go to Request Service
4. On left menu go to Research Services
5. Click on SRS-ERA Helpdesk Ticket
6. Complete the form and submit.
	1. There are separate options for a new sponsor and for a new outgoing subaward organization.
		1. First select sponsor/subaward organization
		2. Then select which of those 2 options are correct.
	2. For all other issues or updates with any of the ERA systems (Coeus, Kuali, SharePoint, RH2, Dashboards etc.) use the report issue option.
	3. There is also an option to request training on any of the ERA systems.

\*Please note that Kuali training is being scheduled and more information will be coming shortly about that. Please do not send in Kuali trainings requests at this time.