ERA Ticket System

Login

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

Complete the form and submit

   a. Add Sponsor/Organization (sponsor=incoming funds; Organization=outgoing subaward)
        i. First select sponsor/subaward organization
        ii. Then select which of those 2 options are correct.
   b. Report Issue-Use if you are seeing a malfunction in Kuali.
   c. Request training-Use this to request training on any of the ERA systems. (Kuali, RH2, SRS Bearcats Landing)
        i. Please provide name of person to be training and what processes they need training on. (PD Build, KSAP, View only)
   d. Request Service-Use this option if you need to make a change to permissions or routing for your area.
   e. Request New Functionality-Use this to suggest new functions in Kuali.
   f. Request Assistance with Data Dashboards-Use this if you need assistance with the reporting dashboards. (Activity Dashboard)

Response Times

The standard expectation on response times is 1 hour. This may be longer in high volume times for when ERA is in meetings. The response may not be full resolution of the issue but will at least let the person know what the next steps being taken are.

If the issue requires reaching out to the Kuali helpdesk, the resolution may take several days depending on the urgency and/or complexity of the issue.

Priority Levels

High means there is an impending deadline within 3 days.

Medium means there is a deadline within the next 2 weeks.

Low means not deadline driven.