

ERA Ticket System

Access

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

Login 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

Request Type:

1. Add Sponsor/Organization (sponsor=incoming funds; Organization=outgoing subaward)
 - a. First select sponsor/subaward organization
 - b. Then select which of those 2 options are correct.
2. Report Issue-Use if you are seeing a malfunction in Kualu.
3. Request training-Use this to request training on any of the ERA systems. (Kualu, RH2, SRS Bearcats Landing)
 - a. Please provide name of person to be training and what processes they need training on. (PD Build, KSAP, View only)
4. Request Service-Use this option if you need to make a change to permissions or routing for your area.
 - a. Select Type of Service (Routing Change, RH2 change, or Kualu Permission Update)
 - b. Then identify the person, unit and type of permission that needs to be added.
5. Request New Functionality-Use this to suggest new functions in Kualu.
6. Request Assistance with Data Dashboards-Use this if you need assistance with the reporting dashboards. (Activity Dashboard)