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 Kuali.
3. Request training-Use this to request training on any of the ERA systems. (Kuali, 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 Kuali 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 Kuali.
6. Request Assistance with Data Dashboards-Use this if you need assistance with the reporting dashboards. (Activity Dashboard)