**ERA Ticket Instructions through SRS Service Desk**

Login to SRS Service Desk: <https://universityofcincinnati6.lightning.force.com/lightning/page/home>

**Click on Create ERA Ticket on the top tabs.**

* 1. Your information will be pre-loaded
  2. Select the System you need assistance with. (Kuali, Service Desk, Website/RH2/Bearcats Landing, or other)
  3. Select the Urgency level (High, Medium, Low)
  4. Select the Type of Ticket.
     1. This list changes depending on what system you indicated above.

**Complete the form and submit**

**Definitions: (sponsor=incoming funds**

1. Add Sponsor is to get a new sponsor added to Kuali for proposal stage. (sponsor=incoming funds)
2. Add Organization (Organization=outgoing subaward)
3. Sponsor Update for KSAP Use is to have the sponsor set-up on the SAP side so that it is mapped for the KSAP transfer process. This is done at award stage.
4. Report Issue-Use if you see a malfunction in the selected system.
5. Request training-Use this to request training on the selected systems. (Kuali, Service Desk, RH2, SRS Bearcats Landing)
6. Routing or Permission Change-Use this option if you need to make a change to permissions or routing for your area. (Note that no-one will have permissions added until they have completed training, so start with that.
7. Request New Functionality-Use this to suggest new functions in the selected system.

**Response Times**

The standard expectation for 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.