

ERA Ticket Instructions through SRS Service Desk

Initiating a ticket for Non-Service Desk Users:

https://universityofcincinnati6.my.site.com/s/flow/Create_New_Sponsor_Request

- Complete the tickets form and Submit:
 - i. Select the System you need assistance with. (Kuali, Service Desk, Website/RH2/Bearcats Landing, or other)
 - ii. Select the Urgency level (High, Medium, Low)
 - iii. Select the Type of Ticket.
 1. This list changes depending on what system you indicated above.

Create New ERA Ticket

* Name:

* Email:

* What System is this Ticket Related to:

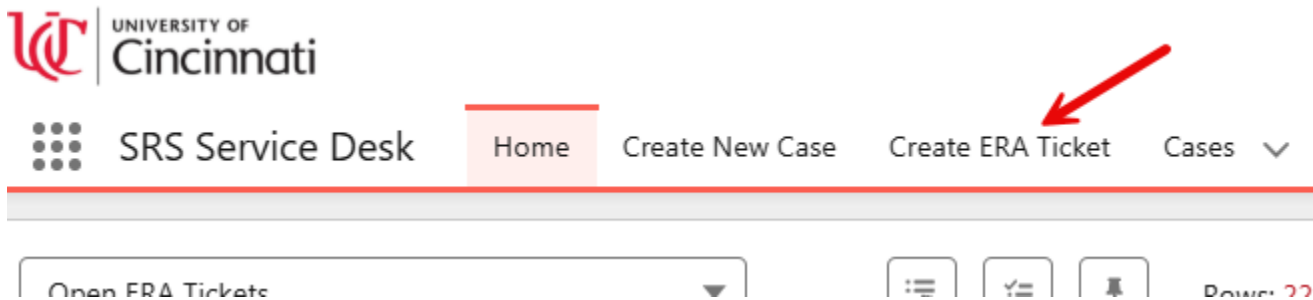
* Urgency:

* Type of Ticket:

Next

Initiating a ticket for Service Desk Users:

<https://universityofcincinnati6.lightning.force.com/lightning/page/home>



Click on Create ERA Ticket on the top tabs.

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

Definitions: (sponsor=incoming funds)

1. Add Sponsor is to get a new sponsor added to Kualu 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 the award stage by the SRS Grants Division SRA.
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: These requests should be submitted by the College Business Manager and that no-one will be granted permissions until they have completed training for that access level, so start with that.
7. Request New Functionality-Use this to suggest new functions in the selected system.

*To check on the status of tickets you have submitted, click on the ERA tickets tab and it will show you the "Open Tickets I Created" view. This view will show you your own tickets.

The screenshot shows the SRS Service Desk interface. At the top left is the University of Cincinnati logo. A search bar is located at the top right. Below the logo is the 'SRS Service Desk' header with navigation options: Home, Create New Case, Create ERA Ticket, Cases, ERA Tickets (highlighted), and Admin. The main content area is titled 'ERA Tickets' and displays a table of 'Open ERA Tickets I Created'. The table has columns for Case Number, Ticket Type, Status, and Priority. One ticket is visible with Case Number 00003439, Ticket Type 'Request New Functionality', Status 'Ticket Under Review', and Priority 'Medium'. The table also shows 'Rows: 9' and 'Selected: 0'.

<input type="checkbox"/>	CASE NUMBER (▼)	TICKET TYPE	STATUS	PRIORITY
<input type="checkbox"/>	00003439	Request New Functionality	Ticket Under Review	Medium

Response Times

The standard expectation for response times is 2 hours. This may be longer in high volume times or 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 Kualu 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.