AMERICAN UNIVERSITY OF ARMENIA

INFORMATION AND COMMUNICATION TECHNOLOGIES SERVICES

REQUEST TRACKER



USER'S MANUAL

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Introduction

Request Tracker (RT) is a service ticketing system which allows you to make requests to ICT Services and check the status of your requests, who requested them and why, when they were completed, and more.

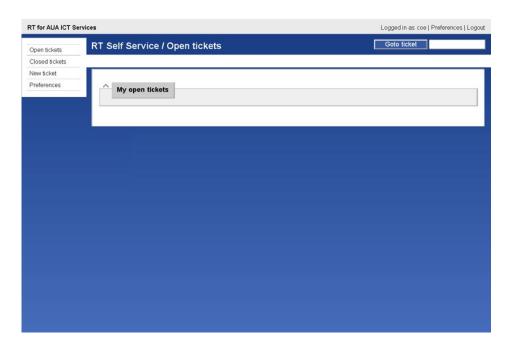
Logging in to Request Tracker

1. Open your browser and type in the address bar http://request.aua.am/. You will see a login box:



2. Type your username and password and click "Login."

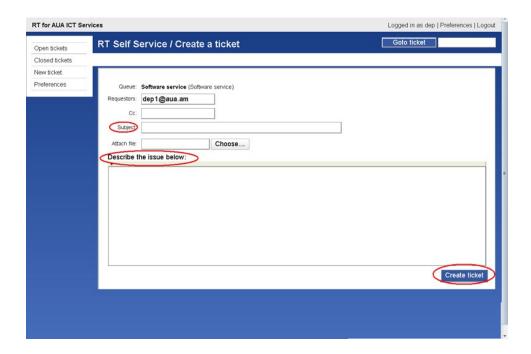
Once you've successfully authenticated yourself to RT, you will see the home page with the title, "RT Self Service/Open tickets." On the right upper corner your login name is displayed, along with links to edit your preferences and to logout. The main actions you can perform with requests are: Create new request ticket, View open request tickets, View closed request tickets, Change preferences



Creating a New Ticket

To create a new request for service click the "New Ticket" on left side navigation bar to see this page and select a topic (queue) for your new ticket:

Your e-mail address is automatically filled by the system.



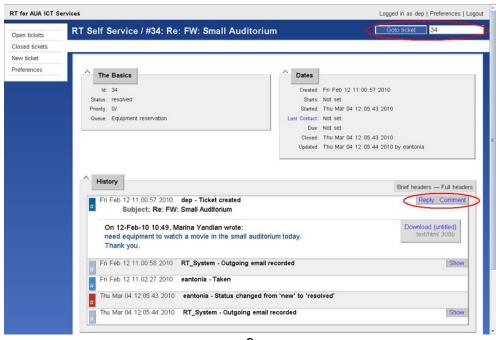
The two most important fields in this basic form are the subject of the ticket and the box for a description of the request -- these are the first items that people see when they review your request ticket. The subject should be clear and concise. The description field is the primary explanation of the request for service, for whom the request is, and the room or office number. Make sure to include all relevant information.

Fill in all the appropriate details, click the "Create Ticket" button, and you'll have created a new service request ticket.

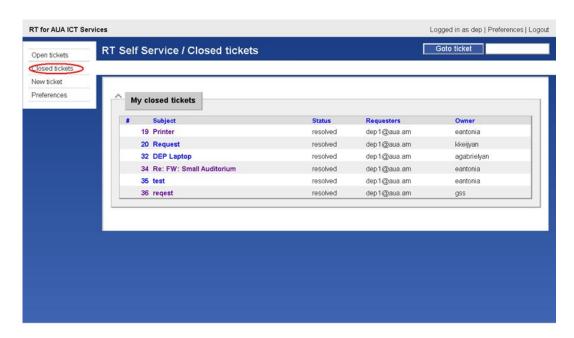
Service request tickets are identified by number. When a ticket is created you should get an email message shortly with a summary of the ticket you created. This message tells you the number that was assigned to the new ticket.

Checking the Status of Service Request Tickets

There is a "Goto ticket" button in the upper right side of the page. You can enter a ticket number here to view the history of that ticket. You also can access tickets by selecting your service request ticket from the list. This page provide you the opportunity to reply to questions and make comments on your ticket.



You can check your open ticket's status by clicking on the "Open Tickets" link. You will see your ticket ID, subject, status, requestor, and owner. Once the ticket is resolved, you will receive an e-mail notification and your ticket automatically will move to the "Closed Tickets" section.



Changing Passwords

In order to change your password, go to "Preferences," change your password, and click save changes.

