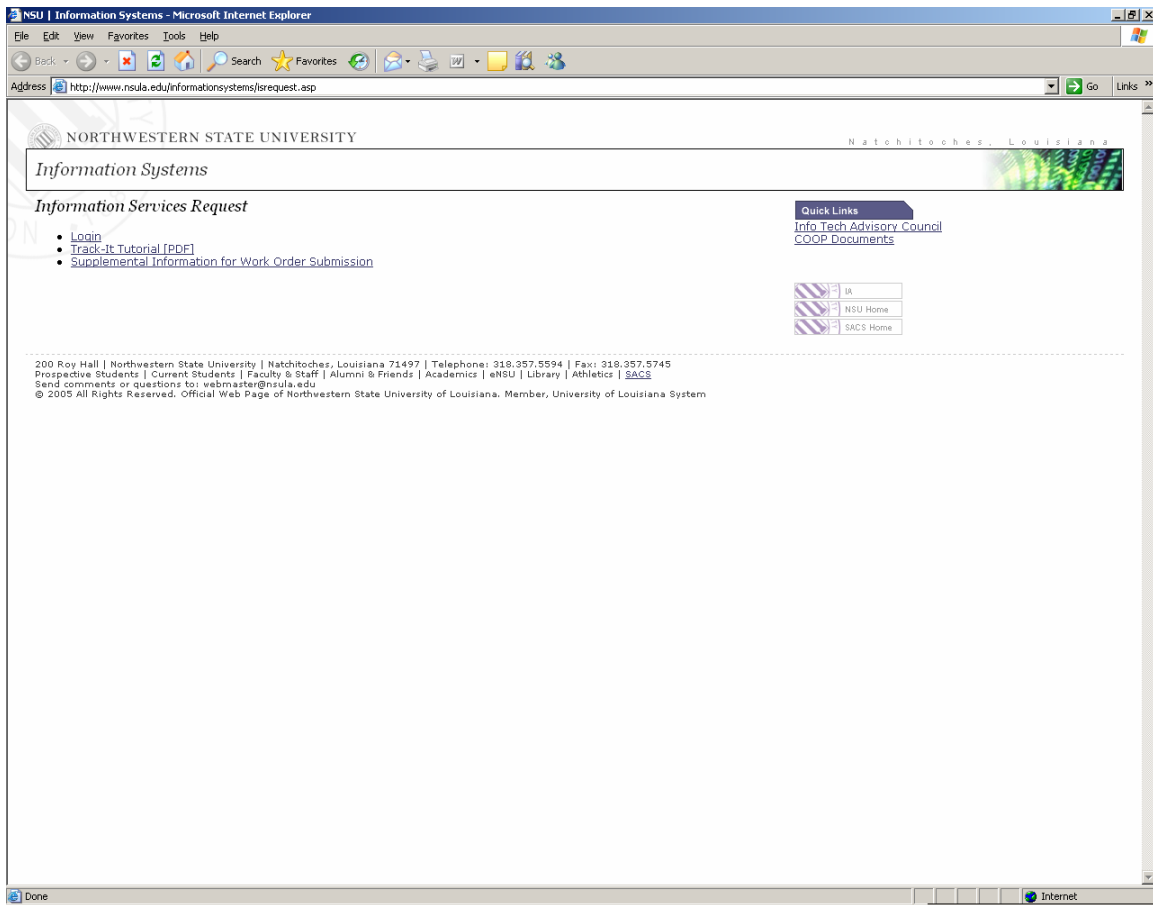


# Track-It

The purpose of the Track-It system is to provide a single system to submit work orders (requests for support) for the areas discussed below. The Track-It system will send you an e-mail when your work order has been completed. Additionally, you may inquire as to the status of a work order request at any time by using the Track-It system.

To access the Track-It system perform the following steps

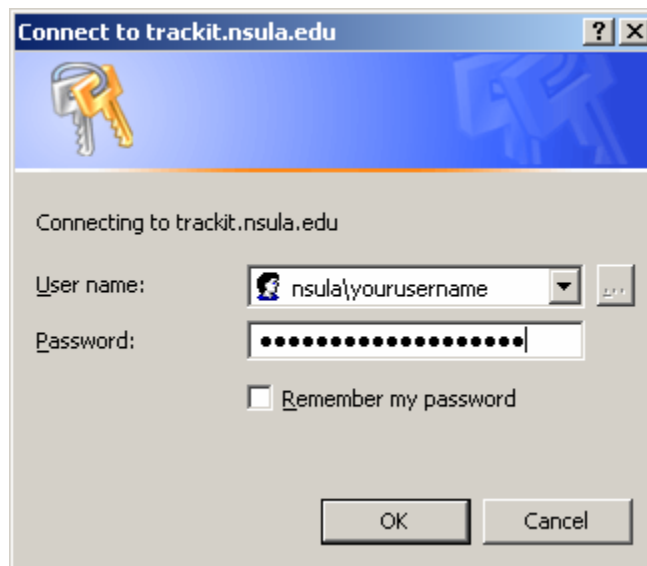
1. Go to the **Information Systems web page** (<http://www.nsula.edu/informationssystem/>).
2. Click on **Request for Services**. The following screen will appear.



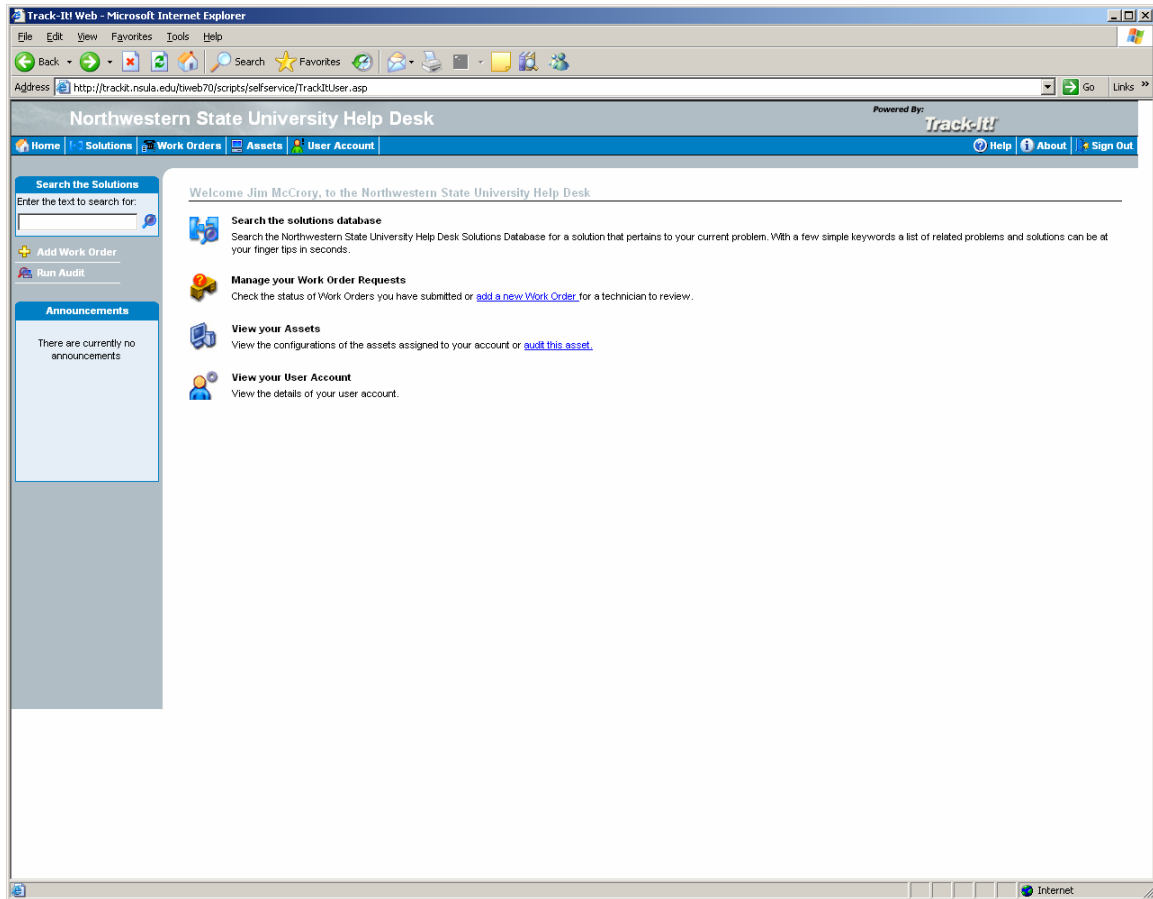
3. Click on **Login**. The following login screen will appear.



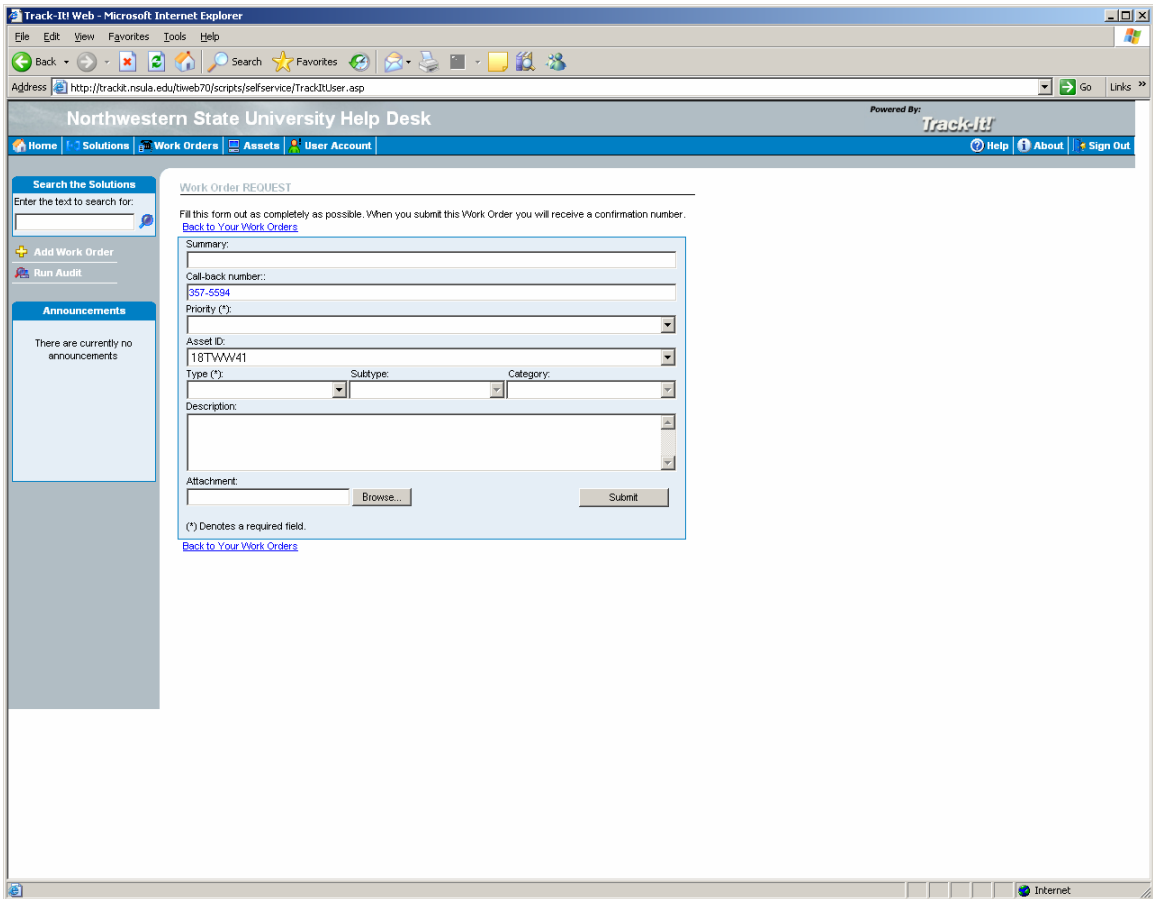
4. **Enter** your **User Name** (the same User Name you use to logon to your University PC and e-mail account). Your User Name must be preceded by **“nsula\”** as shown in the example below.



5. Next, **enter** your **password** and then **click** on **OK**. The following screen will appear.



6. To add a work order click on  on the left side of the screen. The following screen will appear.



7. Add a brief **summary** of the work order in the **Summary** field.

Summary:

8. Add your **telephone number** in the **Call-back** field.

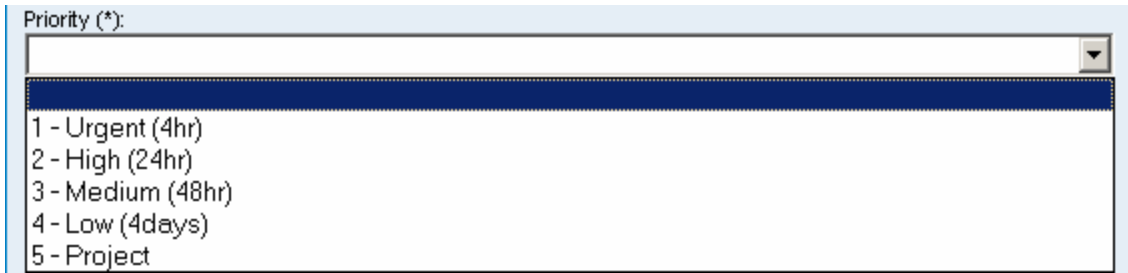
Call-back number::

9. Select a **priority** from the **Priority** pull-down menu.

Priority (\*):

The priorities are shown below.

Priority (\*):

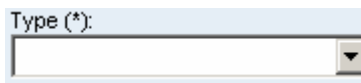


1 - Urgent (4hr)  
2 - High (24hr)  
3 - Medium (48hr)  
4 - Low (4days)  
5 - Project

Please note that entering a particular priority (e.g., “Urgent”).does not guarantee that the work order will be completed in that time. Individual work orders are scheduled according to available resources and competing priorities.

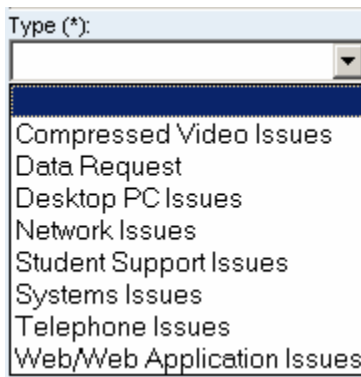
**10. Select a Type** from the Type pull down menu.

Type (\*):



Examples of types are shown below.

Type (\*):



Compressed Video Issues  
Data Request  
Desktop PC Issues  
Network Issues  
Student Support Issues  
Systems Issues  
Telephone Issues  
Web/Web Application Issues

**11. If appropriate, Select a Subtype** from the SubtypeType pull down menu. An example of subtypes is shown below.

Summary:

Call-back number:

Priority (\*):

Asset ID:

Type (\*):  Subtype:  Category:

Description:

Attachment:

(\*) Denotes a required field.  
[Back to Your Work Orders](#)

Admissions  
Billing and Receivables  
Financial Aid  
Financial Records (FRS)  
Housing  
Human Resources (HRS)  
Institutional Research  
Purchasing  
Run Production Program  
Screen Access/Permissio

Submit

11. If appropriate, **Select a Category** from the Category pull down menu. An example of categories is shown below.

Summary:

Call-back number:

Priority (\*):

Asset ID:

Type (\*):  Subtype:  Category:

Description:

Attachment:

(\*) Denotes a required field.

Fee Payment  
New Computer  
Password Problem  
Quote  
Software install  
Special Events  
Student Access to Fac/Staff PC

- **Compressed Video** – Select this item for a compressed video issue.
- **Data Request** – Select this item when requesting support related to one of the SCT modules as shown below. When selecting Data Request as the type, select one of the following subtypes:
  - **Admissions.**
  - **Billing and Receivables**
  - **Financial Aid**
  - **Housing**
  - **Human Resources**
  - **Institutional Research**
  - **Purchasing**
  - **Run Production Program**
  - **Screen/Access/Permissions**
  - **SIS**
  - **Student Records**
- **Desktop PC Issues** – Select this item when requesting for support of desktop PCs. This includes requests for correcting problems with desktop PCs, quotes for new PCs. When selecting Desktop PC Issues as the type, select one of the following subtypes:
  - **College of Business PC Support**
  - **ECE Support**
  - **Leesville Campus PC Support**
  - **Natchitoches Campus PC Support**

When selecting Natchitoches Campus PC Support as the subtype, select one of the following categories:

- **Fee Payment**
  - **New Computer**
  - **Password Problems**
  - **Quote**
  - **Software Install**
  - **Special Events**
  - **Student Access to Faculty/Staff PCs**
- **Shreveport Campus PC Support**
- **SSG/Math Support**
- **TechFee Support**

- **Network Issues** – When selecting Network Issues as the type, select one of the following subtypes:
  - **Cable Issues**
  - **Firewall**
  - **Port Activation**
  - **Port Verification**
  - **Quote**
  - **Wireless**
  
- **Student Support Issues** – When selecting Student Support Issues as the type, select one of the following subtypes:
  - **Blackboard**
  - **Dialup**
  - **Dorm Network**
  - **Iemail**
  - **myNSU Portal**
  - **Web for Students**
  - **Wireless**
  
- **System Issues** – When selecting System Issues as the type, select one of the following subtypes:
  - **Account Issues**

When selecting Account Issues as the type, select one of the following subtypes:

- **Adjunct Account Activation**
  - **Generic Account**
  - **Name Change**
  - **New Account**
  
- **ACT**
- **AdvisorTrac/TutorTrac**
- **Alpha**
- **Backups**
- **Blackboard**
- **CSGold**
- **Exchange**
- **EzPROXY**
  
- **Telephone Issues** – requests for telephone and telecommunications (remote connectivity). This includes requests for telephone installation, changing telephone service (e.g., moving a telephone), deinstalling a telephone, correcting telephone problems, etc. When selecting Telephone Issues as the type, select one of the following subtypes:

- - **Cable Issues** – Normally for internal use by Information Systems.
  - **Documentation** – Normally for internal use by Information Systems.
  - **Feature Change** –
  - **Name Change** –
  - **New Service** – Select this item to request new telephone service.
  - **Number Relocate** – Select this item to request a telephone number be relocated.
  - **Quote** – Select this item to request a quote related to telephone service.
  - **Service Outage** – Select this item to report a problem with telephone service.
  
- **Web and Web Application Support** – requests for web page services and web-based applications. This includes requests for updating a web page, adding a new web page, building a new web-based application, correcting a problem with a web-based application, changing a web-based application, etc. The subtypes available for selection within Web and Web Application Support are as follows:
  - **Attendance System** – Select this item to request changes or report problems with the Attendance System.
  - **ECE Applications** – Select this item to request changes or report problems with the ECE Applications.
  - **myNSU Portal** – Select this item to request changes or report problems with the myNSU Portal.
  - **New Website Design** – Select this item to request development of a new website.
  - **SACS** – Select this item to request changes or report problems with the SACS Applications.
  - **Website Modifications** – Select this item to request modifications to a website.
  - **Website Permissions** – Select this item to request permissions to a website.

**12.** Include a detailed explanation of the request for service in the Description field. The description field is shown below.

Description:

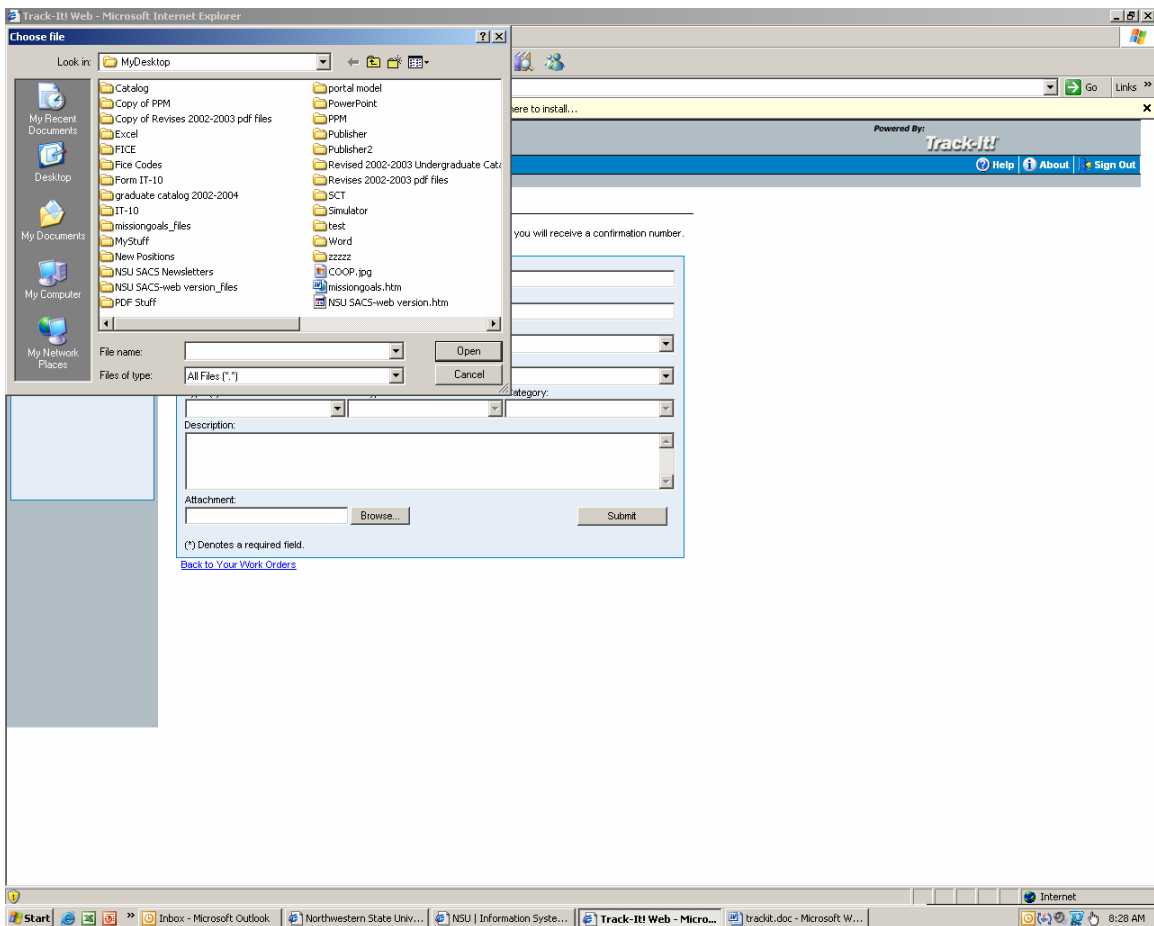


13. If you need to attach a document to your work order **click** on the **Browse** button. The attachment field is shown below.

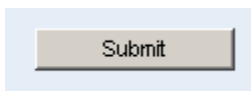


Attachment:

After clicking on the browse button the following screen will appear. You may use the Choose File pop-up window to navigate to the desired file. **Click** on the **Open** button to select the desired file.



14. When you have completed the online form, **click** on the **Submit** button. Clicking on the submit button will result in your work order being entered into the database. You will receive an e-mail confirming your work order.



15. To view the status of the open work orders you have submitted, click on **Manage your Work Order Requests** on the TrackIt home page.



**Manage your Work Order Requests**

Check the status of Work Orders you have submitted or [add a new Work Order](#) for a technician to review.

This will cause the following screen to appear with your open work orders displayed.

Open Work Orders		<a href="#">Closed</a>	<a href="#">ALL</a>
Work Order No.	Summary	Status	
<a href="#">885</a>	Installation of COMPASS Units Date Entered: 6/13/2006 9:29 AM	Unassigned	
<a href="#">884</a>	Desktop Shortcut Date Entered: 6/13/2006 9:24 AM	Unassigned	
<a href="#">786</a>	Dr. Moulton's PC Files Date Entered: 6/1/2006 10:48 AM	Overdue Technician Assigned: _Desktop Queue	
<a href="#">107</a>	Move Application from Alumni PC to Information Systems Server Date Entered: 4/3/2006 1:47 PM	Unassigned	

If you have any questions or problems using the TrackIt software, please contact Information Systems at 5594.