

Compton Union and University Recreation Service and Access Request Tracker

The service and access request tracker was created to facilitate and expedite service and access requests for the Compton Union Building and University Recreation facilities.

This tracker will provide you with the tools you need to:

- Submit a service request
- Submit an access request
- View the status of your service request
- View the status of your access request
- Notify you when the service request is complete
- Notify you when the access request is complete

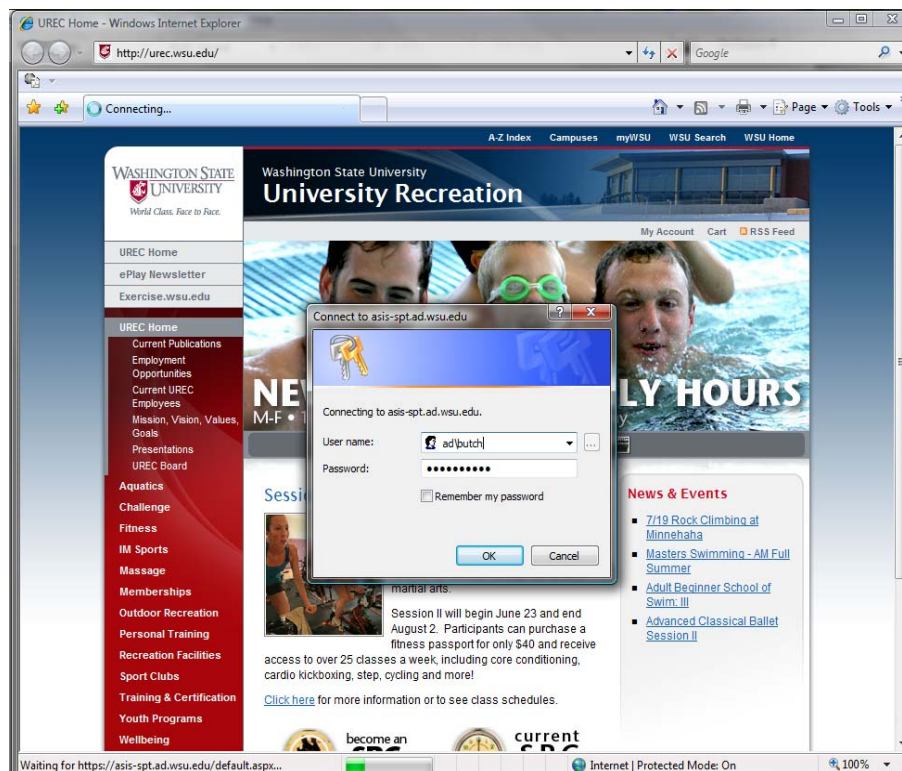
STEP 1 – Logging into the System

The system uses Microsoft SharePoint Services as its foundation, so please use **Internet Explorer** whenever possible. The tracker's current URL is <https://asis-spt.ad.wsu.edu/urec/tracker/default.aspx> this will change in the future so we ask you to bookmark one of the following links.

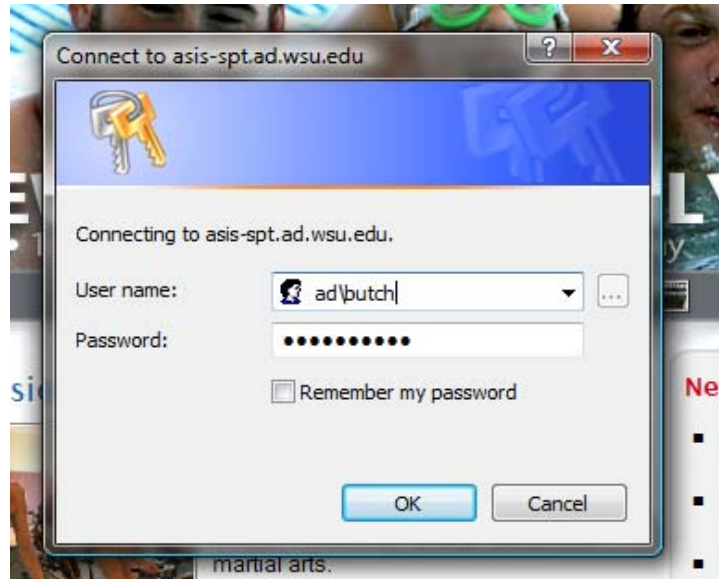
http://urec.wsu.edu/facilities_service_request.aspx

CUB – Coming Soon

Once you click on the link to login you will be prompted for your username and password.

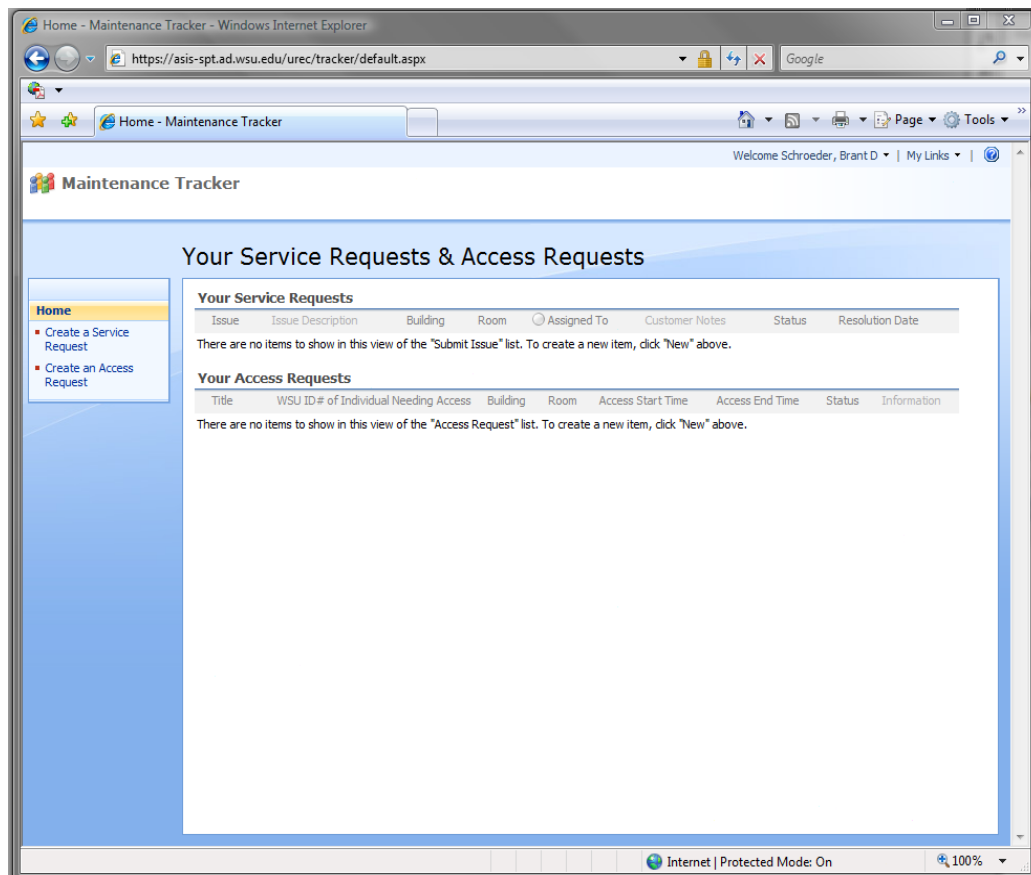


You will need to fill in the username field using the following format **ad\Your Username**.



STEP 2 – Request Status Page

Once you login to the system you will see the summary screen. This page displays the status of all the service and access requests you've submitted. On the left side menu you can choose to submit a new service or access request.



STEP 3 – Submitting a Service or Access Request

By clicking one of the links on the left menu you will be brought to a screen that requires you to fill out some information. Most of the fields are required so please fill them out or you will not be able to submit your request.

ACCESS REQUEST

The screenshot shows a web browser window titled "Home - Maintenance Tracker - Windows Internet Explorer". The address bar displays the URL: https://asis-spt.ad.wsu.edu/u/rec/tracker/Issue_Request.aspx. The page content includes a navigation menu on the left with "Home" selected and two options: "Create a Service Request" and "Create an Access Request". The main content area is titled "Create A Service Request" and contains a form with the following fields:

- Issue ***: A text input field.
- Building**: A dropdown menu with "SRC - 1st Floor" selected.
- Room**: A dropdown menu with "100 Lobby" selected.
- Issue Description ***: A rich text editor with a toolbar and a text area.

At the bottom right of the form are "OK" and "Cancel" buttons. A small note in the top right corner of the form states: "* indicates a required field". The browser's status bar at the bottom shows "Done", "Internet | Protected Mode: On", and "100%".

SERVICE REQUEST

The screenshot shows a web browser window displaying the 'Maintenance Tracker' application. The page title is 'Create An Access Request'. On the left, there is a navigation menu with 'Home' selected and two links: 'Create a Service Request' and 'Create an Access Request'. The main content area contains a form with the following fields:

- Title ***: A text input field.
- WSU ID# of Individual Needing Access ***: A text input field.
- Individual Needing Access**: A text input field with a search icon.
- Building**: A dropdown menu with 'SRC - 1st Floor' selected.
- Room**: A dropdown menu with '100 Lobby' selected.
- Access Start Time ***: A date and time selector showing '12 AM' and '00'.
- Access End Time ***: A date and time selector showing '12 AM' and '00'.

At the bottom right of the form are 'OK' and 'Cancel' buttons. A note at the top right of the form states '* Indicates a required field'.

Once your requests have been submitted they will appear on your status page. This will allow you to log into the system at anytime and view the progress of your request.

STATUS PAGE

The screenshot shows the 'Your Service Requests & Access Requests' status page. It features two tables:

Your Service Requests

Issue	Issue Description	Building	Room	Assigned To	Customer Notes	Status	Resolution Date
[Status: Open (1)]							
Test	test	SRC - 1st Floor	100 Lobby			Open	

Your Access Requests

Title	WSU ID# of Individual Needing Access	Building	Room	Access Start Time	Access End Time	Status	Information
[Status: Open (1)]							
test	123	SRC - 1st Floor	100 Lobby	4/25/2008 12:00 AM	4/25/2008 12:00 AM	Open	