

USER MANUAL ON REQUEST TRACKER FOR PDMSD

Table of Contents

Introduction	1
How to Login	1
How to create a ticket	2
How to track your ticket	4
How to logout	5

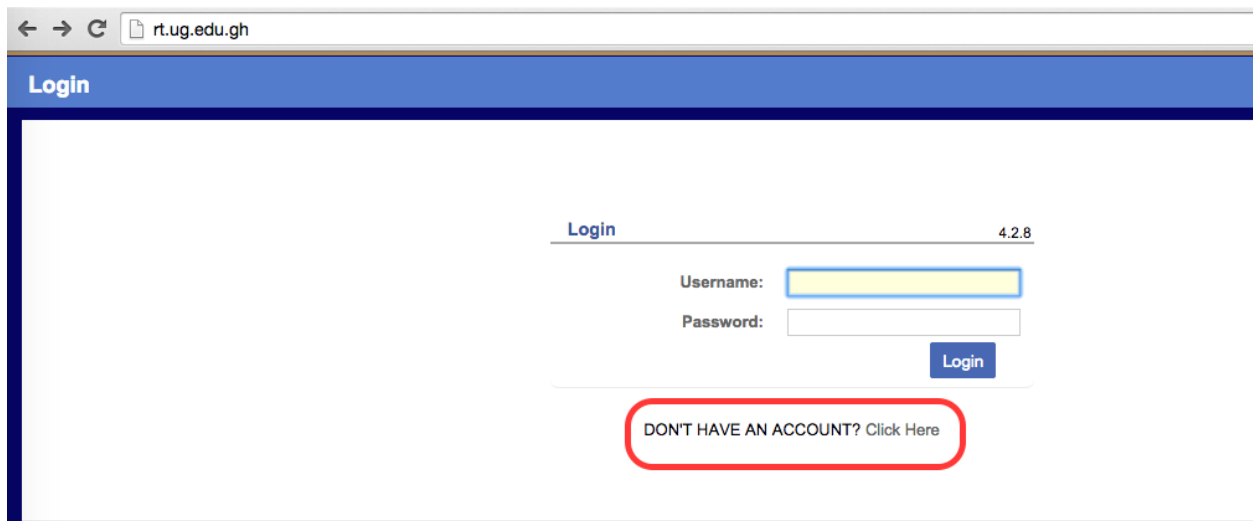
INTRODUCTION

Request Tracker (RT), is a service desk solution for making and tracking requests. It will be used for making all academic, residential and administrative requests to PDMSD and in the future will replace the manual requisition form.

Below is a step-by-step tutorial to aid in making and tracking requests to PDMSD

HOW TO LOGIN

1. Visit the Request Tracker site using the URL "<http://rt.ug.edu.gh>" a log on screen will pop up as shown below. This can also be located on the UG website under the Staff Menu.



The screenshot shows a web browser window with the address bar displaying "rt.ug.edu.gh". The page content includes a blue header with the word "Login". Below the header, there is a login form with the following elements:

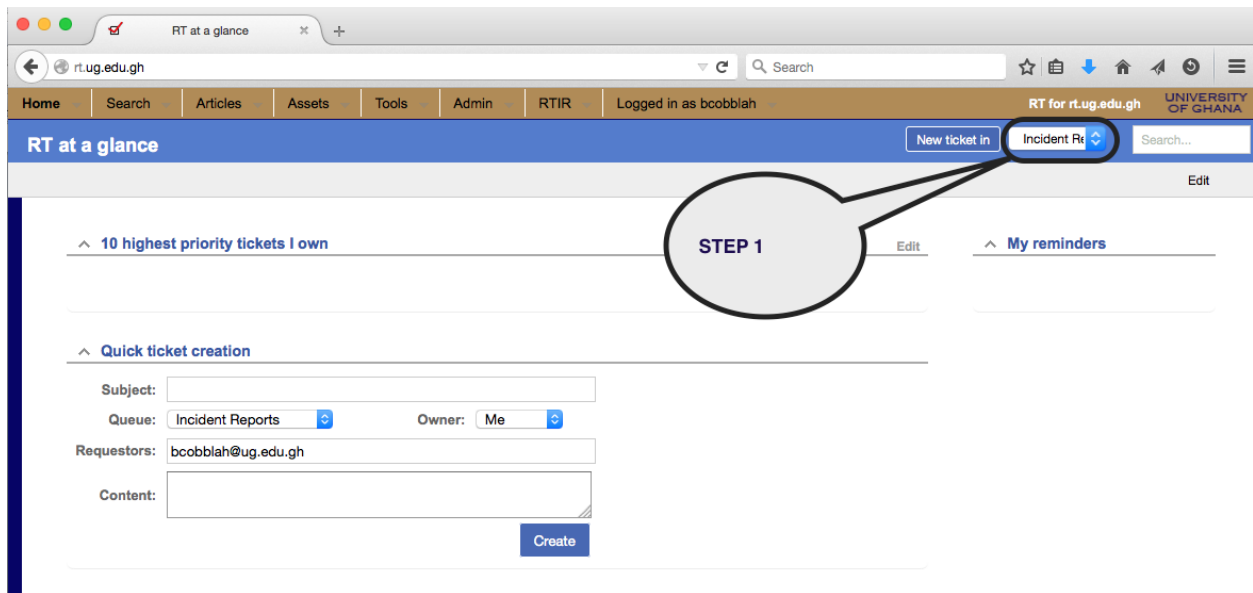
- The word "Login" in blue text on the left and "4.2.8" on the right.
- A "Username:" label followed by a text input field.
- A "Password:" label followed by a text input field.
- A blue "Login" button.
- A red-bordered link that says "DON'T HAVE AN ACCOUNT? Click Here".

If you do not have an account, click on the link below the login button for appropriate directions on how to obtain one.

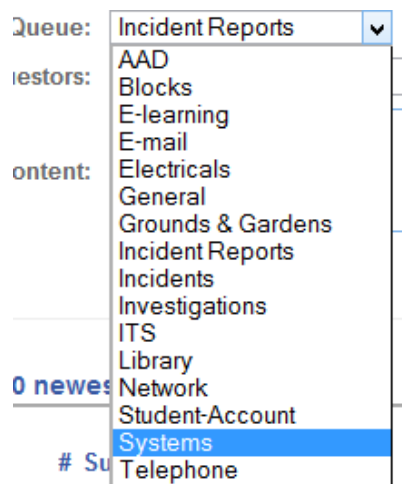
2. Type in your username and password and click on **Logon**

HOW TO CREATE A TICKET

1. To create a ticket (a request for solution), Click on the drop down menu shown below and select the section within PDMSD you want to send the request to. This is referred to as a 'Queue'. If you are unsure of the section, select PDMSD, your request would be routed to the appropriate section



2. Click on the dropdown arrow to get access to the options in the Queue box as indicated below:



3. After filling the fields to create a request, click on the **Create** button to complete the process.

The screenshot shows the 'Create a new ticket' form in a web browser. The browser address bar shows 'rt.ug.edu.gh/Ticket/Create.html?Queue=19'. The form has several sections: 'Requestors' (with 'user@ug.edu.gh' in the 'Cc' field), 'Subject' (with 'Light Bulb Replacement at UGCS Conference Room'), and a large text area for 'Describe the issue below' containing the text 'The light bulbs in UGCS Conference room have burnt out and need replacement.' To the right, there are sections for 'Basics' (Queue: Electricals, Status: new, Owner: Nobody in particular), 'Assets', and 'Custom Fields' (Contact Number: 0268739393, Department: UGCS). At the bottom, there are buttons for 'Attach', 'Add More Files', and 'Create'. Three callout boxes point to these buttons with the following text: 'Click to attach pictures or relevant documents related to the request' (pointing to 'Attach'), 'click to attach more files' (pointing to 'Add More Files'), and 'click to send request' (pointing to 'Create').

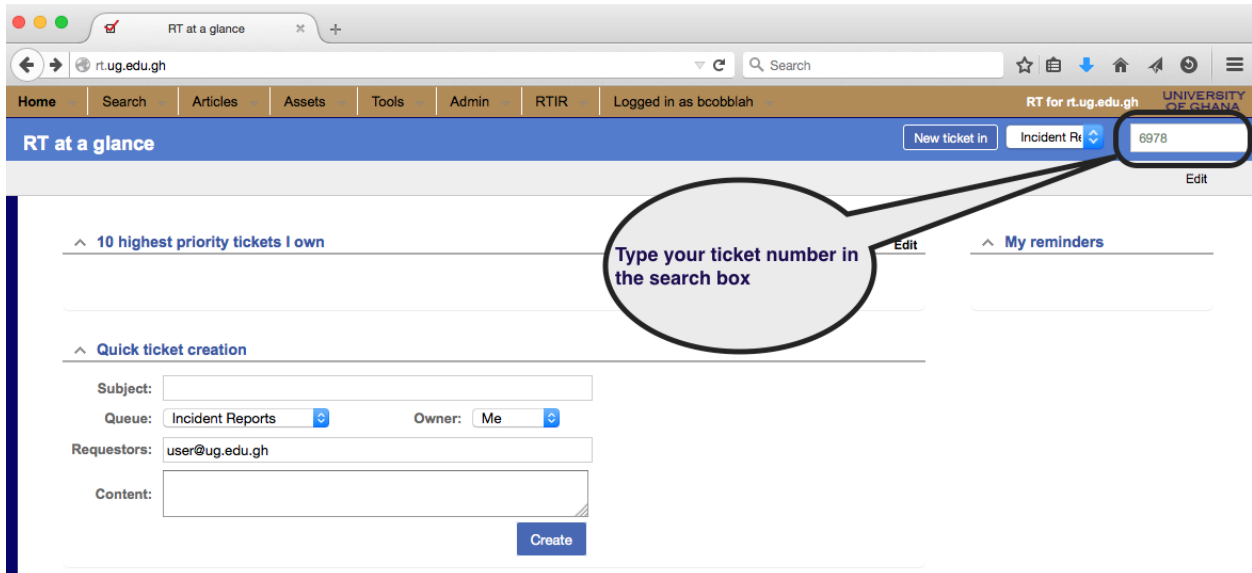
- Your ticket number will be displayed on your screen and also sent to your email for further correspondence regarding your request as shown below:

The screenshot shows the RT dashboard. At the top, there is a navigation bar with links for Home, Search, Articles, Assets, Tools, RTIR, and a user login 'Logged in as eaadotey@ug.edu.gh'. Below this is a blue header 'RT at a glance' with a 'New' button. A yellow notification box states 'Ticket 6785 created in queue 'Training''. Below the notification, there is a section for '10 highest priority tickets I own' with an 'Edit' link. A table displays the following data:

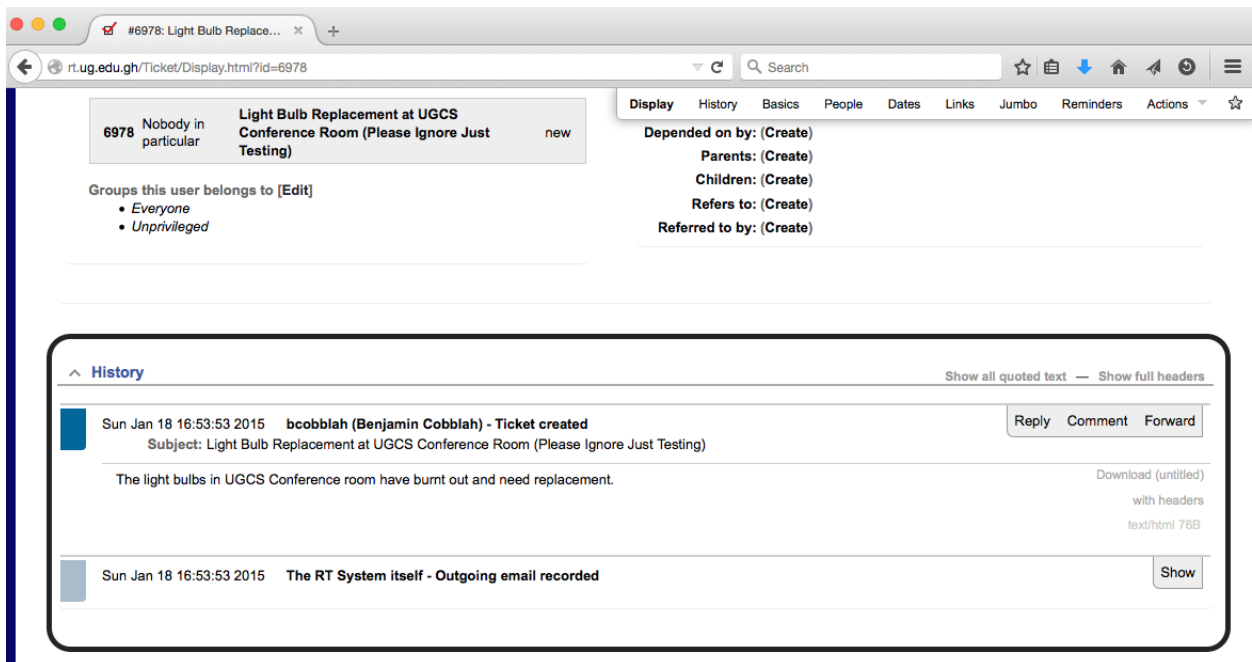
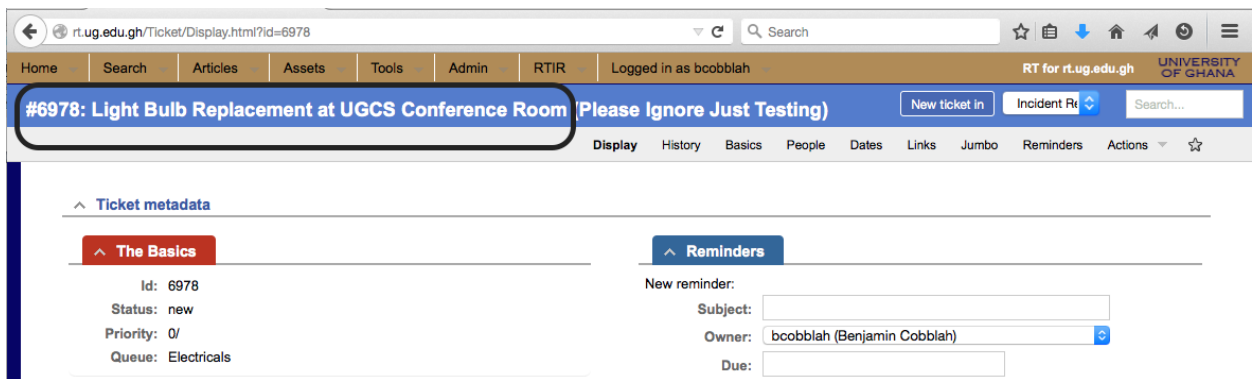
#	Subject	Priority	Queue	Status
6785	testing	0	Training	new

HOW TO TRACK YOUR TICKETS

- Login to RT
- Type your ticket number into the Search box as shown below and press enter



3. A new page opens with your ticket and details of your request. The status of your request can be found at the History section of the page. This is located at the bottom of the page



HOW TO LOGOUT

1. Click on Logout from the “logged in as user” menu as shown below.

