



# eRA Introduces a New Help Desk Ticketing System



## NEW CAPABILITIES

- **INTUITIVE, CUSTOMIZED INTERFACE**

More choices to categorize the help you are seeking; option for attachments and your preferred contact option.

- **GLOBAL ALERT**

A tab, "Globals," and/or pop-up to inform you of any ongoing widespread system issues and the option to subscribe for email notifications to be informed of resolution of a global issue.

- **IMPROVED NOTIFICATIONS**

Email notifications that include relevant and meaningful information; ability to reply to notification to add information to your case.

- **EMAIL INTEGRATION**

Emails sent to the Help Desk will generate a ticket, providing you with notifications and creating a concise and accurate history of your case.

## BETTER TECHNOLOGY, BETTER SUPPORT

**<http://era.nih.gov/HELP/>**

eRA has moved to a new, sleeker help desk ticketing system for our customers. The new system is more intuitive and customized to better meet your needs. This system will increase efficiency, provide better tracking and reporting of issues, and provide meaningful notifications for you. Because drop-down menus will allow you to more accurately define your problem, we will be able to resolve it more quickly.

More information means faster resolution! The new system replaces the existing online ticketing system. Once you select the new ticketing system link, you will be prompted to enter your email address (the one you use to communicate with NIH). If the system does not recognize you, a screen will be presented where essential information must be completed one time only before access to the system is granted.



**Electronic Research Administration**  
National Institutes of Health, Office of Extramural Research

# eRA Help Desk Ticketing System

## Quick Reference

### HOME PAGE

The home page includes ticket history, provides the ability to filter and sort the list of tickets, and has search capability. A new request can be submitted by selecting the 'New Request' button.

The screenshot shows the eRA Help Desk Customer Portal. At the top, there is a search bar and a navigation menu with 'Home', 'New Request', and 'Globals'. The main content area welcomes the user and provides contact information for immediate help. Below this, there is a 'My Requests' section with a table of tickets.

| Number | Brief Description                                                                                              | Submitted On | Status           | Last Updated     |
|--------|----------------------------------------------------------------------------------------------------------------|--------------|------------------|------------------|
| 531    | <a href="#">Commons Performance Problems</a> Users are experiencing intermittent performance issues. [more...] | 09/21/2012   | Work in Progress | 10 days ago      |
| 2182   | <a href="#">test test</a> [more...]                                                                            | 09/27/2012   | Request          | 4 days 5 hrs ago |

### GLOBAL TICKETS

The screenshot shows a 'Current Global Tickets' pop-up window. It contains a list of global tickets and a 'Subscribe' button. Below the list, there is a table with one row showing a ticket number and a description.

| Number | Brief Description                            |                           |
|--------|----------------------------------------------|---------------------------|
| 184    | <a href="#">Commons Performance Problems</a> | <a href="#">Subscribe</a> |

Global Tickets display in a pop-up window when the user logs into the Online Ticketing System to submit a ticket. If one of the issues listed affects you, select the Subscribe link to the right of the ticket and you will receive a notification when the issue is resolved. Once you subscribe to the ticket, the pop-up will no longer display (if no other Globals exist).

### SUBMITTING A TICKET

When submitting a new request, you will be able to categorize your issue. Based on the categorization selected in the I Need Help With → Request Details section, fields will display in the Additional Information section. To expedite your request, fill in as many of these fields as possible.

The screenshot shows the 'Brief Description' form for submitting a ticket. It includes sections for 'Your Personal Information', 'Ticket Details', 'Additional Details', and 'Additional Information'. The 'Ticket Details' section has a dropdown menu for 'I Need Help With' and a text area for 'Description'. The 'Additional Information' section contains fields for 'Principal Investigator's (PI) Username', 'Principal Investigator's (PI) Full Name', and 'Due Date'.



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