



# 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.

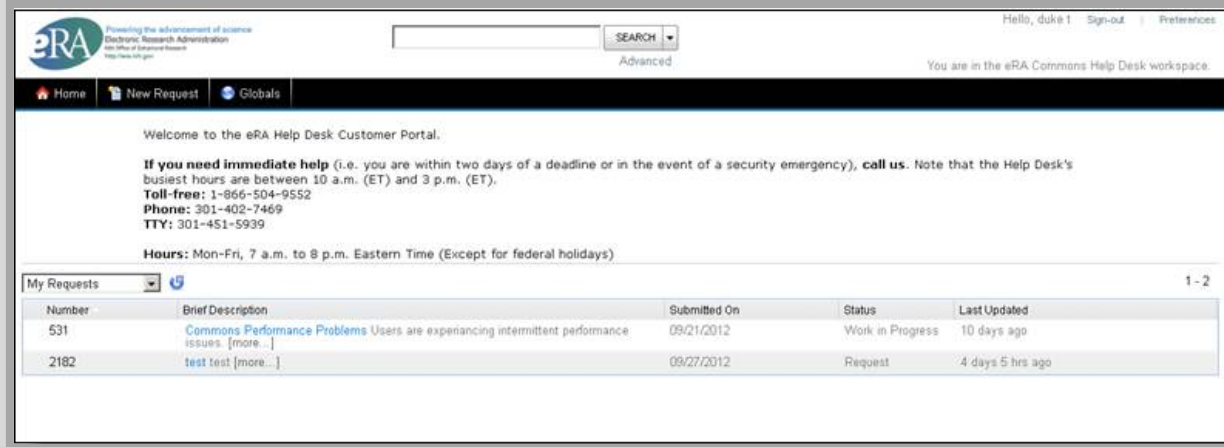


**Electronic Research Administration**  
National Institutes of Health, Office of Extramural Research

# 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.



## GLOBAL TICKETS

**Current Global Tickets** Help Close

This is a list of Global Tickets currently affecting other users. If you are experiencing the same issue, you can subscribe to the Global and be notified when the Ticket is updated and resolved.

To view the details of a Global Ticket, click the Brief Description.  
To subscribe to a Global Ticket, select "Subscribe".

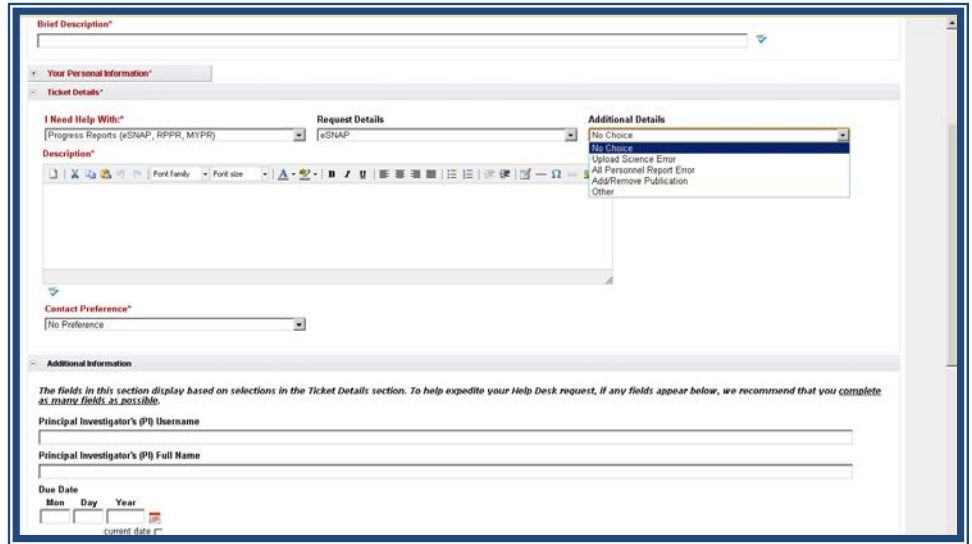
Number	Brief Description	
184	Commons Performance Problems	Subscribe

Once you subscribe to a Global Ticket, it will be listed with your Requests, which you can view at any time by clicking the "Home" button.

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.



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