

How to Submit Application Issues

- Go to the Faculty and Staff Gateway from the JMU home page if you are not already there.
- Click on the IS Applications hyperlink that is in the left column on the Faculty and Staff gateway home page as displayed in the snapshot to the right.

This action will bring you to a page that looks similar to the snapshot below.

The screenshot shows the James Madison University Faculty and Staff gateway page. The header includes the university name and navigation tabs for Home, About JMU, Academics, Calendars, JMU Arts, JMU Sports, Apply, Visit, and Give. Below the header are secondary navigation tabs for Prospective Students, Parents and Family, Alumni, Current Students, and Faculty and Staff. The main content area features a 'Faculty and Staff' banner, a 'Latest News' section with several articles, and a 'Notes for Faculty and Staff' section with an RSS feed link. On the left sidebar, under 'Resources', the 'IS Applications' link is highlighted with a red box.

- Notice the section immediately below all of the application log in links.

- Click on the hyperlink [Submit Application Issues](#).

This action will bring you to a page that looks similar to the snapshot below.

The screenshot shows the JMU Applications homepage. The header includes the university name and navigation tabs for JMU Home, Computing Home, AVP Information Technology, Students, Faculty/Staff, and Visitors. The main content area features a 'JMU APPLICATIONS' section with a welcome message and a table of application systems. The table has five columns: Human Resources, Student Administration, Finance, University Advancement, and Other. The 'IS Issue Submission' link is highlighted with a red box.

| Human Resources | Student Administration | Finance | University Advancement | Other |
|---|---|--|--|---|
| <ul style="list-style-type: none"> Human Resource Management System J-Ess HR Self Service | <ul style="list-style-type: none"> Student Administration SA Job Aids e-campus SA Self Service | <ul style="list-style-type: none"> Finance System | <ul style="list-style-type: none"> Viking | <ul style="list-style-type: none"> Blackboard e-VA Login Effort Reporting System (ERS) AIM Facilities Management JMU JobLink - Applicant JMU JobLink / PositionLink Manager Noliweb JMU Planning Database 3.0 JMU E-mail |

IS Issue Submission
[Submit Application Issues](#) and they will get routed to the appropriate Application Manager.

- Log into the

The screenshot shows the James Madison University IT Issues and Operations login page. At the top, there is a navigation bar with links for JMU Home, Computing Home, AVP Information Technology, Students, Faculty/Staff, and Visitors. Below this is a search bar and a 'Portal L' link. The main heading reads 'JAMES MADISON UNIVERSITY IT ISSUES AND OPERATIONS' and 'SUBMIT AN IT ISSUES AND OPERATIONS ENTRY'. A sidebar on the left lists 'SERVICES' including Get Help, Accounts, Computer Labs, Software, Training, Network, and Hardware Purchases & Repair. The main content area prompts the user to log in with their JMU e-ID and password, with input fields for both and a 'login' button. A note at the bottom provides instructions for users who have forgotten their e-ID password.

application that is used to track issues by entering your e-ID and associated password and clicking on the pushbutton

This action will bring you to the first page of information that you need to complete to document the issue that you are having at present.

The page automatically enters you as the submitter of the issue. You may change this if needed. The sample snapshot at the right has the main contact information changed.

When the Issue is complete and submitted, the Main Contact and Alternate Contact – if entered – will be sent an email to confirm the issue submission.

The screenshot shows the James Madison University IT Issues and Operations submission page. The heading is 'JAMES MADISON UNIVERSITY IT ISSUES AND OPERATIONS' and 'SUBMIT AN IT ISSUES AND OPERATIONS ENTRY'. The instructions read: 'Please enter or correct info on the main contact for this Issue, and enter an alternate contact person that we can contact if the main contact is unavailable.' There are two sections: 'Main Contact' and 'Alternate Contact'. The 'Main Contact' section has a table with columns for JMU e-ID, Name, Phone, and Department. The 'Alternate Contact' section has a note: '(optional) If you enter the e-ID the system will attempt to fill in any missing data.' Below this are four input fields. At the bottom, there is a 'Please select a System' dropdown menu and a 'Continue' button.

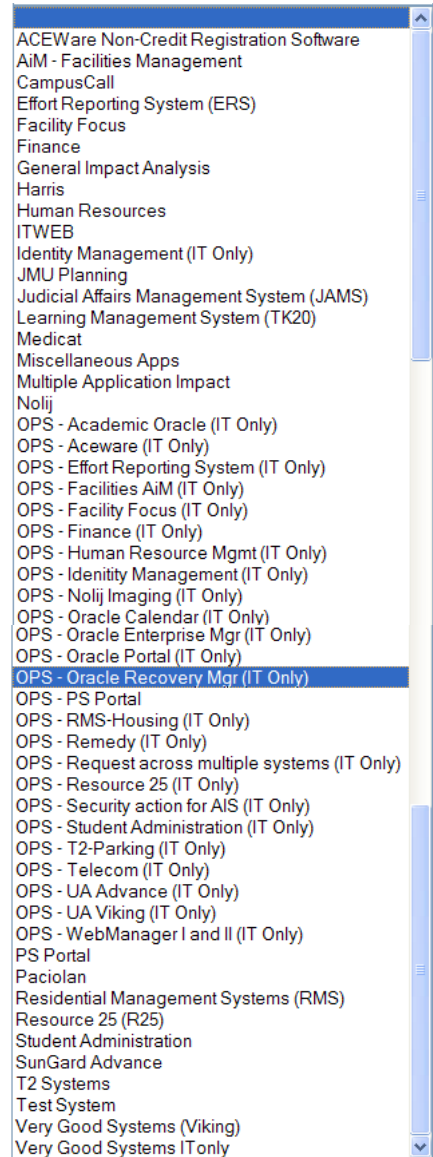
- You need to select a System before leaving this page.

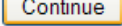
The full list of choices is shown at the top of the next page.

- Notice that several systems include the phrase (IT Only). Only IT staff can submit this type of issue. The systems that will be selected most often will be :

Finance,
Human Resources, and
Student Administration.

- Select the system that is causing the issue for you. Your page will now look similar to the snapshot below.



- Click on the  pushbutton to go on to the next page.

JAMES MADISON UNIVERSITY
IT ISSUES AND OPERATIONS

SUBMIT AN IT ISSUES AND OPERATIONS ENTRY

Please enter or correct info on the main contact for this Issue, and enter an alternate contact person that we can contact if the main contact is unavailable.

Main Contact

| JMU e-ID | Name | Phone | Department |
|----------|----------|--------------|----------------------|
| doejd | Jane Doe | 540/568-9999 | Department So and So |

Alternate Contact (optional) If you enter the e-ID the system will attempt to fill in any missing data.

| | | | |
|--|--|--|--|
| | | | |
|--|--|--|--|

Please select a System

| | | |
|------------------------|---|---|
| Student Administration | ▼ | <input type="button" value="Continue"/> |
|------------------------|---|---|

- The second page looks similar to the snapshot below.
- First, notice that a different JMU e-ID is listed as Main Contact than was used on the first page. This is because you must use a valid e-ID to be able to continue to the second page.

JAMES MADISON UNIVERSITY
IT ISSUES AND OPERATIONS

SUBMIT AN IT ISSUES AND OPERATIONS ENTRY

| CONTACT INFO | JMU e-ID | Name | Phone | Department |
|----------------------|----------|--------------|--------------|----------------------|
| Main Contact: | knightti | Terry Knight | 540/568-9999 | Department So and So |
| Alt Contact: | | | | |

System: Student Administration

Please answer the questions below.

Please select an Application

Please select an Environment

Date Required (m/d/yy, eg "7/4/10") **Why needed by this date?**

Priority **Justification if High Priority**

High
 Medium
 Low

Brief Description (50 chars or less)

Detailed Description

Additional Comments

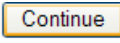
You will be given the option of attaching supporting documents after clicking "Continue".

- You will need to select each of two fields from drop down lists on this page. The first field is Application. The second field is environment. These possible choices will be different for each system.
- I select **Security** as the application for this example since we need to ask for additional query security.
- I select **SPRD** as the environment for this example since we need the additional query security in production.
- The completed information for these 2 fields is included in the snapshot below.

Please select an Application

Please select an Environment

- Completed the rest of the fields on this page as requested.

- Click on the  pushbutton to go on to the next page.
- You will be taken to a final page to be able to review information that you have already entered; to be allowed to attach additional documentation; to be allowed to go back if you wish to change entry information; and finally to be able to submit the issue. The snapshot below is a sample of the last page before submission.


SUBMIT AN IT ISSUES AND OPERATIONS ENTRY

Please check the info below.
If it is correct click the "Submit" button.
If it is not correct, use the "Back" button to re-display and correct the data.

| | |
|------------------------------|---|
| Main Contact: | knightti, Terry Knight, 540/568-9999, Department So and So |
| Alternate Contact: | None |
| Date Needed: | 12/01/10, To be able to run query |
| Priority: | Medium |
| System: | Student Administration |
| Application: | Security |
| Environment: | SPRD |
| Brief Description: | Additional Query Access |
| Detailed Description: | Need access to additional following tables to be able to use query that was available in SA8.9. Query is JADPROCESS_INT_STATUS. Need access to following tables: ADM_APPL_DATA, ADM_APPL_PLAN, ADM_APPL_PROG, RESIDENCY_OFF |
| Comments: | None |

You may attach up to three supporting files.
Please use only files of type:
.bmp,.cbl,.csv,.dat,.doc,.docx,.dms,.gif,.htm,.jmu,.jpg,.lst,.log,.nn,.out,
.pdf,.png,.ppt,.rpt,.rtf,.sql,.sqr,.txt,.vsd,.xnv,.xls,.xlsx,.zip, or no extension.
Do not attach two files with the same name.

| | |
|----------------------|--|
| <input type="text"/> | <input type="button" value="Browse..."/> |
| <input type="text"/> | <input type="button" value="Browse..."/> |
| <input type="text"/> | <input type="button" value="Browse..."/> |

- Click on the  After you are happy with the information on the last page.
- You should receive an email that indicates the ITIO number assigned to the issue within minutes of a successful submission.