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.

- 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.
Log into the 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.

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 **Continue** pushbutton to go on to the next page.
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.

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.

Completed the rest of the fields on this page as requested.
Click on the **Continue** 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 Form](image)

Click on the **Submit**. After you are happy with the information on the last page.

You should receive an email that indicates the ITI0 number assigned to the issue within minutes of a successful submission.