

How to access the new Request for Programming Services (formerly Request Tracking)

Go to the following link:

<https://td.wku.edu/TDClient/>

You will login with your netid and password, click Sign In



Sign In - Client Version 9.0

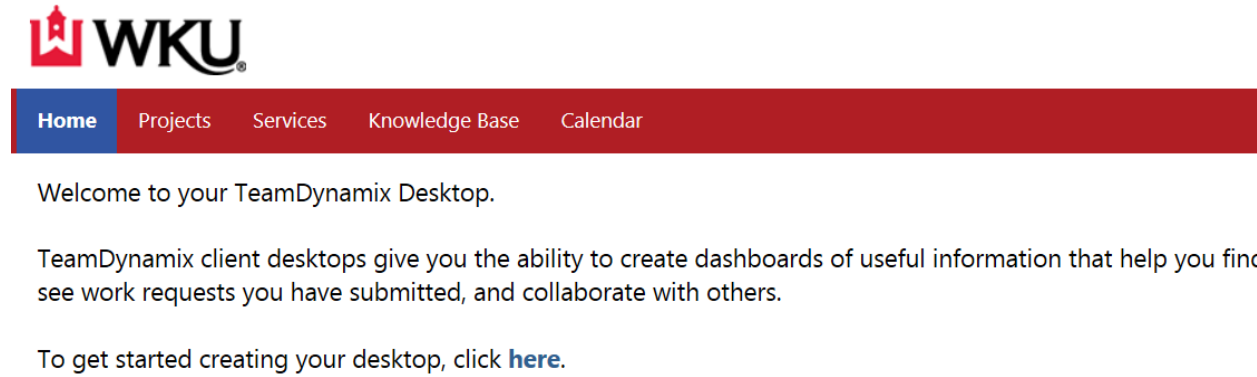
Username

Password

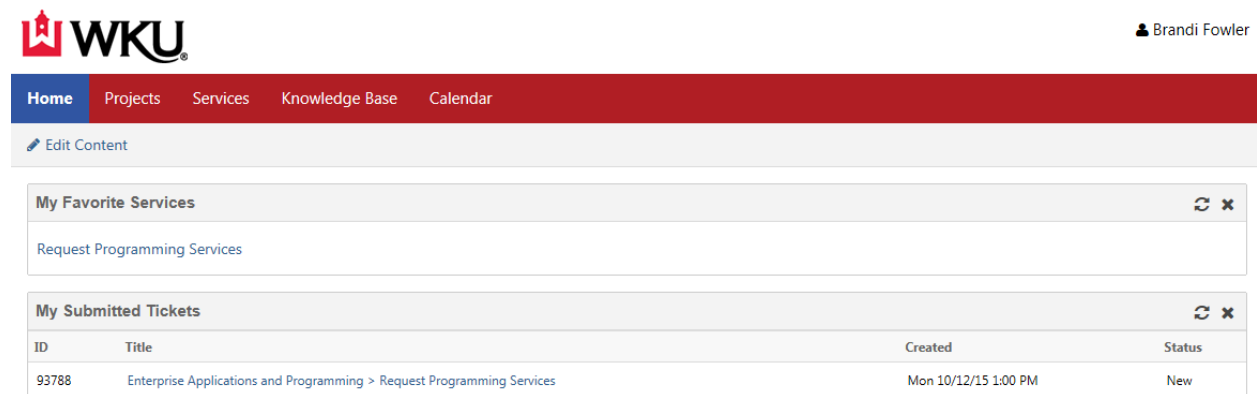
Sign In

Your main menu should look something like the below pictures depending on if you use TD and have already customized your screen.

Picture 1 – never customized



Picture 2 – customized screen



Click on "Services", this will take you to the Service Catalog.

Your services catalog will look similar to this, click on Enterprise Applications and Programming

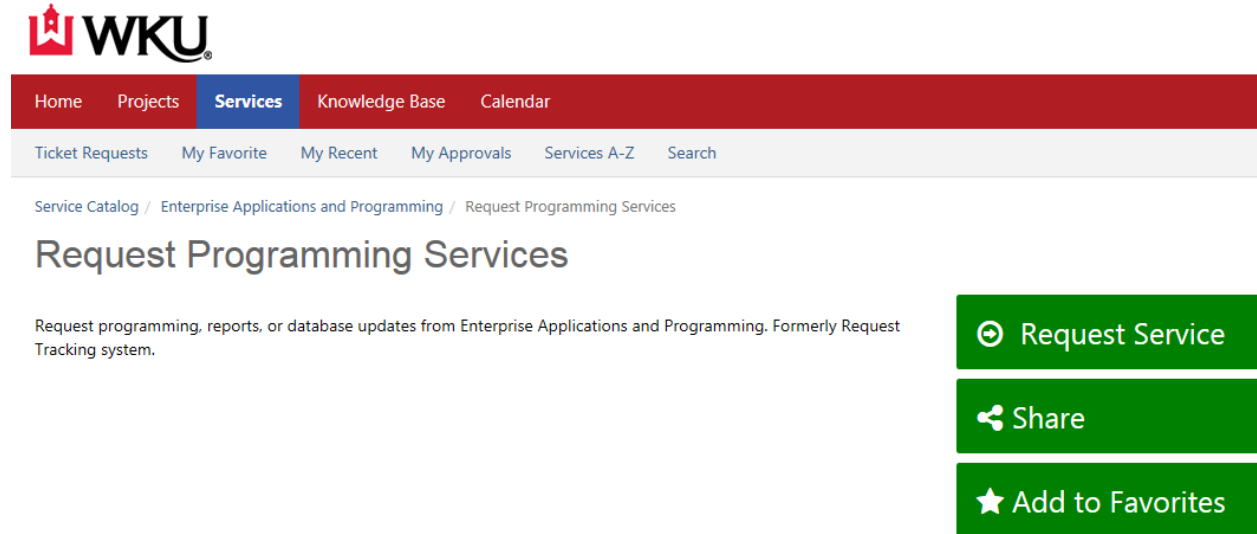
The screenshot shows the WKU Service Catalog homepage. At the top is the WKU logo. Below it is a navigation bar with 'Home', 'Projects', 'Services' (highlighted), 'Knowledge Base', and 'Calendar'. A secondary navigation bar includes 'Ticket Requests', 'My Favorite', 'My Recent', 'My Approvals', 'Services A-Z', and 'Search'. The main content area is titled 'Service Catalog' and 'Categories (14)'. It features a grid of service categories: 'Accounts' (tickets for rights), 'AudioVisual and Conferencing Services' (tickets for AV systems), 'Classrooms and Labs' (tickets for classroom technology), 'Computer and Hardware' (tickets for PC/Mac systems), 'Enterprise Applications and Programming' (tickets for programming and data reports), and 'Internal IT' (requests for IT services). On the right, a 'My Recent Requests' sidebar lists 'Enterprise Applications and Programming Services' three times.

You will see currently 2 services, click on Request Programming Services.

The screenshot shows the WKU Service Catalog page for 'Enterprise Applications and Programming'. It features the WKU logo and a navigation bar with 'Home', 'Projects', 'Services' (highlighted), 'Knowledge Base', and 'Calendar'. A secondary navigation bar includes 'Ticket Requests', 'My Favorite', 'My Recent', 'My Approvals', 'Services A-Z', and 'Search'. The breadcrumb trail reads 'Service Catalog / Enterprise Applications and Programming'. The main heading is 'Enterprise Applications and Programming'. Below it is a description: 'Tickets involving programming and data reports.' The section is titled 'Services (2)'. The first service is 'myWKU Feedback', with a description: 'Client is providing feedback for the myWKU site. Client should provide a brief description of the feedback, tab location for the feedback, and a URL for any additions requested.' The second service is 'Request Programming Services', with a description: 'Request programming, reports, or database updates from Enterprise Applications and Programming. Formerly Request Tracking system.'

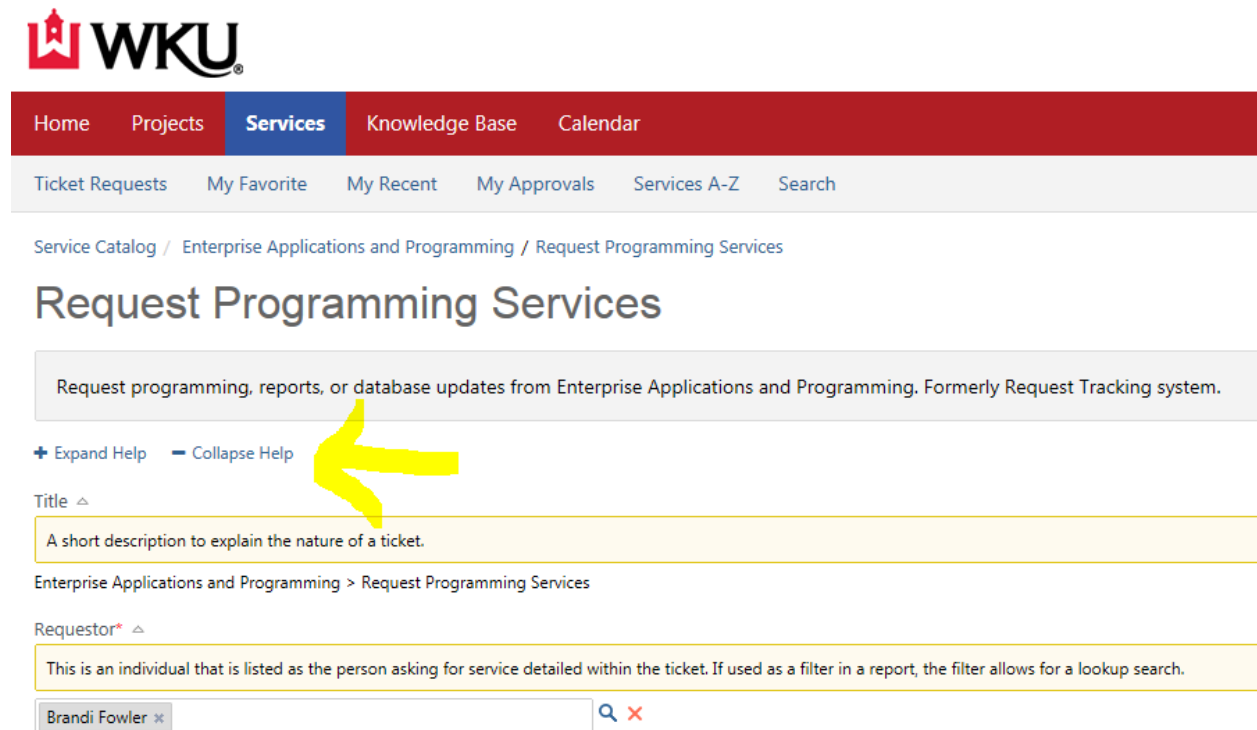
Click on Request Service

The first time through you can click “Add to Favorites” if you like, other instructions to follow if you want to add this to your homepage.



The page will open and look similar to this.

Note: We are trying to get the form to default with the help collapsed. If it appears (yellow boxes) and you want to collapse the help click on the (-Collapse Help). The yellow boxes are help boxes on what information should be filled in for users who do not submit regularly.



Below is the entire request form that looks very similar to the old request tracking form. Fill out the information needed and click request.

Request Programming Services

Request programming, reports, or database updates from Enterprise Applications and Programming. Formerly Request Tracking system.

[+ Expand Help](#) [- Collapse Help](#)

Title ▾

Enterprise Applications and Programming > Request Programming Services

Requestor* ▾

Brandi Fowler ✕

Acct/Dept* ▾

Enterprise Applications & Programming ✕

Preferred Phone Number* ▾

Requested Completion Date* ▾

Report Name ▾

Previous Ticket Number ▾

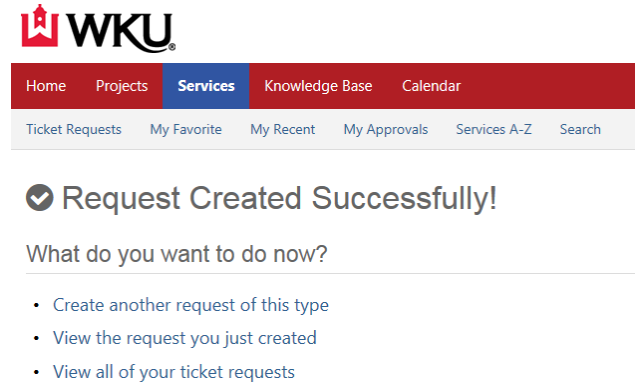
Business Purpose* ▾

Description* ▾

Programming Output* ▾

CSV File
Excel File
Labels
Letters
No Output Needed
PDF File
Printed List
Other (specify in Description)

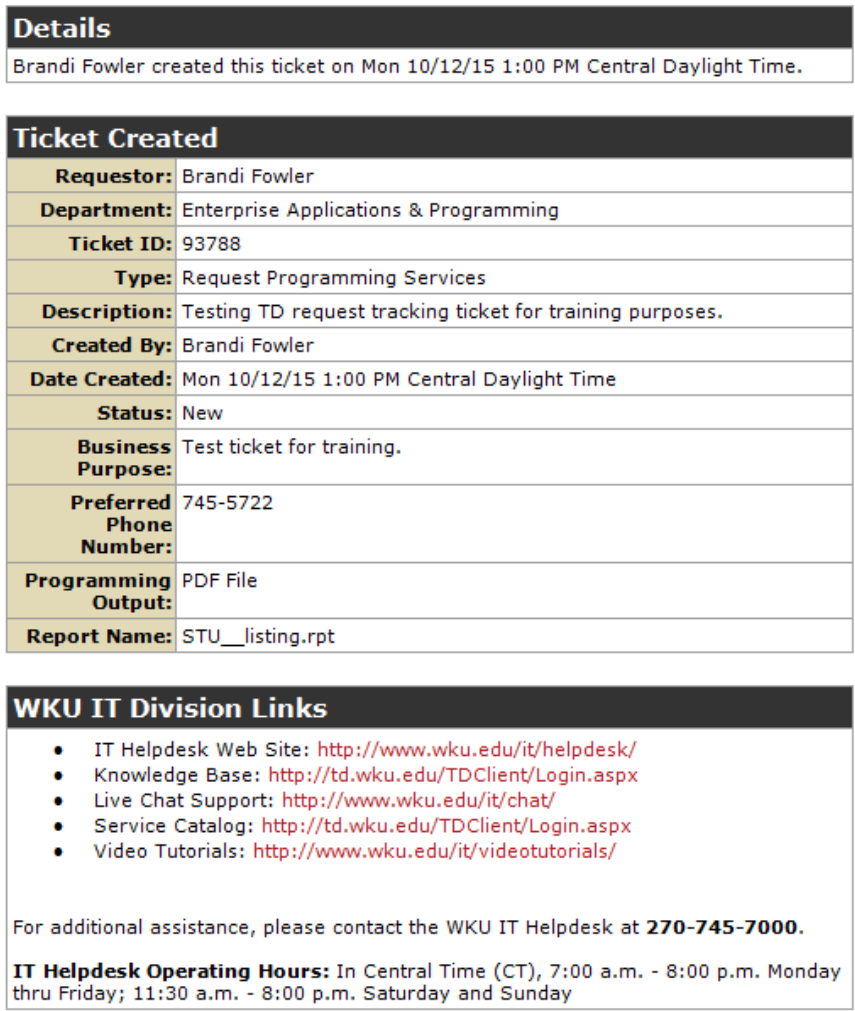
When you submit you should receive the following page.



The screenshot shows the WKU IT Services portal. At the top is the WKU logo. Below it is a navigation bar with links for Home, Projects, Services (highlighted), Knowledge Base, and Calendar. Underneath is a secondary navigation bar with links for Ticket Requests, My Favorite, My Recent, My Approvals, Services A-Z, and Search. The main content area displays a confirmation message: "Request Created Successfully!" with a checkmark icon. Below this is the question "What do you want to do now?" followed by three bullet points: "Create another request of this type", "View the request you just created", and "View all of your ticket requests".

You will automatically receive an email when your ticket has been submitted. It will have a subject of WKU IT Division – Ticket Created (Request Programming Services)

The email will contain your Ticket ID and the details of what you submitted. (See example below)



The screenshot shows an email with the following content:

Details
Brandi Fowler created this ticket on Mon 10/12/15 1:00 PM Central Daylight Time.

Ticket Created	
Requestor:	Brandi Fowler
Department:	Enterprise Applications & Programming
Ticket ID:	93788
Type:	Request Programming Services
Description:	Testing TD request tracking ticket for training purposes.
Created By:	Brandi Fowler
Date Created:	Mon 10/12/15 1:00 PM Central Daylight Time
Status:	New
Business Purpose:	Test ticket for training.
Preferred Phone Number:	745-5722
Programming Output:	PDF File
Report Name:	STU__listing.rpt

WKU IT Division Links

- IT Helpdesk Web Site: <http://www.wku.edu/it/helpdesk/>
- Knowledge Base: <http://td.wku.edu/TDClient/Login.aspx>
- Live Chat Support: <http://www.wku.edu/it/chat/>
- Service Catalog: <http://td.wku.edu/TDClient/Login.aspx>
- Video Tutorials: <http://www.wku.edu/it/videotutorials/>

For additional assistance, please contact the WKU IT Helpdesk at **270-745-7000**.

IT Helpdesk Operating Hours: In Central Time (CT), 7:00 a.m. - 8:00 p.m. Monday thru Friday; 11:30 a.m. - 8:00 p.m. Saturday and Sunday

NOTE: Twenty-four hours after your ticket is closed you will receive a survey email from the helpdesk. We understand that this is not ideal but we cannot currently change this functionality. You are not required to take the survey. Just know that you will receive one.

Customize Your Home Page

Once you are logged into TD (Team Dynamics). Click on Home within TD if you are on another tab.

Click on Edit Content



Brandi Fowler



Edit Content

Edit Layout

1	
2	3

Available Content

- ▶ Knowledge Base
- ▶ People
- ▶ Projects
- ▶ Services
- ▶ Ticket Requests
- ▶ Recently Removed

Column 1

Column 2

Column 3

If you clicked “Add to Favorites” in the above steps, click on Services, drag and drop the “My Favorite Services” onto the desktop into your preferred column. You can also do the same under Tickets to show “My Submitted Tickets” on your homepage.

The screenshot shows the 'Edit Content' interface. At the top is the WKU logo and a navigation bar with 'Home', 'Projects', 'Services', 'Knowledge Base', and 'Calendar'. Below the navigation bar is the 'Edit Content' title and an 'Edit Layout' section with a grid of three columns labeled 'Column 1', 'Column 2', and 'Column 3'. The 'Available Content' list on the left includes categories like Knowledge Base, People, Projects, Services, and Ticket Requests. Under 'Services', 'My Favorite Services' is highlighted in yellow, and a yellow arrow points from it to Column 1.

Once you’ve dragged your content onto the page it will look something like this. Click SAVE.

The screenshot shows the 'Edit Content' interface after content has been placed. The 'Available Content' list now shows 'Ticket Requests / Ticket Requests' and 'My Submitted Tickets' under the 'Ticket Requests' category. In Column 1, two items are visible: 'Services / Service Catalog' with 'My Favorite Services' below it, and 'Ticket Requests / Ticket Requests' with 'My Submitted Tickets' below it. At the bottom of the interface are 'Save' and 'Cancel' buttons.

Click back on the Home Tab to see your new homepage. You now can go straight to the request and see your submitted jobs.



Brandi Fowler

- Home
- Projects
- Services
- Knowledge Base
- Calendar

[Edit Content](#)

My Favorite Services



Request Programming Services

My Submitted Tickets



ID	Title	Created	Status
93788	Enterprise Applications and Programming > Request Programming Services	Mon 10/12/15 1:00 PM	New
92661	Enterprise Applications and Programming > Request Programming Services	Thu 10/1/15 1:42 PM	New
92646	Enterprise Applications and Programming > Request Programming Services	Thu 10/1/15 12:59 PM	New
92643	Enterprise Applications and Programming > Request Programming Services	Thu 10/1/15 12:42 PM	New

[View all](#)

Search for Existing Tickets

Click on "Services", Click on "Ticket Requests", you can use this form to search previous tickets that you have submitted.

WKU Brandi Fowler

Home Projects **Services** Knowledge Base Calendar

Ticket Requests My Favorite My Recent My Approvals Services A-Z Search

Ticket Requests (4)

Search To Excel Print Include requests from my accounts/departments

Search: [] ID: []

Status Class: New, In Process, On Hold Acct/Dept: [] Q X

Reviewer: [] Q X Service(s): [] Q X

Due Date: from [] - to [] Created: from [] - to []

ID	Title	Acct/Dept	Service	Status	Reviewer	Requestor	Modified
93788	Enterprise Applications and Programming > Request Programming Services	Enterprise Applications & Programming	Enterprise Applications and Programming / Request Programming Services	New	Charles Plemons	Brandi Fowler	Mon 10/12/15 1:00 PM
92661	Enterprise Applications and Programming > Request Programming Services	Enterprise Applications & Programming	Enterprise Applications and Programming / Request Programming Services	New	Charles Plemons	Brandi Fowler	Thu 10/1/15 1:43 PM
92646	Enterprise Applications and Programming > Request Programming Services	Enterprise Applications & Programming	Enterprise Applications and Programming / Request Programming Services	New	Charles Plemons	Brandi Fowler	Thu 10/1/15 1:00 PM
92643	Enterprise Applications and Programming > Request Programming Services	Enterprise Applications & Programming	Enterprise Applications and Programming / Request Programming Services	New	Charles Plemons	Brandi Fowler	Thu 10/1/15 12:43 PM

1

NOTE: Status Class defaults to Open Tickets, if you are looking for something that has been completed you will need to change this selection. See below you can select all or choose completed.

Status Class: New, In Process, On Hold

- [Select all]
- New
- In Process
- Completed
- Cancelled
- On Hold