Logging a call on the ServiceNow platform:

What are the typical types of issues I should log a call for?

The range of issues you should log a call for (but not limited to) are:

- You are uncertain of how to progress to the next stage of processing, when completing a form on the eRA system
- Assistance is required in completing or tracking a form
- How to delegate your Researcher role to someone you trust
- Changing information on a record (such as the name of the related PI)
- Requesting training on specific eRA modules for Research support staff
- Suggestions and improvements to the system which could improve the user experience.
- General support to Research support staff
- Querying your affiliation or personal details related to your Researcher profile

How do I log a call on ServiceNow?

To log an eRA system-related issue on ServiceNow, navigate to the Research Support Hub, and from the eRA System tab on the main page, select the Log a call for eRA Support option. Alternatively, click here, and bookmark this page for easy access in future.

1. Log in to ServiceNow using your UCT credentials. If you are already signed in on another UCT platform, you will automatically be signed in on ServiceNow.
2. Complete the details requested on the form before you.

You can log a call on behalf of another user, simply by removing your own, and searching for the name of the other person.

The affected application in this instance would be eRA.

Provide a short description of the issue you wish to report.

✱ Please provide a detailed description of the changes you require

Provide a detailed description of the issue you are reporting.

3. When completing the detailed description, as far as possible, please try to include the following:
- The date and time you experienced the issue (if it relates to an error message or bug that you've experienced in your use of the system.
- The role you were switched to/using at the time, eg. Researcher, Final Faculty Approver
- A screenshot of the issue/page where you had encountered the issue. Screenshots can be uploaded using the paperclip icon at the top right of the screen 📎.
- The sequence of steps you followed that resulted in the issue. This is useful for troubleshooting the issue when being investigated by the support team.

4. Once you have provided the relevant details, please click Submit at the bottom of the screen. You will be emailed a reference number which you can use to track the progress of the call.

Incident number INC05639☐ has been logged.

US — UCT Service Management System <uct@s
To ● Melissa Abrahams   2020/06/15

ⓘ Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

☒ Right-click or tap and hold here to download pictures. To help protect your privacy, Outlook prevented automatic download of this picture from the Internet.

Incident ▮▮▮▮▮▮ **has been logged.**

Description: ▮▮▮▮▮▮▮▮▮

Thank you for logging the request, you can expect to hear from us shortly.

How to respond to this message

If you reply to this email, the incident record will be updated automatically. Please do not make changes to the TO and SUBJECT fields.

Regards
Research Office

NOTE:
UCT IT staff will never ask you to communicate or share your password.