New Or Change Report/Process Requests

- Create and submit Request Tracker(RT) ticket:
 - <u>www.potsdam.edu/cts</u> \rightarrow Services \rightarrow Request Tracker(RT)
 - SELECT REQUEST/SERVICE CATEGORY select "Administrative Information Systems"

• Fill in form as seen below...

Finally, please submit the Request Form as completely and accurately as possible.

Select Request/Service Ca	tegory ÷							
New Report or P Fields that are highlighted	rocess are required.							
Submitter Name	Lori Blaha							
Submitter CCA / Email	lori							
Submitter Contact Number	r 3013							
Submitter Building Name								
Submitter Department	Computing & Technology Services							
Submitter Email Address	lori@potsdam.edu							
Request Type	New Report or Process \$							
Programmer name	-select- +							
Department	-select- ‡							
Target Completion Date								
Request Description	This should be filled in with as much detail as possible including items: MODIFICATION TO CURRENT PROCESS/REPORT: * program name and BearPAWS menu name * current problem details (ie. what condition,etc) * Banner field names involved							
	NEW PROCESS/REPORT: * program name, BearPAWS menu location, Banner field names, who needs access to it, etc. Reset Form Create Ticket							

• Request Type:

Adhoc – one time: New report/process that will not be saved for future use New Report or Process: New report/process Problem with Report or Process: Current report/process is incorrect Enhance Existing Report or Process: Additions to a current report/process

 If a programmer is selected in the form, they will automatically receive an email notification of the RT ticket. If no programmer is assigned, one will be assigned within 2 business days.

Finding Banner field Name

- Place cursor on the data item you are trying to locate the Banner Field Name of.
- Top toolbar select Help → Dynamic Help Edit
 - The name next to "Field" is the Banner Field Name.

New Term: 201502 ♥ Spring 2015 * Field SGBSTDN * Uudent Status: AS ♥ Active student			dit Clear Cancel	Continuing esident	S Graduate Co R In-state Res ate: 05 Matriculated C	t Type: 1ce: sessment Ra	itudent 1 lesidenc lee Asse llass:
	ſ	999999	DN_STYP_CODE	Block So Block So Pield So udent	201502 Spring	urm: t Stat	lew Terr

Finding BearPAWS menu item program name

- Place cursor on the menu item you are trying to locate the program name of.
- The program name will appear at the bottom next to "...job_in=" and will begin with "Z" (see below).

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									_		
Student Services &	Faculty Services	Admin & Staff	College Life & Auxiliary	Personal Information	New Student	Alumni Services	Development Officers	WebTailor Administration	CTS Teels	BearPAWS for Guests	Main Menu
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Acadomi	o Officia	Manu									
Academi	c Onices	Menu									
Click on a	report or me	nu to contin	ve								
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Download file	e of students	having pa	rticular criteri								
Download of List of grad (f students wh	o transferr	ed in a partic. hat have appl	lar course attr ed to oraduate	ribute e or have or	aduated, by	deoree				
Names, SAT	s, GPA, total	hours, tran	sfer hours, m	ajors, minors	e or nore y		Sey.ce				
Presidents a	nd Deans Lis	ts									