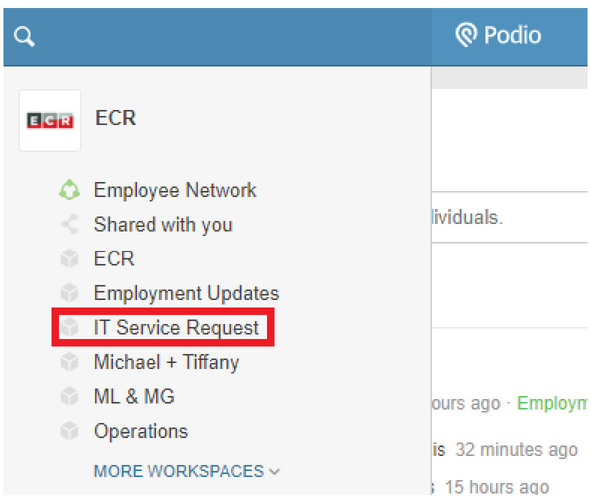
ECR IT Service Request System: How to Submit a Case

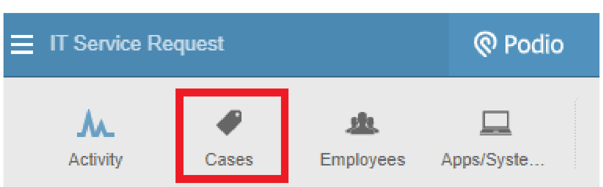
To access ECR's IT Service Request System you will start by going to podio.com

Once there you can access the workspace by clicking the three bars in the top left corner of the screen.

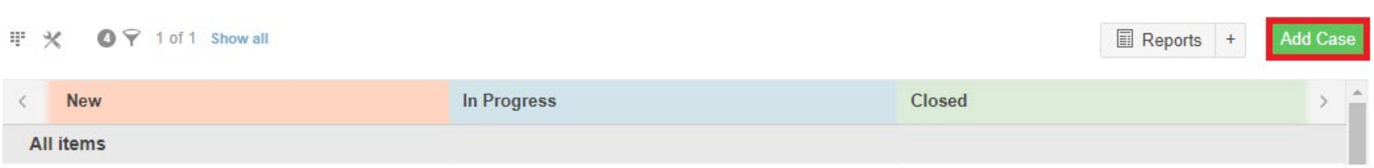
This will now show a list of all your available workspaces. Locate and click on the "IT Service Request" workspace.



Once you are in the "IT Service Request" workspace click on the "Case" application.



To add a new case, click on the green "Add Case" button located near the top right of your screen. This app will also let you track your case as it progresses.



Once you select "Add Case" a new window will appear please fill out the areas below:

- **Submitter (Name):**
- **Date/Time Submitted:**
- **How Urgent is this Issue?:**
  - **High** (This issue is slowing your workflow significantly or you are unable to work)
  - **Medium** (This issue is impacting your workflow, and you are not working as efficiently)
  - **Low** (This issue is an inquiry about something minorly impacting your workflow)
- **Application/System:** (This lists numerous programs or systems ECR & ECRM utilize. If you do not see the application or system, please select other, and add notes.)
- **Please describe the issue below:**

The below items you will also see in the window. As the preface to the option suggests IT will be filling these items out.

- **IT TO FILL OUT: Case Status:** This will auto populate to new and will be moved as the case progresses.
- **IT TO FILL OUT: Case Owner(s):** This will be assigned based on the application or system there is an issue with.
- **IT TO FILL OUT: Date/Time Closed:**

Once the Case is submitted you will see it in the queue based on time submitted as well as Urgency of the issue

As the case progresses you will be added in notes on Podio and be able to keep up with the process through the Case application.