



RCMI Electronic Service Request System

Reference Manual

Screen 1:

1. Open your browser and go to <http://centit2.rcm.upr.edu>
2. The LOGIN SCREEN BELOW appears.
3. Enter your Username
4. Enter your Password
5. Click on LOGIN

A screenshot of a web browser displaying the login page for the RCMI Electronic Service Request System. The browser's address bar shows the URL "http://centit2.rcm.upr.edu/". The page title is "Login". The main content area contains a login form with the following elements:

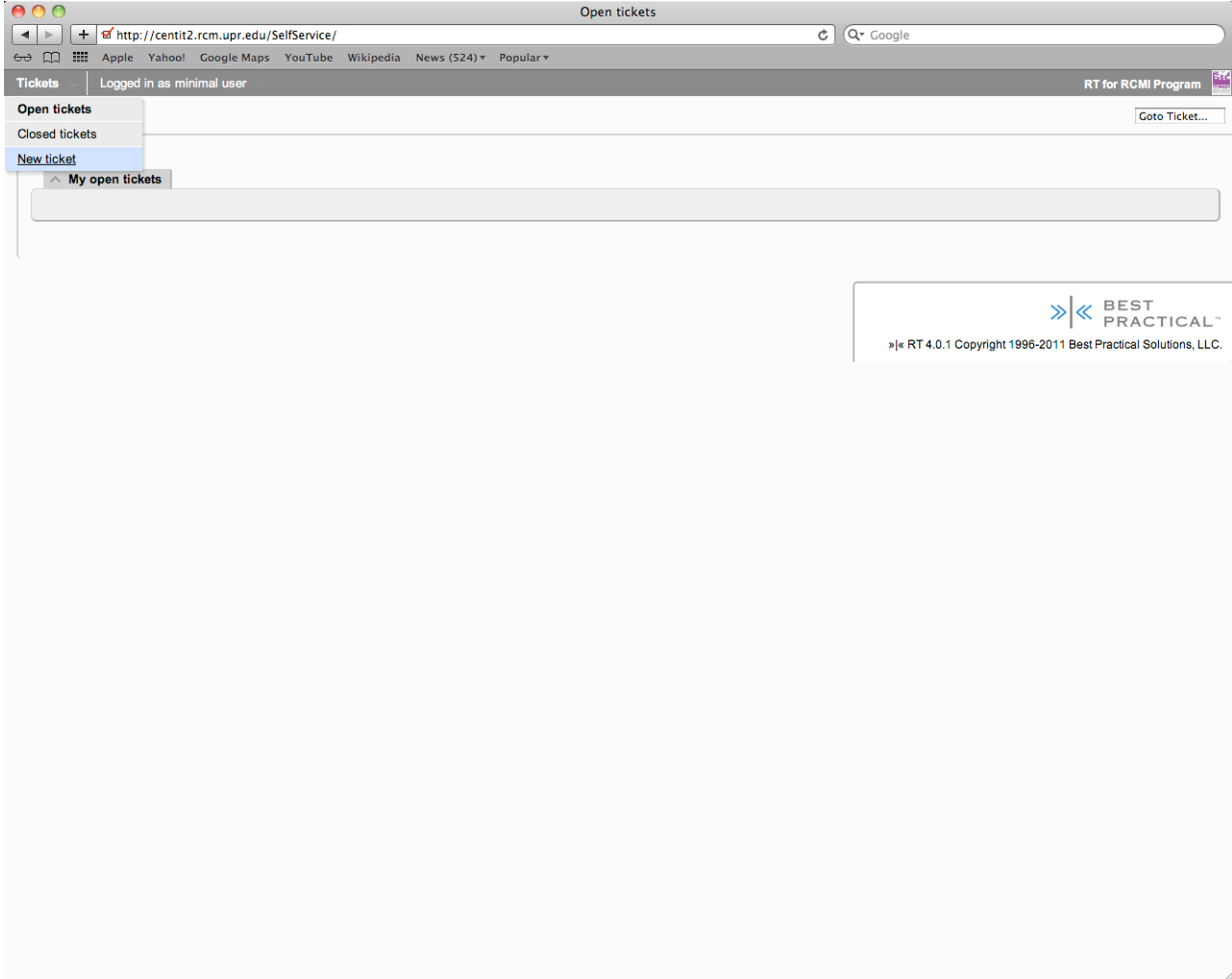
- A "Login" tab at the top left of the form.
- A version number "4.0.1" at the top right of the form.
- A "Username:" label followed by a text input field.
- A "Password:" label followed by a password input field.
- A purple "Login" button.
- A link that says "Forgot or reset your password?" below the password field.

At the bottom right of the page, there is a logo for "BEST PRACTICAL" and the following text:

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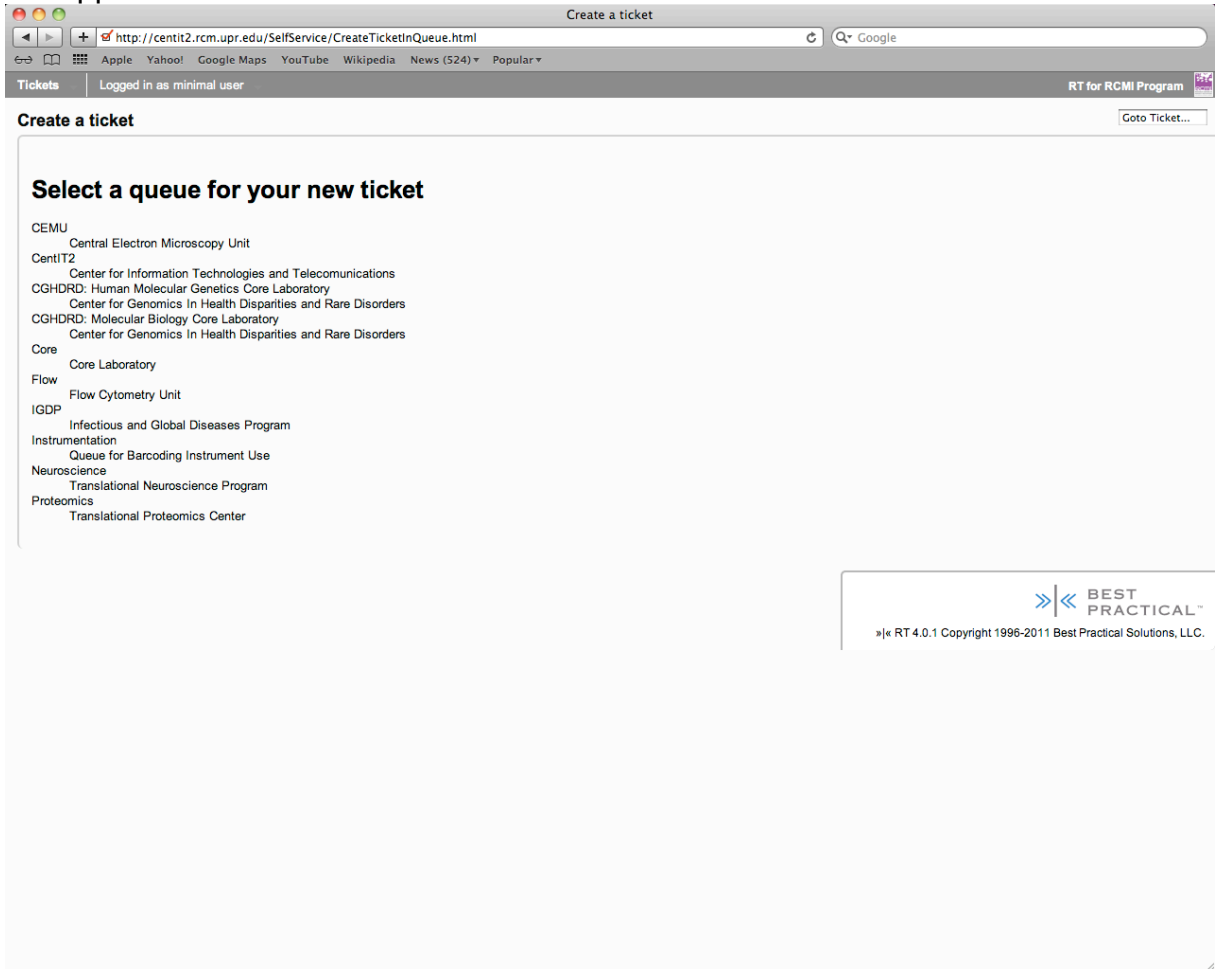
Screen 2:

1. This is the *Entry Screen*. Move the cursor to TICKETS in the upper left corner of the screen. A small drop down menu appears.
2. Move the cursor to NEW TICKET and click.



Screen 3:

1. Click on the name of the RCMI unit where the service will be requested. **Screen 4** will appear.



The screenshot shows a web browser window with the address bar displaying `http://centit2.rcm.upr.edu/SelfService/CreateTicketInQueue.html`. The page title is "Create a ticket". The browser's address bar includes a search engine (Google) and a list of bookmarks (Apple, Yahoo!, Google Maps, YouTube, Wikipedia, News (524), Popular). The page content includes a "Tickets" menu, a "Logged in as minimal user" status, and an "RT for RCMI Program" logo. The main heading is "Create a ticket" with a "Goto Ticket..." button. Below this is a section titled "Select a queue for your new ticket" with a list of RCMI units:

- CEMU
Central Electron Microscopy Unit
- CentIT2
Center for Information Technologies and Telecommunications
- CGHDRD: Human Molecular Genetics Core Laboratory
Center for Genomics In Health Disparities and Rare Disorders
- CGHDRD: Molecular Biology Core Laboratory
Center for Genomics In Health Disparities and Rare Disorders
- Core
Core Laboratory
- Flow
Flow Cytometry Unit
- IGDP
Infectious and Global Diseases Program
- Instrumentation
Queue for Barcoding Instrument Use
- Neuroscience
Translational Neuroscience Program
- Proteomics
Translational Proteomics Center

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Screen 4:

Queue: CentIT2 (Center for Information Technologies and Telecommunications)

Requestors: your_email@mail.edu

Cc:

Subject:

Service Requested from CentIT2 (no value) Select one value Input must match [Mandatory]

If you are a student or technician please enter the email address of your mentor or supervisor. If not write N/A. Enter one value

Your Role In Project (no value) Select one value Input must match [Mandatory]

Center or Program (To which the service will be provided) (no value) Select one value Input must match [Mandatory]

Your Telephone Number or Extension Enter one value Input must match [Mandatory]

Attach file: Choose File no file selected

Describe the issue below:

Create ticket

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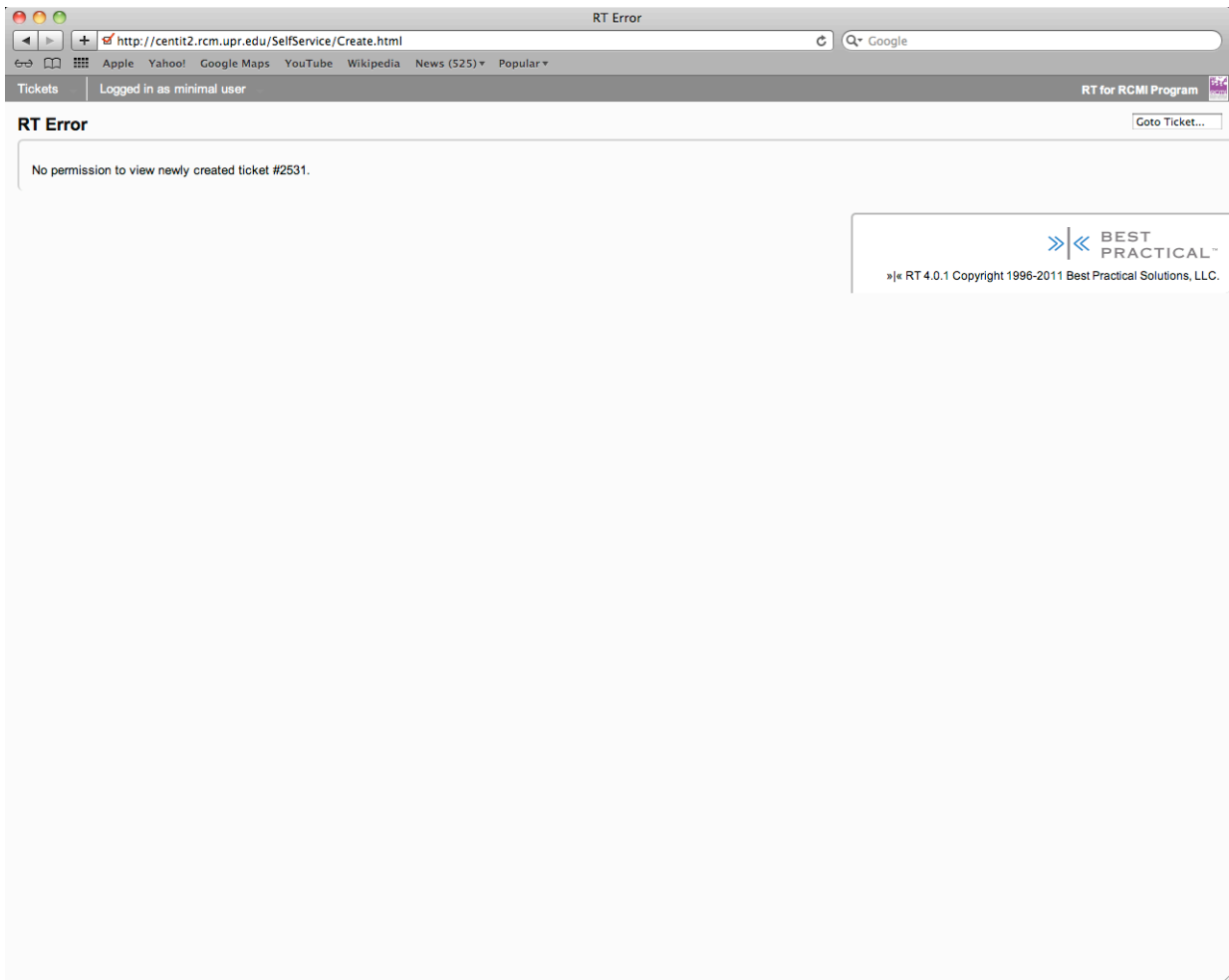
The service request form appears on the screen. Please fill the form as requested. If you need specific instructions for any field, please read below. All fields are required, which means that the ticket will not be generated unless completed.

1. Fill the SUBJECT field with a general request. For example, *Videoconference session with Johns Hopkins University or Protein analysis by mass spectrometry*
2. Go to the “Service Requested from [name of unit]” field and select the category that better matches your request.
3. Go to YOUR ROLE IN PROJECT and select from the drop down menu.
4. Go to the field titled IF YOU ARE A STUDENT OR A TECHNICIAN PLEASE ENTER THE EMAIL ADDRESS OF YOUR MENTOR OR SUPERVISOR. IF NOT, WRITE N/A, and enter the requested information.
5. Go to the field titled CENTER OR PROGRAM TO WHICH THE SERVICE WILL BE PROVIDED and select from the drop down menu. **[NEXT STEP ON NEXT PAGE]**

6. Go to the field titled YOUR TELEPHONE NUMBER and EXTENSION, and enter the requested information.
7. If it is necessary to send any electronic file with your request (PDF, Word, Excel, image, ...) go to ATTACH FILE, click the CHOOSE FILE button and select the file to be attached with your request,
8. There is a big box at the bottom of the page titled DESCRIBE THE ISSUE BELOW. Use this space to describe in detail your service request.
9. Go to the lower right corner of the screen. To send your request, click the CREATE TICKET button.

Screen 5:

1. The system will return automatically to the *Entry Screen*.
2. The following message will appear **RT Error - No permission to view newly created ticket ...** This happens since users cannot view already created tickets through this interface. The system will send you automatically an email acknowledging receipt of the request. You can contact RCMI service staff relevant to your request by replying to that message. Conversely, RCMI service staff will contact you through the same email thread if necessary.
3. If you want to make another request, move the cursor to the upper left corner of the screen over TICKETS, and click on NEW TICKET as explained in SCREEN 2 above. Then follow steps described on screens 3 and 4 above.



SCREEN 6:

1. If you have finished, move the cursor to LOGGED AS MINIMAL USER in the upper left corner. A small drop down menu appears. Select LOGOUT to leave the system.

