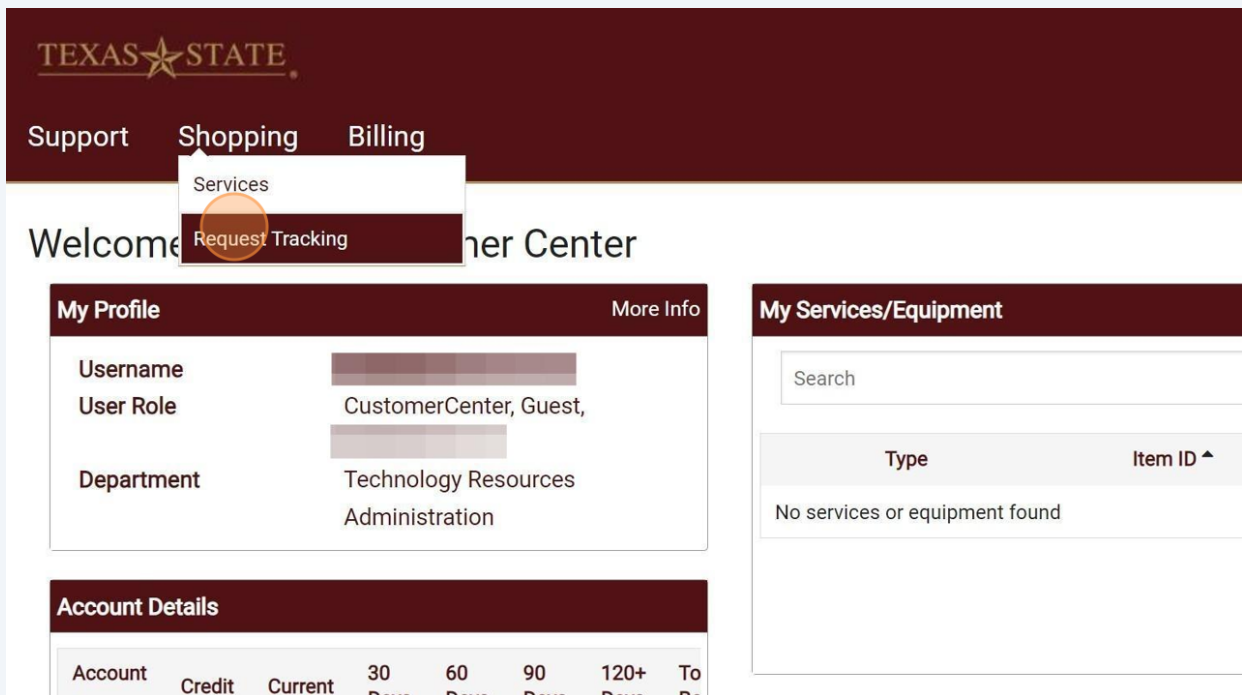


# Track your Service Request

This guide provides step-by-step instructions on how to view the current status of a request and ask for assistance/updates on the request. Following these steps will allow you to easily navigate to the request tracking page, search for the specific request, and submit an update or ask questions.

1 Navigate to <https://myitservices.doit.txst.edu/cc>

2 Click "Request Tracking"



The screenshot shows the Texas State My Services/Equipment page. At the top, there is a dark red header with the Texas State logo and navigation links for Support, Shopping, and Billing. A dropdown menu is open under Shopping, showing Services and Request Tracking, with Request Tracking highlighted. Below the header, the page is divided into two main sections: My Profile and My Services/Equipment. The My Profile section includes fields for Username, User Role (CustomerCenter, Guest), and Department (Technology Resources Administration). The My Services/Equipment section has a search bar and a table with columns for Type and Item ID. The table currently displays "No services or equipment found".

My Profile							More Info
Username	[Redacted]						
User Role	CustomerCenter, Guest,						
Department	Technology Resources Administration						

My Services/Equipment						
Search						
No services or equipment found						

Account Details							
Account	Credit	Current	30 Days	60 Days	90 Days	120+ Days	To

3

Click the "Search" field. Enter your search criteria to find the service request. This could include the date submitted or reference information in the description.

The screenshot shows the Texas State Request Tracking interface. At the top, there is a dark red header with the Texas State logo and navigation links for Support, Shopping, and Billing. Below the header is a light gray bar with a home icon and the text "REQUEST TRACKING". The main content area is titled "Request Tracking" and features a search bar with the placeholder text "Search". The search bar is highlighted with an orange circle. To the right of the search bar is a blue button with a magnifying glass icon. Below the search bar are four filter buttons: "Service Orders / Requests" (141), "Work Orders" (11), "Incidents" (14), and "General Requests" (1). Below the filters is a table with the following data:

Number	Type	Status	Submitted Date	Description
SR202400170	Service Request	Pending	06/07/2024	Test Request
SR202400169	Service Request	Pending	06/06/2024	Request for JCK 720. Please come any day after 10am.
SR202400167	Service Request	Void	06/06/2024	
SR202400166	Service Request	Void	06/06/2024	

4

Click the magnifying glass to find requests matching your search criteria.

The screenshot shows the Texas State Request Tracking interface. At the top, there is a dark red header with the Texas State logo and navigation links for Support, Shopping, and Billing. Below the header is a light gray bar with a home icon and the text "REQUEST TRACKING". The main content area is titled "Request Tracking" and features a search bar with the text "Test". The search bar is highlighted with an orange circle. To the right of the search bar is a blue button with a magnifying glass icon, which is also highlighted with an orange circle. Below the search bar are four filter buttons: "Service Orders / Requests" (141), "Work Orders" (11), "Incidents" (14), and "General Requests" (1). Below the filters is a table with the following data:

Number	Type	Status	Submitted Date	Description
SR202400170	Service Request	Pending	06/07/2024	Test Request
SR202400169	Service Request	Pending	06/06/2024	Request for JCK 720. Please come any day after 10am.

5 Select the Service Request you would like to investigate further.

Support Shopping Billing

REQUEST TRACKING

## Request Tracking

Test

Service Orders / Requests (4) Work Orders (0) Incidents (0) General Requests (0)

Number	Type	Status	Submitted Date	Description
SR202400170	Service Request	Pending	06/07/2024	Test Reque
SR202400167	Service Request	Void	06/06/2024	TEST - Test
SR202400166	Service Request	Void	06/06/2024	
SR202400034	Service Request	Void	04/11/2024	

6 If you need additional information about this request or if you have additional information you would like to provide, Click "Request Update".

TEXAS STATE

Welcome [Name] Logout 0 Saved Request

Support Shopping Billing

## Request Tracking

Request Update Cancel Request

SD Number	Type	Requestor	Requestor Phone
SR202400170	Service Request	Pemberton, Janell	
Status	Source	Due	
Pending	Web		

Description: Test Request

Services (1) Equipment (0) Billing Account (2) Contacts (4) Email (0) Attachments (4) Activity (4)

7

Type your question or provide the information and Click "Submit"

### Request Update

Please provide what the update is regarding

Submit Cancel