

### Entering a ticket into the ASR system

Step	Action
<b>1</b>	Log into the ASR system by entering "yeti" into your internet browser while on the SSU network, or by entering the following web address: <a href="https://it-helpdesk.sonoma.edu/MRcgi/MRentrancePage.pl">https://it-helpdesk.sonoma.edu/MRcgi/MRentrancePage.pl</a>
<b>2</b>	Click on "Create ASR Ticket"
<b>3</b>	Enter information into the following mandatory fields: <ul style="list-style-type: none"> <li>• Title</li> <li>• Priority</li> <li>• Status</li> <li>• Description/Note</li> <li>• Approving Area</li> <li>• Request Type</li> <li>• Production Database</li> <li>• Date Required</li> </ul> <p>NOTE: Provide as much information as possible including optional fields. This will assist technicians in resolving your ticket quickly.</p>
<b>4</b>	Include the email address of anyone else that should be notified, but isn't listed, in the CC field.
<b>5</b>	Attach documents, if necessary.
<b>6</b>	Click <b>Go</b> to submit the ticket.

Additional documentation about the ASR system may be found online at: <http://www.sonoma.edu/cms/asr>