Module 1- Introduction

OBJECTIVE: The objective of this module is to introduce the ASR system and the basic functions of the ASR dashboard.

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NEED ADDITIONAL INFORMATION?

For further questions on this process please contact Ken Beck at 4-3243 or at beckken@sonoma.edu

This documentation may be found online at www.sonoma.edu/it/cms/asr
Chapter 1: What is the ASR?

Introduction: ASR, or the Administrative Software Request system, was created by Sonoma State University’s AIS team to manage incoming and ongoing requests for software changes, fixes, updates, as well as tracking functional-only requests. The system is powered by the Footprints software tool, as is the SSU Helpdesk. ASR will allow users to manage their specifics tasks, generate custom reports, and track progress of ongoing issues.
Chapter 2: The ASR Homepage

**Introduction:** When users first log in to ASR they will see their Homepage. It is from this screen that all of the functions of the ASR are started. See below for the basic explanation of the ASR Homepage. The upcoming chapters will detail more information about these specific functions.

Links to general functions in ASR. Includes links to creating new tickets, setting preferences, and reports.

Shows specific statistics about all tickets and their statuses.

Shows active tickets either assigned, or entered by the user logged in.