New Or Change Report/Process Requests

- Create and submit Request Tracker(RT) ticket:
  - `www.potsdam.edu/cts` → Services → Request Tracker(RT)
  - SELECT REQUEST/SERVICE CATEGORY – select “Administrative Information Systems”
  - Fill in form as seen below...
    Finally, please submit the Request Form as completely and accurately as possible.

- Request Type:
  - **Adhoc – one time**: New report/process that will not be saved for future use
  - **New Report or Process**: New report/process
  - **Problem with Report or Process**: Current report/process is incorrect
  - **Enhance Existing Report or Process**: Additions to a current report/process

- If a programmer is selected in the form, they will automatically receive an email notification of the RT ticket. If no programmer is assigned, one will be assigned within 2 business days.
Finding Banner field Name

- Place cursor on the data item you are trying to locate the Banner Field Name of.
- Top toolbar select Help → Dynamic Help Edit

The name next to “Field” is the Banner Field Name.
Finding BearPAWS menu item program name

- Place cursor on the menu item you are trying to locate the program name of.
- The program name will appear at the bottom next to “…job_in=” and will begin with “Z” (see below).