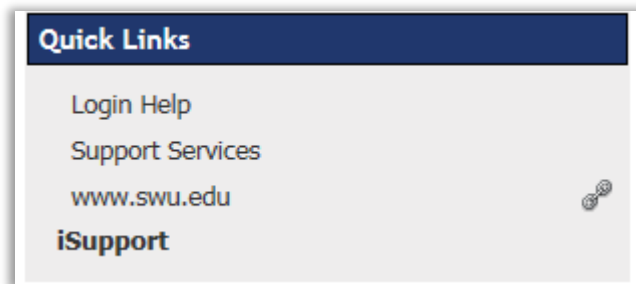


Using iSupport to Submit Work-Incidents & Forms

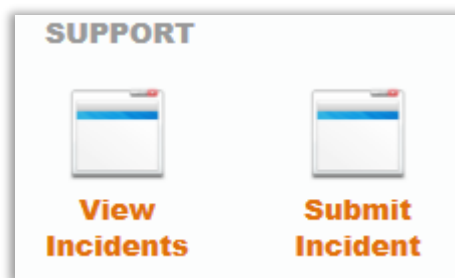
If you need to submit a work-incident or a form to Information Technology, Center for Teaching Excellence, or the Physical Plant, then you should start by...

Creating Incidents

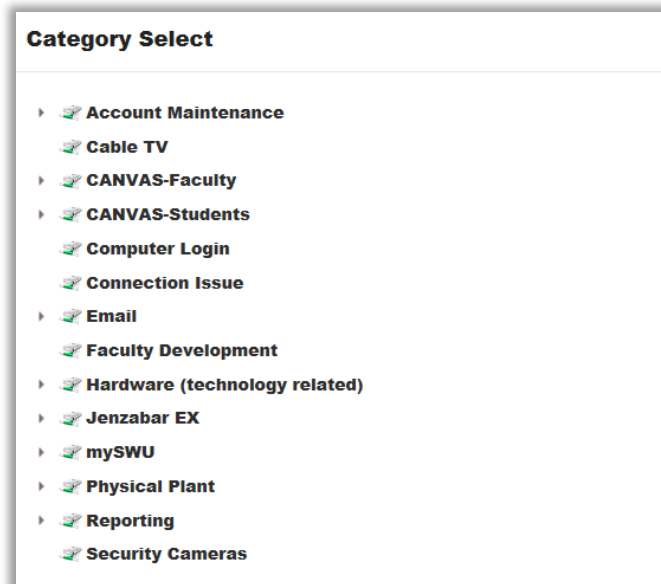
1. Logging into -mySWU-.
2. Select -iSupport- .



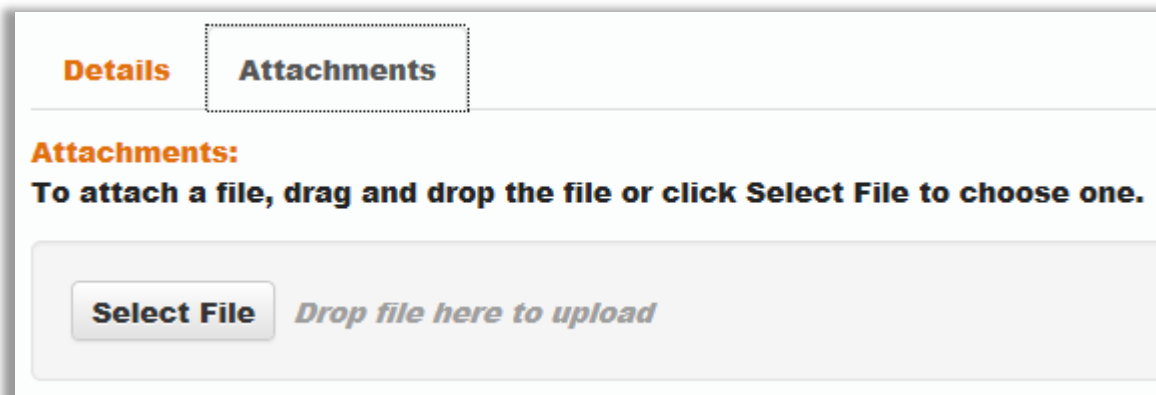
3. Select -Submit Incident-.



4. Select the appropriate -Category-.



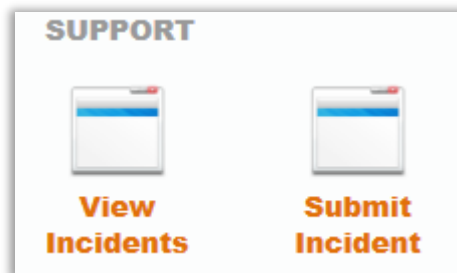
5. Provide a thorough -Description-.
6. Complete the -Custom Fields-.
7. Make screen shots or snips of error messages if possible and place them in -Attachments-.



8. Select -Save-.

Viewing & Updating Incidents

1. Select -View Incidents-.

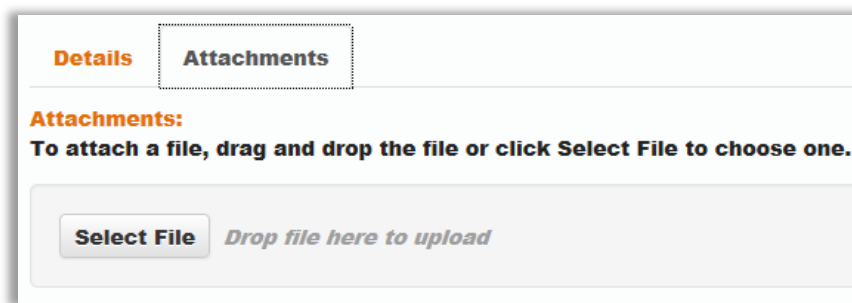


2. Select your incident.

3. Update the incident by selecting -Update-, then -Send-.



4. Upload additional attachments by selecting -Attachments-, then -Select File-.



Submitting Forms

1. New Employee / Employee Separation Checklists
 - a. Select corresponding link(s) for -Faculty/Staff- or -Adjunct-.



- b. Complete all required fields.
 - i. (NOTE: You will be unable to submit form without completion.)
 - c. Select -Save-.
-

2. Software & Vehicle Request Forms
 - a. Select the appropriate link.



- b. Complete all required fields.
 - i. (NOTE: You will be unable to submit forms without completion.)
 - c. Select -Save-.