



MONTANA DEPARTMENT OF TRANSPORTATION

AASHTOWare Project Construction & Materials

ITSR Help Desk Tickets

With the recent reorganization, AASHTOWare and ISD have combined help desk tickets into one section. There are now only 2 options for submitting a help desk ticket for any application.

IT System Issue/ Bug Request: This is for AASHTOWare errors, QA issues or other application that are not working as intended.

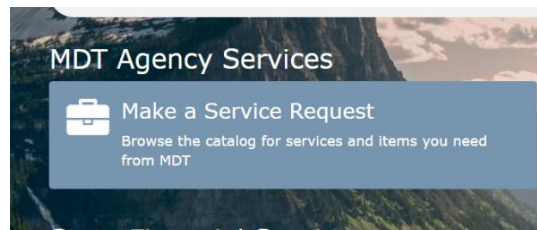
IT System New Work: This is used for new functions that a user would like to see within an application.

Both options are located within the same location, but the user will need to make sure that they are selecting the correction option for their needs.

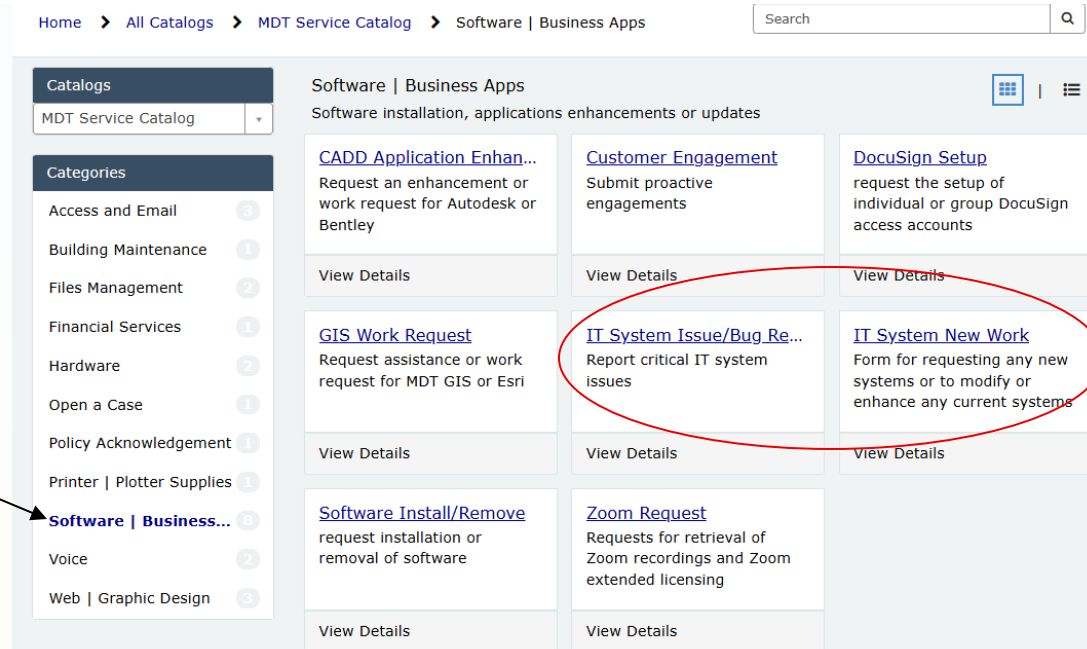
- From the Intranet Home page, scroll down to the blue box at the bottom of the page.
- Click on the MDT Service desk Link
 - Middle column, top selection



- Click on **State Login**
- Select the **Make a Service Request**



- Under the Categories on the left, select on the **Software/Business App** link
- Select the appropriate option



Fill in the Required Information:

- **Requester's Business Area**
- **Request Details – New Work**
 - What would the user like to have completed
 - All information that helps describe the user's intent
 - Screen shots if applicable

OR

- **Request Details – System Issue/ Bug Request**
 - Include the following information:
 - The contract number
 - DWR date/Inspector name
 - The agency view in question (if applicable)
 - The report name and include if it is in AWP or Jasper (if applicable)
 - Sample ID
 - Application issue
 - Screen shots of all errors that the user has received
 - ALL information about the issue so the it can be addressed correctly
- **DO NOT LEAVE IT VAGUE**
- Select the correct **Type (System or Application)**
 - For **Construction**, the common ones will be:
 - AASHTOWare Construction & Materials
 - JRS – Jasper Support, Reporting & Analytics
 - QA2006 – QA Suite Application
- Attach all screen shots in the Attachments option at the bottom of the page
- Submit