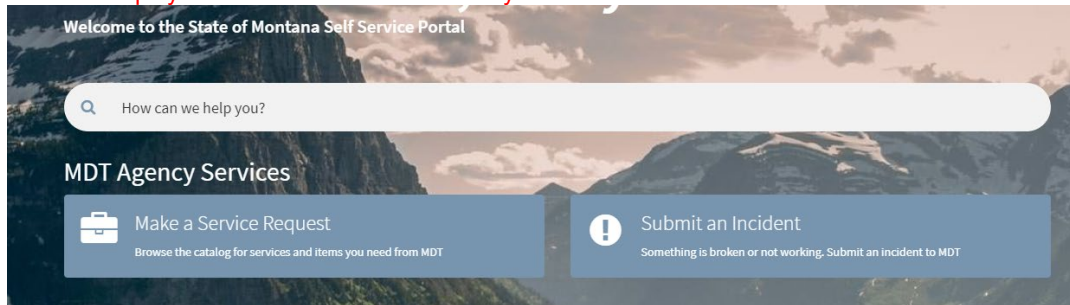




# MONTANA DEPARTMENT OF TRANSPORTATION AASHTOWare Project CONSTRUCTION and MATERIALS



Navigate to the Self Services portal: <https://montana.servicenowservices.com/sp>  
The Service Desk can only be accessed to external CEI crews with an MDT computer connected via VPN.  
An MDT employee can also submit a ticket for you.



### Valid entries for **'Submit an Incident'**

1. Error messages
2. Payment estimate issues
3. Agency view calculation issues
4. Sample un-authorizations
5. Reports/Functions/Processes not working properly
6. Other issues needing IMMEDIATE attention

### Valid entries for **'Make a Service Request'**

#### Software | Business Apps

1. General questions/assistance (not IMMEDIATE need)
2. Report enhancements
3. Screen label changes
4. Code table (dropdown field) additions

**\*\*NOTE:** General questions/assistance is available for SiteManager, but enhancements and additions are no longer being accepted since it is being phased out and replaced with AASHTOWare Project Construction & Materials.

#### Training

1. AASHTOWare Project Construction and Materials Training
2. SiteManager Training

#### User Access | Security

1. Mobile Inspector user setup
2. Contractor/Consultant user setup
3. AASHTOWare Project Construction and Materials/SiteManager role or crew changes



# MONTANA DEPARTMENT OF TRANSPORTATION AASHTOWare Project CONSTRUCTION and MATERIALS



## Submit an Incident

1. **Submitter** and **Affected User** fields will auto-populate with the name of the person creating the incident. Change accordingly if needed
2. Enter 'AASHTOWare Project' or 'SiteManager' in the **Short description** field, so the ticket can be routed from ISD User Support to ESS Support
3. Enter details of the incident, including contract ID and any error messages in the **Please describe your issue below** field
4. Click the **Add attachments** paper clip to attach any documentation, screen shots, etc.
5. Click **Submit**

## Submit an Incident

submit an incident or general service request

Thank you for contacting the MDT Service Desk. Please describe the nature of your problem in the fields below. Upon receipt, the Service Desk will categorize and prioritize your problem, at which time you will receive an automated email with the details of that update.

\* Submitter:

Affected User:

Preferred Callback Number:

Watch List (CCed):

Additional Email Watch List (comma separated)

What is the potential user impact?

\* Short description

\* Please describe your issue below

Submit

	10319_funding_check_exception.docx (85.9 KB) just now		
--	--	--	--

Add attachments



# MONTANA DEPARTMENT OF TRANSPORTATION AASHTOWare Project CONSTRUCTION and MATERIALS



## Make a Service Request for Enhancements

1. Under the Categories list box, click on **Software | Business Apps**
2. Click on **AASHTOWare Enhancement**
3. **Submitted By** field will auto-populate with the name of the person creating the incident. Change accordingly if needed
4. Under **Enhancement requested for**, select the module the request is for:  
 \*\* For SiteManager general questions/assistance, Preconstruction, Civil Rights & Labor and Detailed Estimates applications, or any web applications (i.e. EEO, Awarded Projects, DBE Directory, Qualified Products List, etc.), select AASHTOWare Web/Misc applications
5. Enter details of the enhancement or request, including report name, window, field name, etc. in the **Describe the enhancement** field
6. Select **Date needed by** if applicable
7. Click the **Add attachments** paper clip to attach any documentation, screen shots, etc.
8. Click **Submit**

Categories	
Accounts and Access	3
Files Management	2
Hardware	1
Printer   Plotter Supplies	1
Software   Business Apps	2
Submit an Incident	1
Training	1
Voice	2
Web   Graphic Design	2

## AASHTOWare Enhancement

enhancement requests for AASHTOWare modules

Submitted By:

Enhancement requested for:

- AASHTOWare Civil Rights & Labor
- AASHTOWare Construction & Materials
- AASHTOWare Estimation
- AASHTOWare Preconstruction
- AASHTOWare Web/Misc applications

\* Describe the enhancement:

MDT Change Order Report  
Requesting a line break on the change order report between explanation records that have been added on the change order header window

Date needed by:

**Submit**

MDTChangeOrderReportL.pdf (11.8 KB)  
just now

Add attachments



# MONTANA DEPARTMENT OF TRANSPORTATION AASHTOWare Project CONSTRUCTION and MATERIALS



## Make a Service Request for Training

1. Under the Categories list box, click on **Training**
2. Click on **Training Request**
3. **Requested By** field will auto-populate with the name of the person creating the incident. Change accordingly if needed
4. Select **Date needed by** if applicable
5. Select the application the request is for (Construction and Materials or SiteManager)
6. Enter any additional comments in the **Other** field
7. Click the **Add attachments** paper clip to attach any documents if applicable
8. Click **Submit**

Categories	
Accounts and Access	3
Files Management	2
Hardware	1
Printer   Plotter Supplies	1
Software   Business Apps	2
Submit an Incident	1
Training	1
Voice	2
Web   Graphic Design	2

## Training Request

request training for IT products

Online training is also available via the Intranet at <http://mdtinfo.mdt.mt.gov/training>

New employee computer orientation is online at: [http://mdtinfo.mdt.mt.gov/training/courses/customer/new\\_employee.shtml](http://mdtinfo.mdt.mt.gov/training/courses/customer/new_employee.shtml)

If group training is needed, please attach a list of users.

Requested by:

Date needed by:

AASHTOWare:

- Construction and Materials
- SiteManager

Excel:

- Intro
- Intermediate
- Advanced

New Employee Computer Orientation

Word:

- Intro
- Intermediate
- Advanced

Other:

Submit

Add attachments



# MONTANA DEPARTMENT OF TRANSPORTATION AASHTOWare Project CONSTRUCTION and MATERIALS



## Make a Service Request for User Access/Security changes

1. Under the Categories list box, click on **Accounts and Access**
2. **Requested By** field will auto-populate with the name of the person creating the incident. Change accordingly if needed
3. For Contractor or Consultant access requests, click on **Contractor/Consultant**
  - a. If the Contractor/Consultant has completed the Contingent Worker process and obtained an MDT U#, select them from the **User** field
  - b. Otherwise, enter their name in the **Contractor/Consultant** field
  - c. Enter the **Contractor company** name
  - d. Select **Date needed by** if applicable
  - e. Enter access request details in the **Please provide a detailed description of access requirements** field
  - f. Click the **Add attachments** paper clip to attach any documents if applicable
  - g. Click **Submit**

Categories	
Accounts and Access	1
Files Management	2
Hardware	1
Printer   Plotter Supplies	1
Software   Business Apps	2
Submit an Incident	1
Training	1
Voice	2
Web   Graphic Design	2

### User Access | Security

security access for a new user or additions/changes for an existing user

Requested by:

Request Type:

New hire | re-hire

Contractor/Consultant

Change in job or work location

Security/Access change

User:

Contractor/Consultant:

Contractor company:

Working for the following MDT area:

Phone number:

Working offsite:

Yes

No

Date needed by:

Please provide a detailed description of access requirements:

Add attachments



# MONTANA DEPARTMENT OF TRANSPORTATION AASHTOWare Project CONSTRUCTION and MATERIALS



4. For all other access requests
  - a. Click on **Security/Access Changes**
  - b. Select **Employee to update**
  - c. Select **Date needed by** if applicable
  - d. Enter access request details in the **Additional security changes or comments** field
  - e. Click the **Add attachments** paper clip to attach any documents if applicable
  - f. Click **Submit**

### User Access | Security

security access for a new user or additions/changes for an existing user

Requested by:

Request Type:  
 New hire | re-hire  
 Contractor/Consultant  
 Change in job or work location  
 Security/Access change

Employee to update:

Date needed by:

Please set up employee like:

Add to distribution lists:

Oracle access:

Share Name:

Check if access is read only:

Remove access to:

Additional security changes or comments:

Add attachments