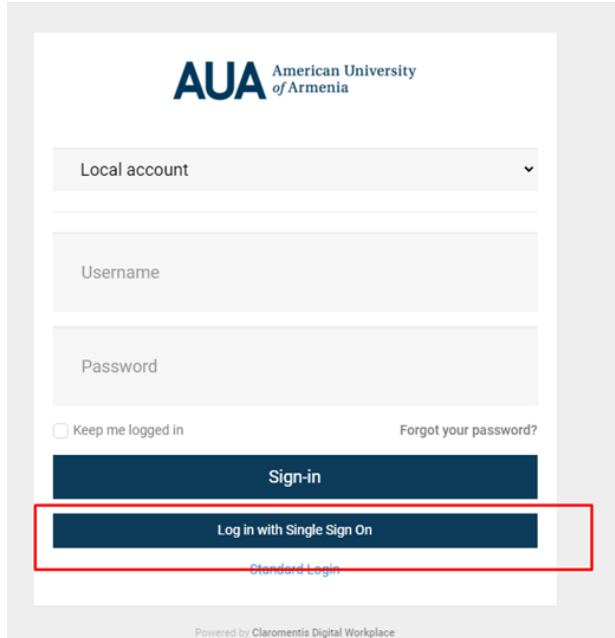


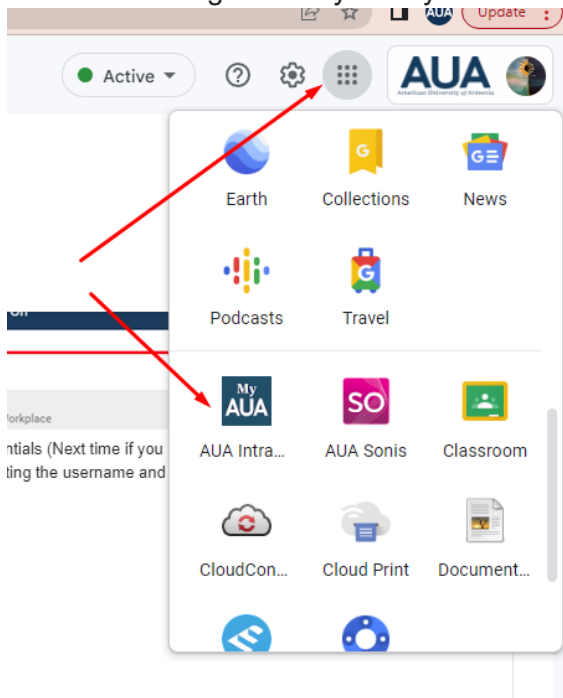
How to submit Support request via Intranet

Important notice: Starting from December 1, 2022 all requests (Communications, Library, ICTS, Facilities, Copy Center, Parking, Courier services, HR statement etc.) should be submitted via AUA Intranet, except the Purchasing and other business processes that are handled via 1C.

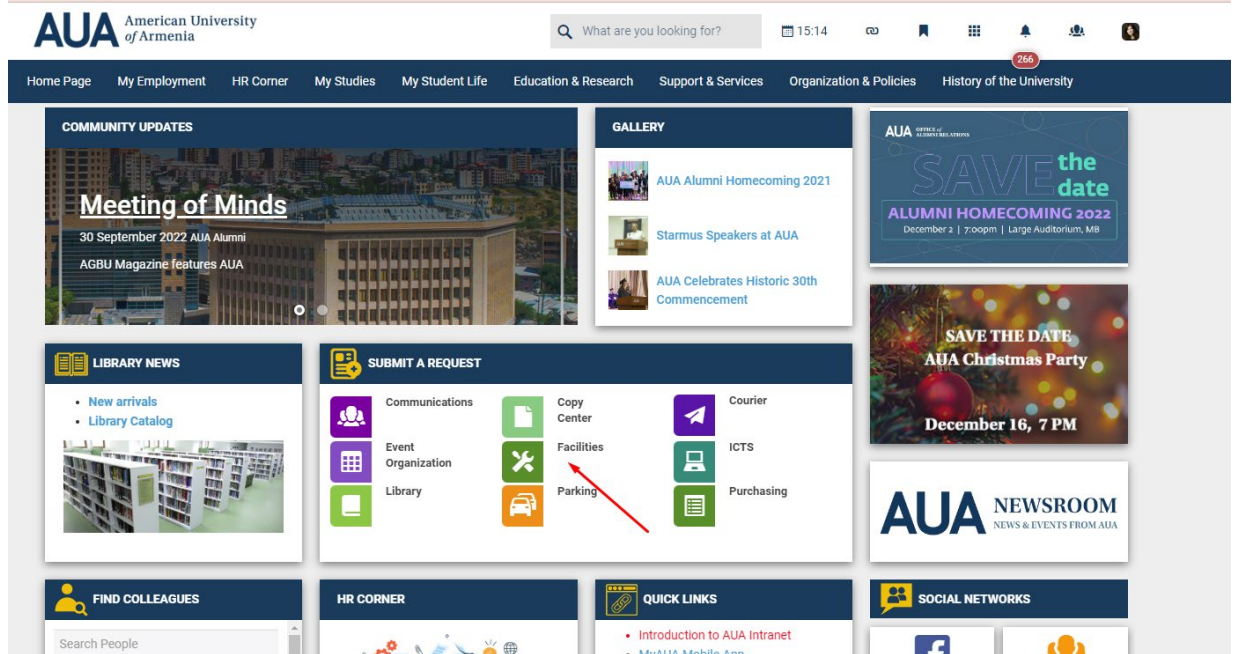
1. Login to the AUA Intranet via <https://intranet.aua.am> and click on Login with Single Sign On,



You can also login directly from your AUA GMAIL account:

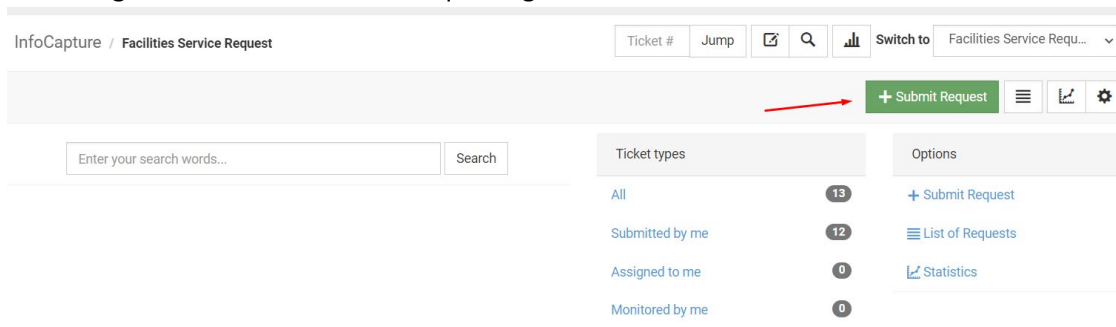


2. On the front page there is a box with various Request forms “SUBMIT A REQUEST”



Let's review Facilities request form

1. Click on Facilities icon
2. On the right side click on “Submit request” green button



3. All request forms are designed to retrieve your main data automatically from our database:
Full Name, email, phone, department

First Name	<input type="text" value="Ripa"/>
Last Name	<input type="text" value="Jangiryan"/>
Email	<input type="text" value="night@aua.am"/>
Phone	<input type="text" value="060612642"/>
Department	<input type="text" value="ICTS"/>

- Fill in the form: select necessary fields, describe the request and upload a file if necessary. Then click on Submit.
- The appropriate person from Facilities (for example) department will receive the request. Also the copy of request will be sent to the request submitter:

Dear Facilities,

On 18-11-2022 10:18 the request is submitted by Ripa Jangiryani from ICTS with urgency status - **Medium (up to 5 days)**.

In HVAC category:

Issue details: The air-conditioning in room 316M does not work.

Files attached: [photo.jpg](#)

View Ticket here: <https://intranet.aua.am/forms/facilities-request/view/FS0009>

- The submitter of the request will be informed about any changes and progress of the request (request is assigned to, request is in progress, request is completed and closed) via email notifications
- If the submitter has any additional comments during the request progress – he/she can leave a note to the request ticked on intranet. For that the submitter of the ticket should follow the URL provided at the end of the email notification (Example: View Ticket here: <https://intranet.aua.am/forms/facilities-request/view/FS0009>), click on Notes tab, type note, attach additional files if necessary and click on Add note button.

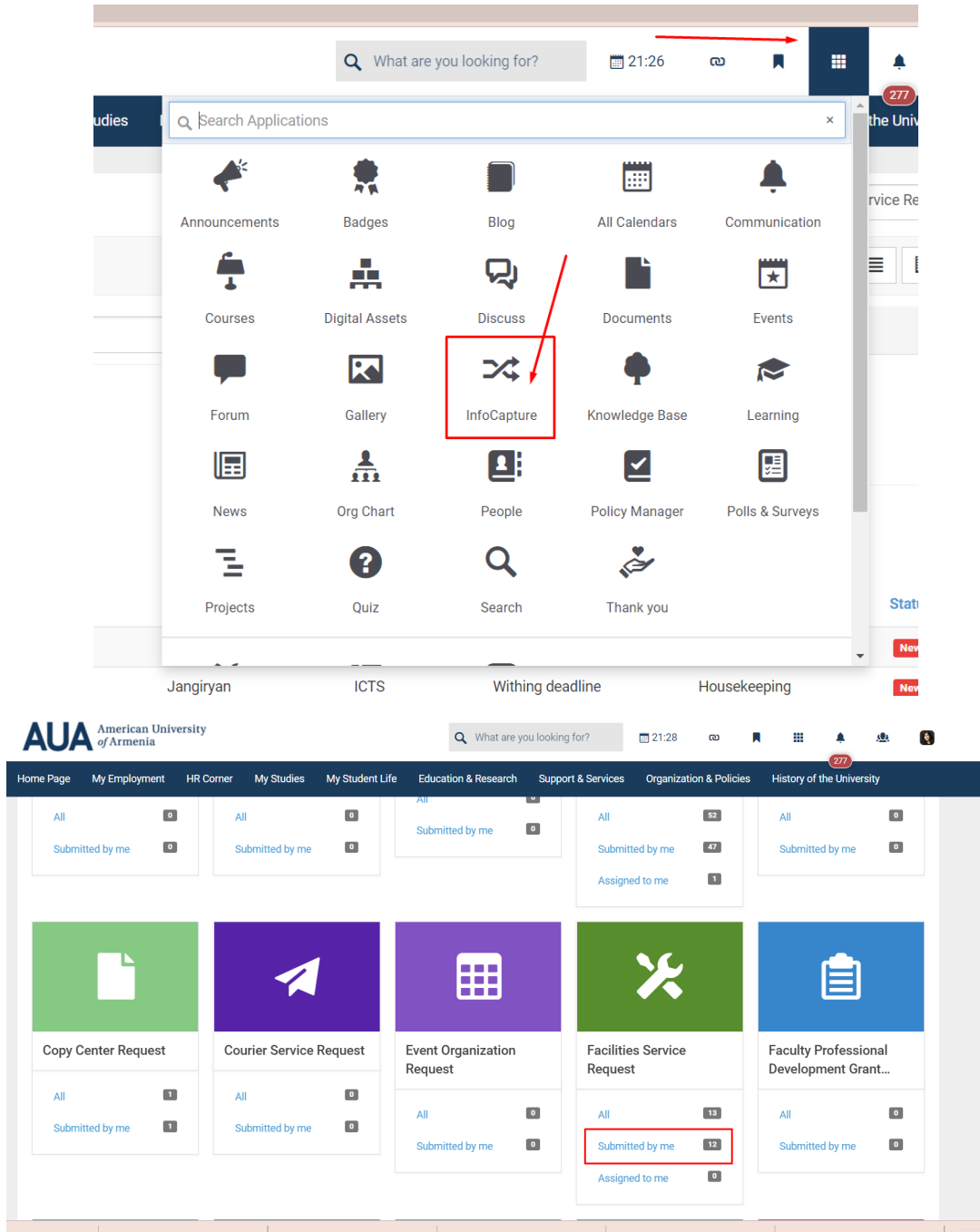
The screenshot displays the AUA intranet interface for managing a ticket. The ticket details include:

- Status:** New
- Assigned to:** AUA Building Management
- Date of report:** 18-11-2022 10:18
- Last modified:** 18-11-2022 10:26
- SLA:** Withing deadline. Current value: 00:06:50 - Will change in 19 hours 7 minutes (at 16:20 on 21 November 2022).

 The 'Notes' tab is active, showing a text input field with the placeholder 'Type note here', a file upload area with the text 'Attach additional files here', and an 'Add note' button. Red arrows highlight the 'Notes' tab, the file upload area, and the 'Add note' button. The navigation menu at the top includes: Home Page, My Employment, HR Corner, My Studies, My Student Life, Education & Research, Support & Services, Organization & Policies, and History of the University. A search bar and user profile icons are also visible in the top right corner.

The ticket/request handler will be notified immediately.

8. The submitter of requests should be able to see all requests submitted by him/her. For that click on dots grid (Applications icon) on the top of the AUA Intranet site, click on Infocapture application, on the request form (for example Facilities) the submitter will be able to see “Submitted by me” link (See images below)



If you have questions or need help, please contact Intranet Admin – Hripsime (Ripa) Jangiryan via phone 060612642 or email webmaster@uaa.am