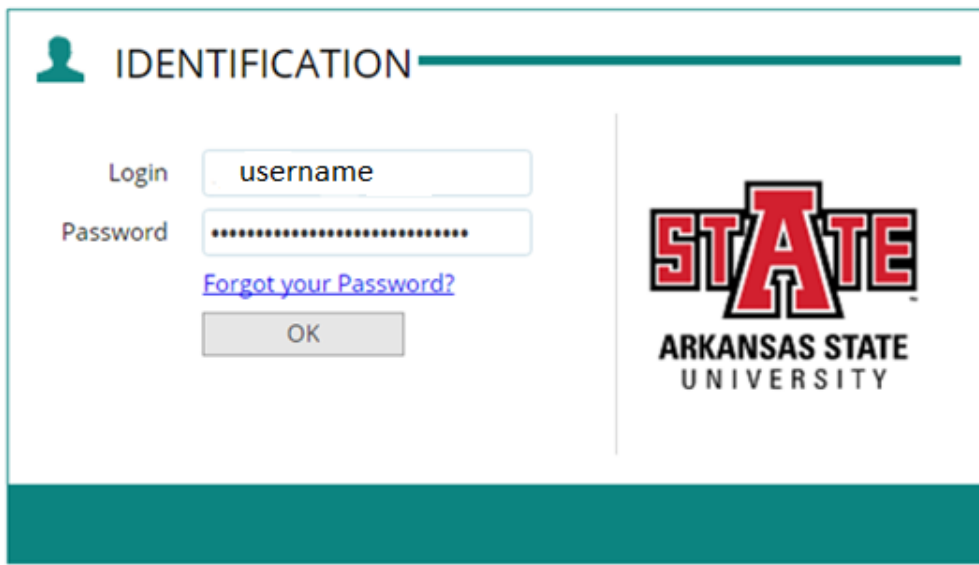


EASYVISTA

User Manual

Accessing EasyVista

To access EasyVista, open a browser of your choice and type in <https://astate.easyvista.com>. From here, you can log in with your A-State credentials.



The screenshot shows a login interface titled "IDENTIFICATION" with a person icon. It features two input fields: "Login" containing the text "username" and "Password" containing a series of dots. Below the password field is a blue link that says "Forgot your Password?". A grey "OK" button is positioned below the "Forgot your Password?" link. To the right of the input fields is the Arkansas State University logo, which consists of the word "STATE" in large, red, outlined letters above the words "ARKANSAS STATE UNIVERSITY" in a smaller, black, sans-serif font. The entire form is set against a white background with a teal header and footer.

Should you enter an Incident or a Service Request?

Incident – An incident refers to a disruption or degradation in the performance of a device or system. Go to Section 1.

Service Request - A service request is a request submitted by a user to the IT Department which will then provide or perform services. Go to Section 2.

Section 1 – Incident Requests

Opening a ticket



At this point, you will see the EasyVista Homepage. To begin entering your issue, click on **Create a New Incident [Alt+Shift+N]** (Alternatively press [Alt+Shift+N]) in the top right of your screen open a new record.



Entering Required Information

From this page, you will be required to fill out information about your incident before logging your issue.

The only required field on this page is your phone number, but you can optionally add information in the other fields if you would like. You can also add an attachment (such as a screenshot of the issue) to the incident request.

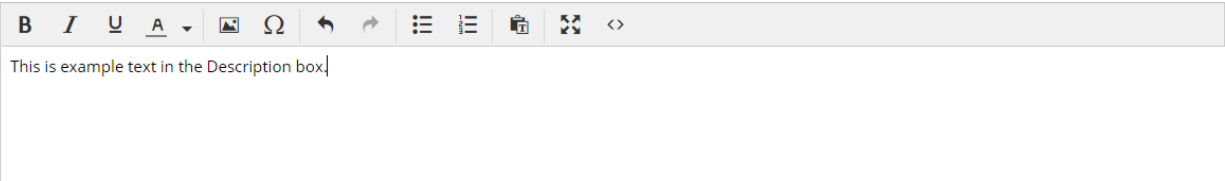
Requestor 	Person being affected 
Email <input type="text" value="██████████@smail.astate.edu"/>	* Phone <input type="text" value="-"/>
Secondary Email <input type="text"/>	Secondary Phone <input type="text"/>
Building That's Being Affected <input type="text"/>	Room Number That's Being Affected <input type="text"/>
Best available time <input type="text"/>	

Attachments 0

Logging your Issue

In the **Description** box, you can enter a detailed description of the problem that you are facing. This includes the symptoms of the issues, what has changed, what is being displayed, etc.

Description

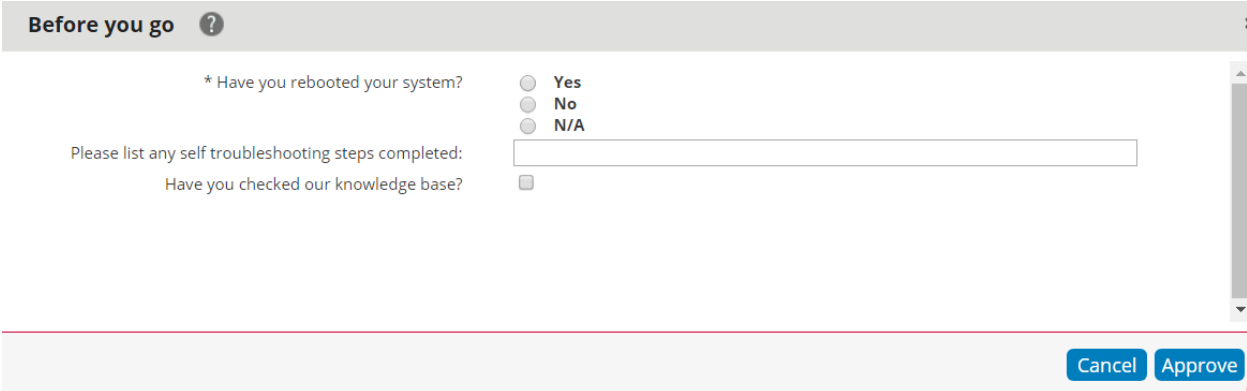


This is example text in the Description box|

Submitting your Incident

After entering your Description, click the  button to begin the final step.

The following page will display:



Before you go ?


* Have you rebooted your system? Yes No N/A

Please list any self troubleshooting steps completed:

Have you checked our knowledge base?

[Cancel](#) [Approve](#)

Here, you can specify if you have restarted your computer, list any steps you have taken yourself to fix the issue, and acknowledge if you have searched for a solution to your issue in the EasyVista Knowledge Base.

Finally, click the  button to submit your incident request.

The next page will allow you to click on two links: one to view the submitted request and any follow ups to it, and one to create another duplicate request.

Your Request has been Sent successfully.

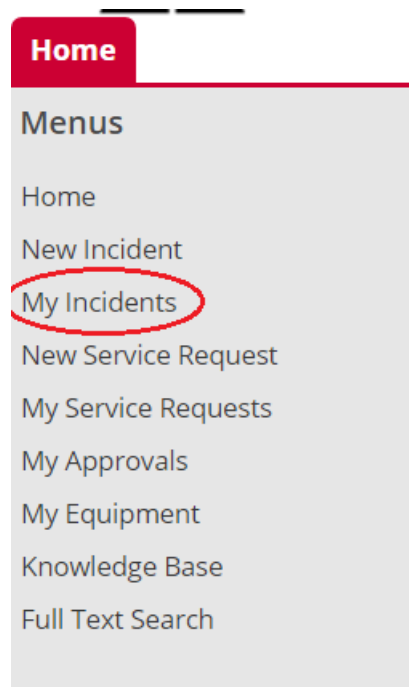
The Call has been generated with Number **I171005_000001**.

To access it, [click here](#).


To create another Record with the same Data, [click here](#).

Viewing Previous or In-Progress Incidents

To view your current incidents or incidents that you have created in the past, click on **My Incidents** in the left status bar.



This will bring you to the page where you can see all the open and previous incidents under your name.

To view the incident in detail, click the  button next to the incident you would like to view.

Incident Number **I171005_000001** Status **In progress**
 SLA Target **N/A** Priority **5**
 * Category **Self Service Portal**
 Description

Attachments **0**

Requesting Person

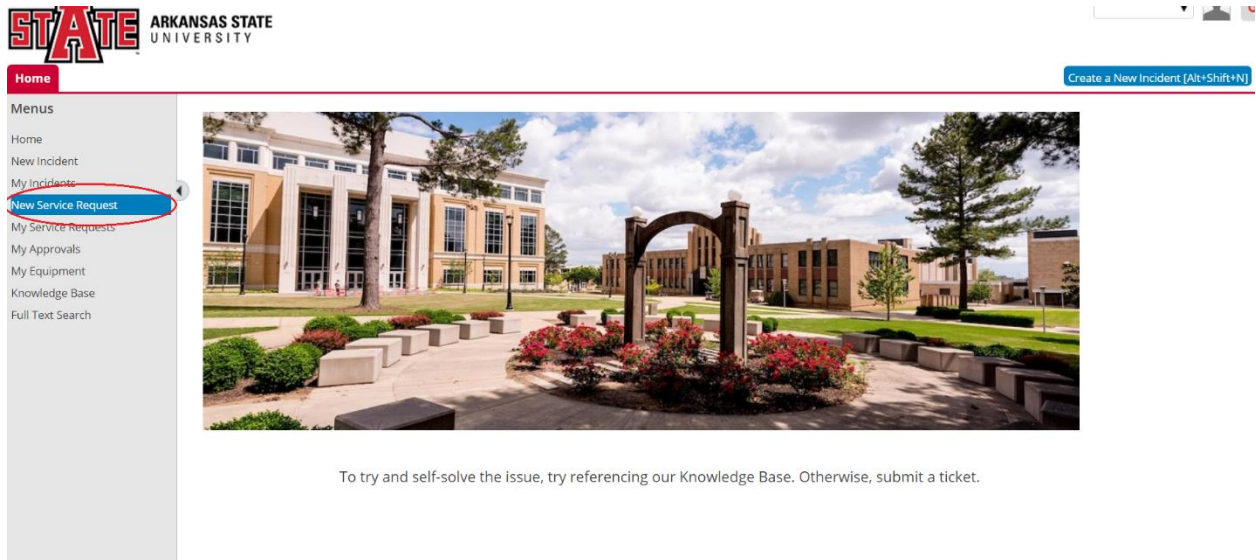
Recipient




Filter: **Detailed View** Compact View | [\[+\] Display All](#) [\[-\] Hide All](#)

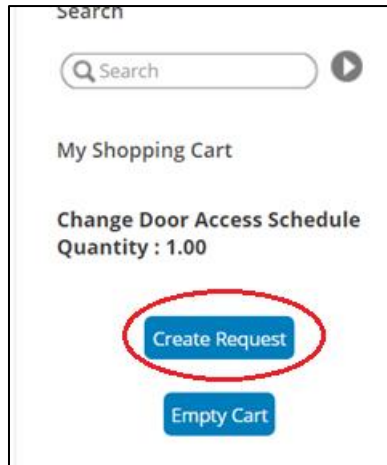
Work Order	Assigned To	Action	Action Time
	Help Desk (1)	Qualification	- -
15 Minute(s) ago	Help Desk (1)	Send Email	- -
15 Minute(s) ago		Email: Incident Confirmation	- -

Section 2 – Service Requests

1. After logging into the system, click on **New Service Request** on the left side of your screen.



2. Click the name of the category for the **Service Request** you would like to make.
3. You will now see a list of available **Service Requests** for that category. Click the  next to the **Service Request** that you would like to make to add it to your cart.
4. Next, click  on the right side of your screen.
 - a. Note: To remove the currently selected **Service Requests**, click the  button



5. You will then be presented with a screen that displays all the **Service Requests** that you have added to your cart. Click the **Next** button to proceed.
6. Next, you will specify the **Recipient** of the **Service Request**. If you are the person that the **Service Request** is for, leave the fields as default, otherwise update the information so that it is accurate for your **Service Request** and click the **Continue** button.

A screenshot of a web form titled 'Create Request for Recipient (no changes needed if you are the recipient)'. The form contains three input fields: '*Recipient' with a person icon, 'Location' with the value 'ASU Jonesboro', and 'Service' with the value 'Change Door Access Schedule'. A blue 'Continue' button is located at the bottom right of the form.

7. On this screen, enter a description into the **Description Box**. This description should include details about your **Service Request**, such as specific locations or people. Click **Next**

Request Details ? ✕

Description

[Previous](#) [Next](#)

8. Finally, you will be presented with a screen confirming that your **Service Request** has been submitted. You can then choose to display a summary of your **Service Request** with the [Display Request](#) button or finish the process with the [Finish](#) button.

Create Request ? ✕

Your Request has been generated with Number S180109_000001

[Display Request](#) [Finish](#)