**IT System Support Process**

1. **How do I report a system down (outage) issue, such as Banner or Blackboard being down?**
   
   To report a system outage or serious system disruption, call the Help Desk at 51517 or 765-285-1517. When you hear the prompts, press 1 to speak to an agent of the Help Desk if you are calling during normal business hours. Press 4 to speak with Computer Operations to report an outage after-hours or on weekends.

2. **How do I report a problem other than a system outage?**
   
   To report a general non-system down problem, log into the Ball State University Portal at [http://my.bsu.edu](http://my.bsu.edu). In the left hand navigation panel expand the Technology folder and select the Help Desk link. Select **Submit a Web Ticket**, then select Staff, then select **Faculty/ Staff Web Applications**, then select **ERP Support** and fill out the requested information and click **Submit ticket**.

3. **How do I resolve a Java issue, or another problem with my local computer?**
   
   Many times problems affecting only a limited number of computers are found to be “Java” related. Java can cause problems with INB, Kronos, and other university systems that rely on Java. If you suspect you have a problem with Java, contact the Technology Help Desk by calling 765-285-1517 or by submitting a web ticket at [www.bsu.edu/helpdesk](http://www.bsu.edu/helpdesk).

4. **How do I get access to administrative systems such as Banner, Travel and Expense, BannerWorks, DegreeWorks, SciQuest, Argos, Workflow, R25?**
   
   To request access to an administrative system, log into the Ball State University Portal at [http://my.bsu.edu](http://my.bsu.edu). In the left hand navigation panel expand the **Additional Tools** folder and select the **Workfront Project Management** link. Click on the Request tab at the top of the page, then click **New Request**. Select **Security: All Requests** from the drop down menu, then select **System Security Access Request**. Please fill out the requested information in the form and submit the request.

5. **How do I get access to Social Security Numbers (SSN)?**
   
   Access to any screens with SSN data are highly restricted and must be approved by the Associate Vice President over your unit. To request access, log into the Ball State University Portal at [http://my.bsu.edu](http://my.bsu.edu). In the left hand navigation panel expand the **Additional Tools** folder and select the **Workfront Project Management** link. Click on the Request tab at the top of the page, then click **New Request**. Select **Security: SSN Access Request** from the drop down menu, then **Request Access to SSN**. Please fill out the requested information in the form and submit the request.

6. **How do I request Banner data updates?**
   
   Log into the Ball State University Portal at [http://my.bsu.edu](http://my.bsu.edu). In the left hand navigation panel expand the **Additional Tools** folder and select the **Workfront Project Management** link. Click on the Request tab at the top of the page, then click **New Request**. Then select **EPSO: Maintenance Request** from the drop down menu, then select **EPSO: Banner Data Updates**. Please fill out the requested information in the form and submit the request.