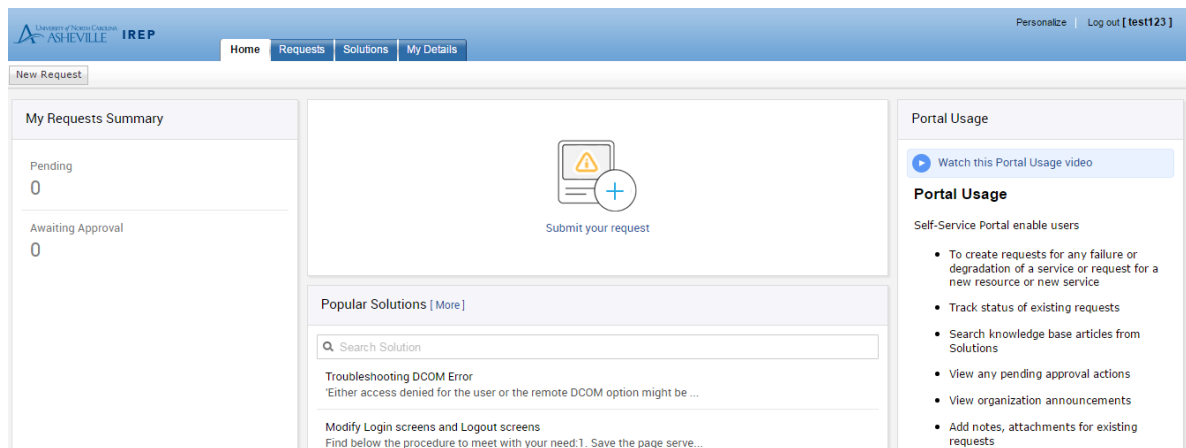


Datarequestlogin.unca.edu Data Requester Tutorial

Originally Created August 9, 2016, Last Updated March 5, 2024

Logging In

To make a data request, you'll first have to log into the Data Requests ManageEngine Service Desk. This is at <https://datarequestlogin.unca.edu/>, and uses your UNCA username and password (the same one you'd use for OnePort). This will bring you to the dashboard, shown below.



Creating a Request

Clicking on the Submit your request icon in the center of the screen will bring you to the following page:

The screenshot shows a web browser window with the URL `datarequestlogin.unca.edu/WorkOrder.do?woMode=newWO&from=Templates&module=incident&reqTemplate=4`. The form is titled "Requester" and includes the following fields:

- Requester:** A dropdown menu with "test testing testerson" selected.
- Subject:** A text input field containing "This is a Test Request".
- University Role:** A dropdown menu with "Staff" selected.
- E-mail Id(s) To Notify:** A text input field with the placeholder "Enter the email IDs".
- ASSIGNED Due Date:** A date and time picker showing "Mar 18, 2024 01:40 PM". Below it, a note states: "In order to provide you with the highest quality data, our Service Level Agreement requires up to two weeks to process your request."
- REQUESTED Due Date:** A date and time picker showing "Mar 29, 2024 05:00 PM".
- Description:** A rich text editor with a toolbar. The text inside reads: "What question(s) are you trying to answer? If you already know data points that would help answer that question, please list them here. Additional details about the context of your request, such as information about your intended audience or how the data will be used, will also help us provide the data more quickly."
- Requestor Agreement:** A checkbox area with the text: "All data that is obtained from this information request may not be used for any purpose other than the purpose specified when the information request is submitted. I agree to maintain the confidentiality of the data and to handle the data received with care. I agree to abide by the regulations specific under FERPA and the University of North Carolina Asheville FERPA policy."
- Site:** A dropdown menu with "UNC Asheville" selected.

At the bottom of the form are three buttons: "Add request", "Reset", and "Cancel". The browser's taskbar at the bottom shows the time as 2:58 PM on 3/5/2024.

The steps to filling out a data request are as follows:

- 1) Fill out all relevant fields to your request, making sure to fill out all required fields (those marked with a red star) and select any relevant data types on the bottom right of the form
- 2) Add any relevant attachments to the request with the Attach File button near the bottom of the page
- 3) Click Add Request (at the very bottom of the page, not shown on this screenshot)

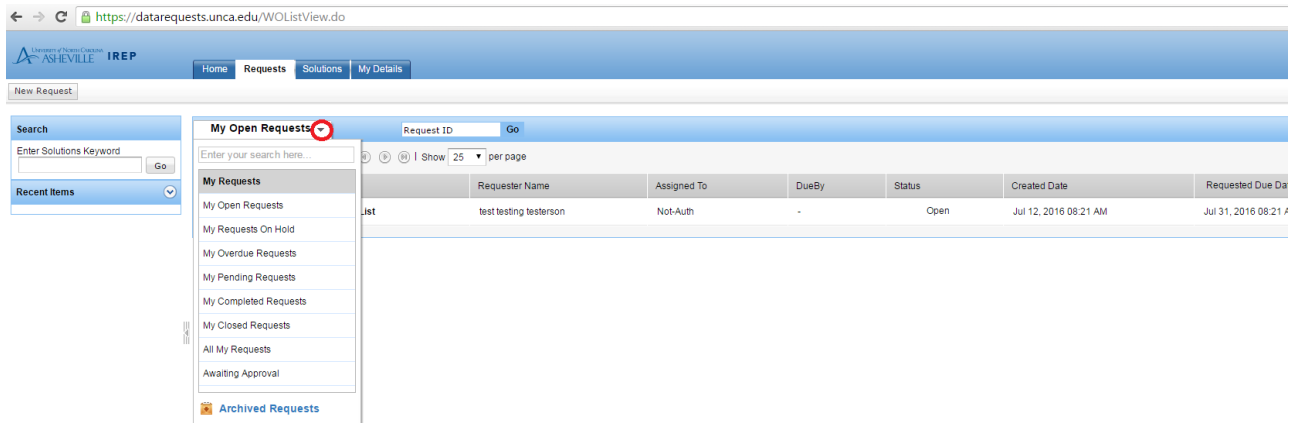
Viewing Requests & Filters

Click the blue Requests tab at the top of the page to reach this page:

The screenshot shows the "Open Requests" dashboard. At the top, there are navigation tabs: Home, Dashboard, Requests (selected), Solutions, Reports, and Support. Below the tabs is a search bar with "AD Self Service" and a bell icon. The main section is titled "Open Requests" and includes a "Request ID" search bar, a "Go" button, and a "Settings" dropdown. Below this is a table with the following columns: ID, Subject, Requester Name, Assigned To, DueBy, Status, Created Date, Priority, Group, and Actions. The table contains 11 rows of data, including requests for "Email stuff", "test req", "@ Demographics for SAIL participants", "UNC Asheville Magazine mailing list", "how many MGMT and ACCT majors need MGMT 480", "HWP Majors", "Art and Art history Majors", "Biology Major emails", "Second request", and "@ Sample Requester".

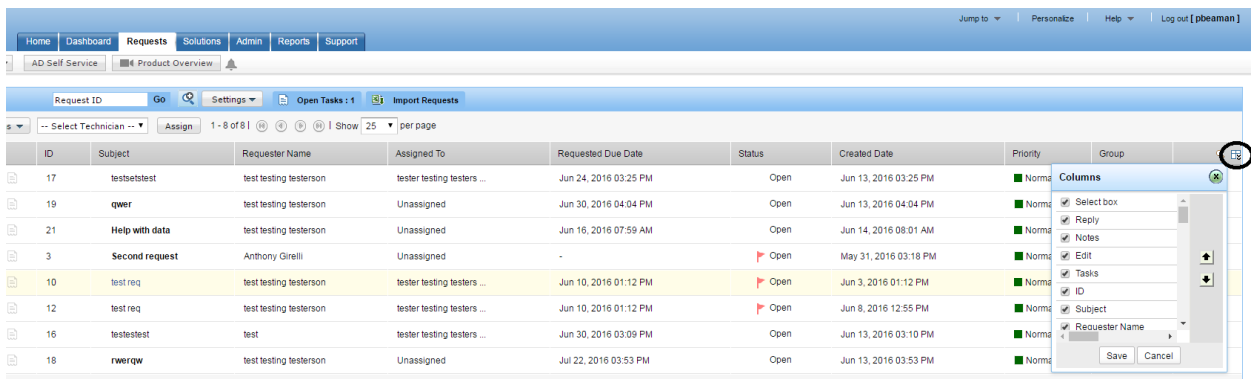
ID	Subject	Requester Name	Assigned To	DueBy	Status	Created Date	Priority	Group	Actions
11	Email stuff	Matthew Warren	Unassigned	Jun 7, 2016 12:37 PM	Open	Jun 7, 2016 08:37 AM	Normal	-	[Icons]
10	test req	test testing testerson	tester testing testers ...	Jun 6, 2016 08:12 AM	Open	Jun 3, 2016 01:12 PM	Normal	IREP	[Icons]
9	@ Demographics for SAIL participants	Toan To	Cynthia Gagne	Jun 1, 2016 11:16 AM	Open	May 31, 2016 04:16 PM	Normal	-	[Icons]
8	UNC Asheville Magazine mailing list	Amy Jessee	Cynthia Gagne	Jun 1, 2016 11:10 AM	Open	May 31, 2016 04:10 PM	Normal	-	[Icons]
7	how many MGMT and ACCT majors need MGMT 480	Micheal Stratton	Cynthia Gagne	Jun 1, 2016 11:08 AM	Open	May 31, 2016 04:08 PM	Normal	-	[Icons]
6	HWP Majors	Katie Cox	Cynthia Gagne	Jun 1, 2016 11:05 AM	Open	May 31, 2016 04:05 PM	Normal	-	[Icons]
5	Art and Art history Majors	Leisa Rundquist	Unassigned	Jun 1, 2016 10:59 AM	Open	May 31, 2016 03:59 PM	Normal	-	[Icons]
4	Biology Major emails	Anna Peltzman	Cynthia Gagne	Jun 6, 2016 10:52 AM	Open	May 31, 2016 03:52 PM	Normal	-	[Icons]
3	Second request	Anthony Girelli	Unassigned	Jun 1, 2016 10:18 AM	Open	May 31, 2016 03:18 PM	Normal	IREP	[Icons]
2	@ Sample Requester	Demo Requester	Unassigned	Jun 1, 2016 09:26 AM	Open	May 31, 2016 02:26 PM	Normal	Registrar	[Icons]

Here you can see all of the Open Requests by default, and you can click on the subject of the request to go to that individual request's page. Additionally, you can click the arrow next to "My Open Requests" (shown in red below) to change the requests filter, allowing you to change the requests you see to be only Closed Requests, All Requests, or several other available options.



That setting will be saved, so whenever you go to this page in the future (including after logging out) you'll only see those requests that fit the filter you've chosen.

Finally, you can change what columns of data are shown for each request by click the columns button circled in black below. You can check or uncheck which columns you want to be shown, and clicking on the field name to the right of the checkbox will highlight that field. You can use the up and down arrows to rearrange the order of the columns on the request page after highlighting the field you want to move.



Request Page

When you click on a subject of a request on the Requests page (circled in blue above), you'll be taken here:

The screenshot shows the IREP (Information Request and Evaluation Portal) interface. At the top, there's a navigation bar with 'Home', 'Requests', 'Solutions', and 'My Details'. Below this, a 'New Request' button is visible. On the left, there's a search bar and a 'Recent Items' dropdown. The main content area displays a request titled 'Test Request for List' by 'test testing testerson' on Jul 12, 2016 08:21 AM. The request is currently in the 'Request' tab, with 'Resolution' and 'History' tabs also available. The description field is empty, with a prompt to provide a description. Below the description, there's a 'Reply' button. Further down, the 'Requester Conversations' section shows a system message from Jul 12, 2016 08:21 AM. At the bottom, the 'Request Details' section shows the status as 'Open' and the category as 'Admissions'.

Once on this page, you can reply to the request to give more information about what you’re asking for or to contact the technician assigned to your request. This is done by clicking the blue Reply button at the bottom of the request description. You can also add attachments, which is done by mousing over the Actions button in blue next to the Request ID, and choosing Add Attachment. Finally, you can see the options chosen on the request form under Request Details, found below the request description and Requester Conversations.

Resolved Requests

Next to the Request tab above the request description, you’ll also see a Resolution tab. When a request is resolved or closed, the technician will describe what they did to complete your request and how you can access the data here.

This screenshot shows a resolved request in the IREP portal. The request ID is 38, and the title is 'Number of Minors in Philosophy, from 2011 to Present'. It was submitted by 'test testing testerson' on Aug 8, 2016 03:20 PM. The status is 'Closed', indicated by a yellow box. The 'Request' tab is selected, and the 'Resolution' tab is also visible. The resolution text states: 'Resolution submitted by : Peter Lewis' and 'PHIL Minors report has been attached. Request is completed and ticket is now closed.' The 'History' tab is also present.