

## How to Submit an Instructional Research Service Desk Express – Quick Submit Ticket

1. Log in to <https://eas.southwest.tn.edu/request> using your portal user name and password.
2. Click the plus sign next to Institutional Research

**Service Desk Express - Quick Submit -**

### LOCATION OF WORK REQUEST

**Change owner:**  
(Optional: allows you to submit request for another employee)

Username

**Phone:**

**Campus:**

**Department:**

**Location:**

**Room #:**

**Urgency:**

**Impact:**

### INSTRUCTIONS

1. Verify location information above. Make changes as needed.
2. Under SERVICE AREAS heading, click the plus sign (+) next to department to view their services.
3. Select checkbox next to service and complete form.
4. If you want to attach a file to the request then upload it prior to clicking 'Submit'.
5. When ready, click 'Submit' to send request. You will receive an email with ticket information.

### EMERGENCY

Life Threatening Emergency:  
Dial 911

Campus Police contact:  
901-333-4242 (Macon Cove Campus)  
901-333-5555 (Union Avenue Campus)

Southwest Emergency Messaging System:  
[Rave Sign-up](#)

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### SERVICE AREAS

- ITS ~ HELP DESK
- ITS ~ ONBOARDING
- PHYSICAL PLANT
- ITS ~ ENTERPRISE APPLICATION SERVICES  
CLIENT SERVICES & SUPPORT  
TECHNOLOGY OPERATIONS
- ITS ~ MULTIMEDIA SERVICES and DIGITAL PRODUCTION
- DIGITAL LEARNING
- INSTITUTIONAL RESEARCH

**File Upload:**  
 No file chosen

3. Fill out each field under Institutional Research.

### INSTITUTIONAL RESEARCH

IR - Report Request

Your Department Chair / Supervisor:

Reason for Request:  
Accreditation

Reason (Other):

Date needed:

Specify Report Columns:

Specify Report Period, Semesters / Academic Year(s):

Specify Report Criteria, Degree / Major:

Has report been previously requested, if so, by whom  
(if yes, please use file upload to attach previous file):

Additional Description:

4. If you answered yes to “Has report been previously request”, please provide a copy of the old report or column headers to the file upload section as described in step 5. If you answered no and have no other attachments you wish to add, move onto step 6.

5. Attach a file using the file upload featue. Select browse and select the file location from your computer. Then select open and it will show you the file was uploaded in green.



6. Check the contact information and make any neccessary corrections.

A screenshot of a form titled 'LOCATION OF WORK REQUEST' in blue. The form contains several fields: 'Change owner:' (with a sub-note '(Optional: allows you to submit request for another employee)'), 'Username', 'Phone:' (with '(901) 333-5253'), 'Campus:' (with 'Macon Cove'), 'Department:' (with 'Assessment'), 'Location:' (with a dropdown menu showing '[Select Bldg]'), 'Room #:' (with 'Jp 231'), 'Urgency:' (with a dropdown menu showing 'Service Impaired - Workaround'), and 'Impact:' (with a dropdown menu showing 'No Impact'). A red rectangular border highlights the entire form area.

7. Hit submit to submit your ticket.

8. An email confirmation will be sent to your Southwest email address.