

**Welcome to IssueTrack - Taft College Service Requests** <https://tcsr.taftcollege.edu/Login.asp?IgnoreSSO=true>

IssueTrak is connected to the Active Directory; therefore you will use the exact login and password that you use to log into your computer.



Taft College Service Requests



**Please Sign In**

Use the same Username & Password you use to log into your computer.

Call the helpdesk at extension 7737 (661) 763-7737 if you are having problems logging in.

User ID:

Password:

[Forgot / Reset your password?](#)

[Switch To Mobile View](#)

When you have logged in you should be directed to the [Taft College Service Requests](#) page. From here select the “Request Type” for the service that you’d like to request. There are currently eight options to choose from:

- Custodial Support
- Delivery / Pick Up
- Event Set Up
- Facilities Support
- Graffiti Removal
- Institutional Research Support
- Print Shop Request
- Technology Services Support

Select the Request Type for the support / service that you are requesting. You will be re-directed to the Request Form for that area. Each Request Type form is customized for the specific Request Type(s).

The forms are editable by an IssueTrack Administrator (I.T. and FM&O) and may be updated as future needs are identified. For example the “Facilities Support” form is submitted directly to Facilities Maintenance and Operations; where it can be assigned to the appropriate staff.

The screenshot shows the 'Submit Request' form in the Taft College Service Requests System. The form is titled 'Submit Request' and includes a navigation menu on the left with options like 'Home', 'My TC Service Requests', 'Submit Request', 'Search Requests', 'Calendar', 'Knowledge Base', 'Scan PC', and 'TCSR User Manual'. The main content area has a search bar at the top right with the text 'Search Request # or Subject' and a 'Log Out' button. Below the search bar, there is a 'Request Status' dropdown menu set to 'Open'. The form is divided into sections: 'Facilities Maintenance & Operatio' (partially visible), 'Request Status', 'Building' (a dropdown menu), 'Room #' (a text input field), 'Subject' (a text input field), '\* Full Description:' (a rich text editor with a toolbar), '\* Request Type:' (a dropdown menu set to 'Facilities Support'), 'Responsibility' (with checkboxes for 'Suppress Email Notifications for this Request' and 'Include Attachment(s)? (upload screen will display on submit)'), and 'Notes' (with a 'New Note:' section and another rich text editor). A 'Submit Request' button is located at the bottom left of the form area. A '\* Required' label is visible at the bottom right of the form area.

- 1) Start filling out the form by selecting a \*Building from the “drop down” menus or start typing and select the correct options. There are options for site areas as well e.g. Court Yard, Sports Field.
- 2) Enter a \*Room number or NA
- 3) Enter a brief \*Subject for the request. This will help identify your request.
- 4) Fill out the \*Full Description. Explain what is needed / requested.
- 5) If you want to include an attachment of file check the box:
  - Include Attachment(s)? (upload screen will display on submit)
- 6) Then press the Submit Request button.

You do not need to add anything to the New Note box at this time; however, you will be able to add note(s) at a later date if needed. For example you want to follow up on a request or are responding to a note that was sent to you.

After you have submitted your request you will receive an email notifications from the HELPDESK whenever an event occurs with your request e.g. Next Action (assigned to staff), a Note is made, the request is Closed.