R0B0SQRL (AKA help.drew.edu)

University Technology was excited to launch a new, friendlier interface for our ticketing system in January 2023. As of July 2023, University Finance has joined UT in using Jira Service Desk, nicknamed R0B0SQRL, to collect and respond to questions from the University Community.



What is R0B0SQRL?

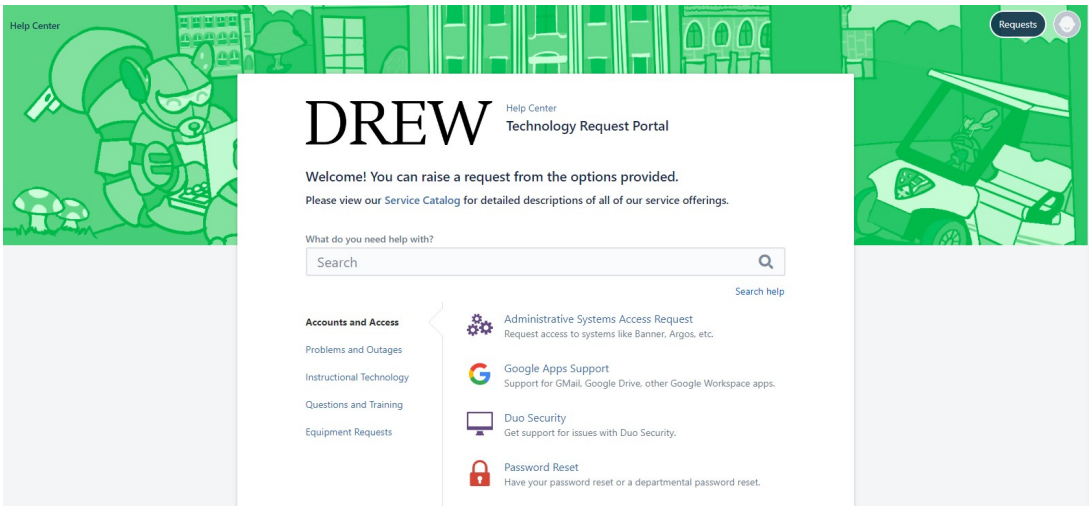
R0B0SQRL (read "robo squirrel") is Drew University's **issue management system**. It is the database that we use to keep track of every problem reported, computer dropped off, or any other service request made of University Technology or University Finance. help.drew.edu allows us to organize our workflows so that we know the status of every issue we are working on for you, thus enabling us to provide efficient customer service.

As a Drewid, you may interact with the help.drew.edu R0B0SQRL system anytime, day or night, via the website, **https://help.drew.edu**.

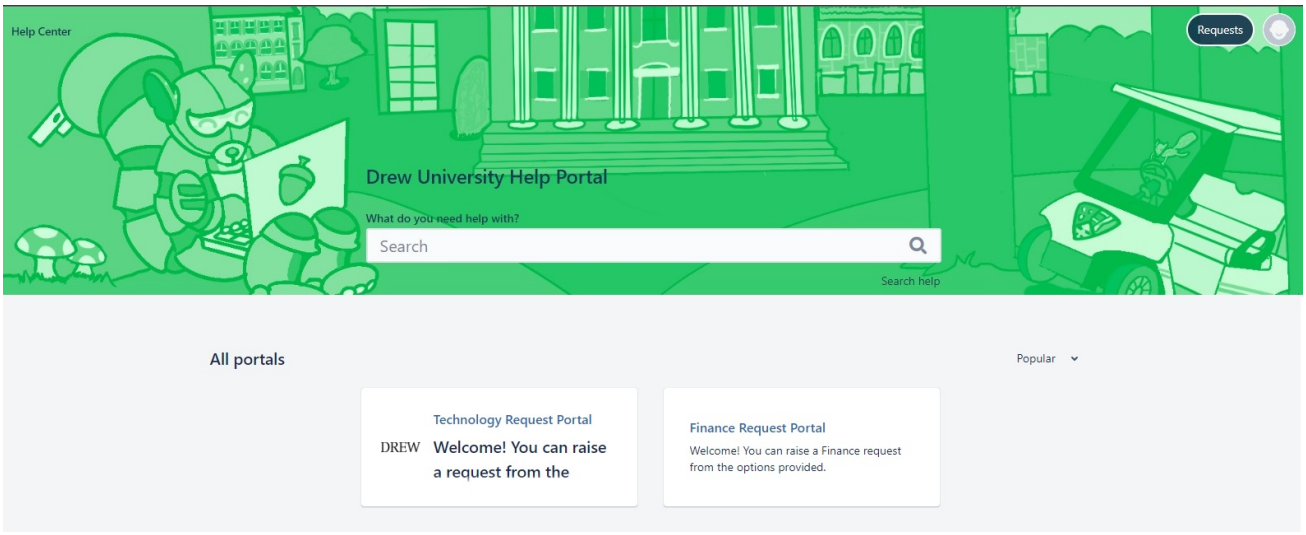
How do I use R0B0SQRL to request support?

> We are building a slide deck with many of these tips. You can find it here, http://Working with Support Requests in the R0B0SQRL Service Portals (but know it is still a work in progress!).

The R0B0SQRL Technology Request Portal is where you will land when visiting help.drew.edu.



Students will only have access to the Technology Request Portal for now; faculty, staff, and non-Drew employees can follow the link labeled "Help Center" to see the below page, with buttons for both the Technology and Finance Request Portals.

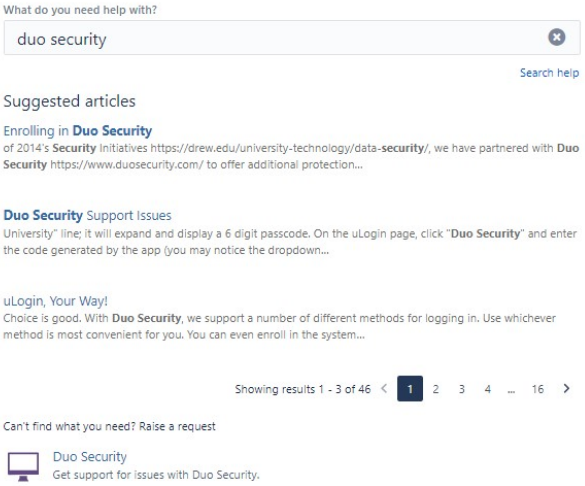


Technology Request Portal

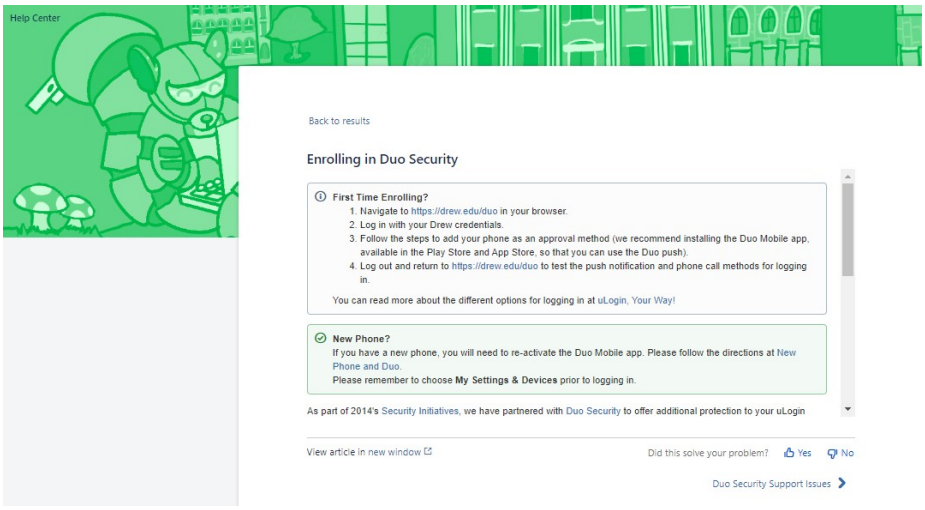
- Direct Link: https://help.drew.edu/jirasd/servicedesk/customer/portal/1

Check out our guide to crafting an effective support ticket!

You will find groupings of some common request types, informed by feedback from the Drew community. You can also use the Search box to see possible matches from our support documentation site, Technology Help and Information, as well as suggested request types.



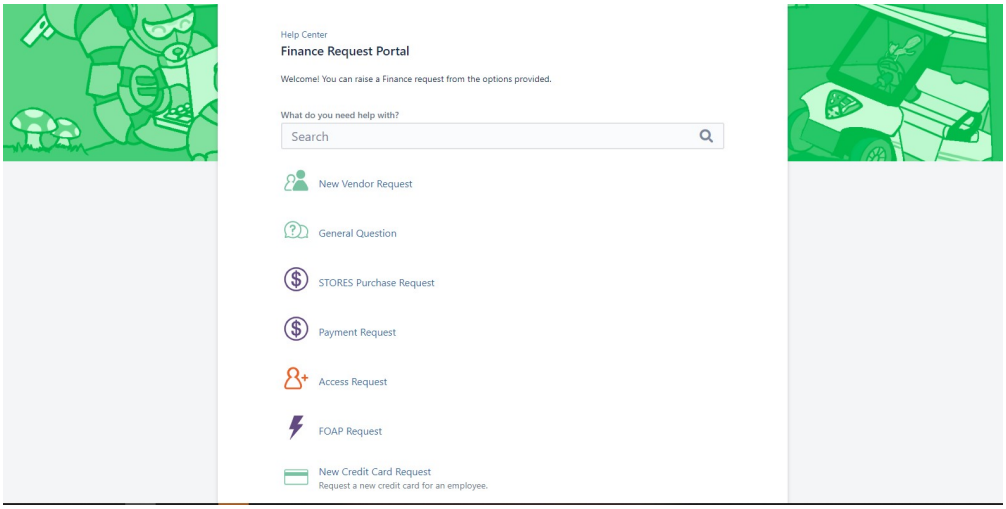
Click on any of the suggested articles to view that page within the portal; there is a link at the bottom to open the page in a new window, as well as the option to tell us whether the article helped or not.



Use the "Back to results" link to refine your search, check other support articles, or to log a ticket (in the language of the software we use, "Raise a request").

Finance Request Portal

- Direct Link: https://help.drew.edu/jirasd/servicedesk/customer/portal/39



You will see the different types of requests you can submit to the Finance team on this page. You can use the Search box to reduce the list of options.

Raise a Request - Both Portals

Click on the most appropriate ticket type either in the search results or in the proper category on the front page of the portal.

Different request types will ask you for different information. Please provide as much detail as you can.

In some of these fields, you will see text formatting options.

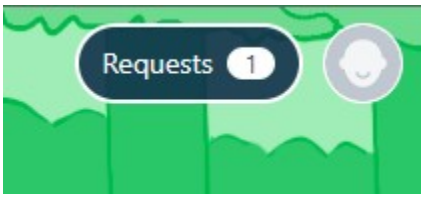


Click **Create** to submit the request.

Finding and Updating Your Requests - Both Portals

Immediately after you log a support request, that request's page will load.

To see your requests at another time, navigate back to the portal at help.drew.edu and click the "Requests" button at the top right.

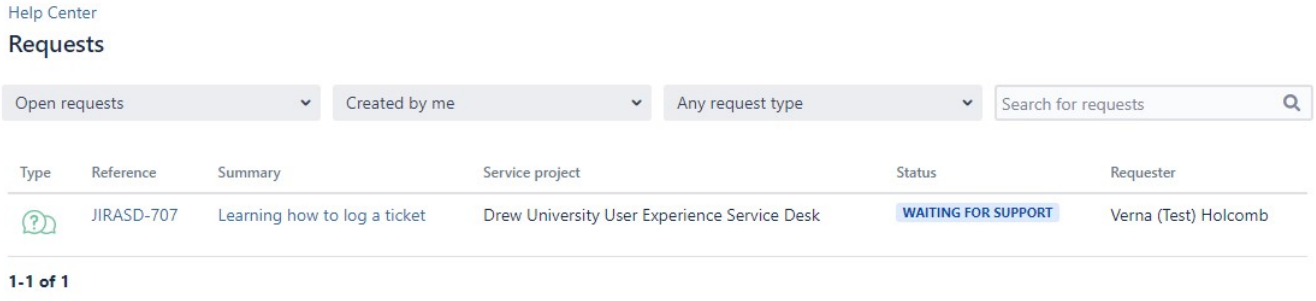


Choose "My Requests" to see the open tickets where you are the Reporter (ie, "Created by me").

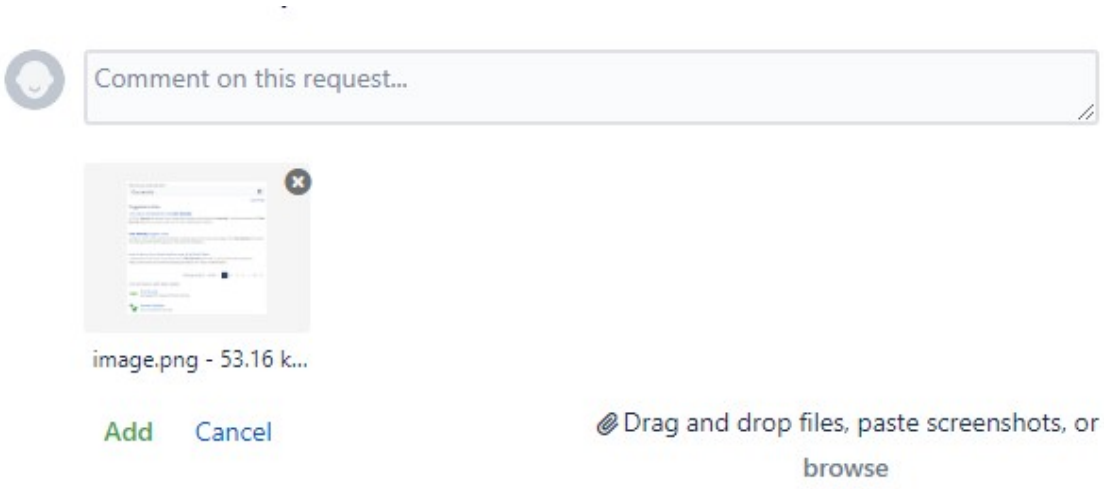
Choose "All requests" to see the open tickets opened by anyone (ie, "Created by anyone"). These include, for instance, tickets that you need to approve as a finance approver.

You can change the options in any of the dropdowns so that you can see, for instance, closed requests instead of open ones, or only tickets of the "FOAP Request" type in the FINANCE REQUEST PORTAL.

Once you see the ticket you want, click on its links in the "Reference" or "Summary" columns.



A very exciting feature of this new software is that you can not only format the text in your ticket updates, but you can easily add a screenshot using drag and drop, pasting, or browsing your computer.



Click the Add button to add your comment.

You can add someone you would like to see your ticket by clicking on the Share link to the right. We recommend typing the email address of the person you wish to add.



We advise against clicking the "Don't notify me" option.

I can't log in to the portal. What should I do?

If you get an error like "Please ask your Jira Service Management administrator to enable password resets.", ignore the prompt and follow the directions below.

Please save anything you are working on in a browser tab and then clear your cache and cookies.

Clearing Browser Cache and Cookies

Every so often, the browser you are using might need a quick clean. Clearing the cache and cookies takes care of this, helping the browser to run more smoothly.
As browsers are updated, the way you navigate to these options might change. We will do our best to keep these instructions updated but can recommend searching the settings in your browser (most have a search option now, which is very helpful!) for "cookie" to find the clear option.

GOOGLE CHROME

a. Click the **Tools menu** (three dotted lines in the upper-right corner).
b. Select **More Tools**.
c. Select **Clear browsing data...** from the pop-up menu.
    i. Set the **Time Range** to **All Time**.
    ii. Check **Cookies and other site data** and **Cached images and files**.
    iii. Select **Clear Data**.
d. If on a Windows computer, close and re-open Chrome to save your changes. If on an Apple computer, go to the **Chrome** menu on the top menu bar and select **Quit** for the changes to take effect.

MOZILLA FIREFOX

a. Click on the **Tools** bar.
b. Click on **Options** (On Mac, it's labeled **Preferences**).
c. On the menu to the left, select **Privacy & Security**.
d. Under the **Cookies and Site Data** option, click the **"Clear Data..."** button.
e. Select only the two options and hit clear now.
f. If on a Windows computer, close and re-open Firefox to save your changes. If on an Apple computer, go to the **Firefox** menu on the top menu bar and select **Quit** for the changes to take effect.

SAFARI FOR MacOS

a. Click on **Safari** on the top menu bar.
b. Click **Preferences**.
c. Click the **Privacy** tab.
d. Click **Manage Website Data…**
e. Click **Remove All**.
f. Click **Remove Now**.
g. Go to the **Safari** menu on the top menu bar.
h. Select **Quit** to close Safari and save your changes.

MICROSOFT EDGE

a. Click the **Tools** menu (three dotted lines in the upper-right corner), and open the **Settings** menu.
b. Click **Privacy, search, and services** on the left-side menu.
c. Under the section **Clear browsing data**, Click **Choose what to clear**.
d. Select **Cookies and other site data** and **Cached images and files**.
e. Click **Clear Now**.
f. Close Microsoft Edge completely for your changes to take effect.

After clearing the cache and cookies, please visit TreeHouse (https://treehouse.drew.edu) and log in at the uLogin page, and then go to the appropriate link:

- Technology Request Portal: https://help.drew.edu/jirasd/servicedesk/customer/portal/1
- Finance Request Portal: https://help.drew.edu/jirasd/servicedesk/customer/portal/39

Please ignore any prompts from Service Desk/R0B0SQRL/Jira/Atlassian to reset your password. This system relies on your Drew account, so resetting through Atlassian is disabled.

We hope that you enjoy using this ticketing system as much as we do.



Reviewed December 20, 2023