UAssist – How to View and Update Support Requests

1. Log into UAssist and navigate to the Requester Console. Visit http://uits.arizona.edu/services/uassist/how-to-submit for assistance in logging onto the Requester Console.

2. All the support requests tied to your NetID will appear in the My Requests area. To see only the support requests still not resolved, choose Open at the top of the left menu.

3. Double-click the request you want more details about, and then click the Work Info tab to see the Work Info history.
4. If there is anything in the **Work Info** history that you want more information about, select it and click the **View** button.

![UAssist Work Info History](image1)

5. You can read the details by using the scrollbars, or click the **Notes** icon on the right to have the whole field open in a pop-up window.

![UAssist Request Work Info](image2)
6. Close the pop-up window by clicking the **Cancel** button, the click the **Close** button on the **Work Info** window.

7. To add information to your support request, click the **Add Work Info** button.
8. You must provide a short description of the information you are adding in the **Summary** field. Add more detailed information in the **Notes** field, or, as above, click the Notes icon to get a pop-up window to enter your information. Click **OK** to close the pop-up window. If you wish to attach files such as screenshots, you can do that now. Click **Save** to submit your information.

9. Your review and updating of a support request is complete! You can now log out of the UAssist Requester Console by clicking **Logout** in the upper right corner.