Division of Student Affairs and Academic Support
Student Affairs Technology Services (SATS)

The Student Affairs Technology Services (SATS) Department is responsible for supporting the technology needs of various departments within the Division. This includes support for workstations, web sites, applications, resource accounts, and server hardware. Support may be requested using the SATS Ticket System.

The SATS web page may be accessed via the Division homepage at http://www.sa.sc.edu/ by selecting “For Division Staff” and then “Tech Services” or directly at http://www.sa.sc.edu/tech/.

SATS Home Page
The SATS home page contains links to our computing guidelines and policies, frequently asked questions (FAQ) related to your network account and email, SATS Ticket System Guide, and our SATS Support Ticket System used to submit service requests and reserve equipment.

Service Requests
You may submit a request for service via phone, email or the SATS Support Ticket System. Submission of a ticket is the preferred method to ensure a record of your request is recorded.

The direct link to the SATS Support Ticket System is https://support.sa.sc.edu.

To submit a ticket, from the SATS web page (http://www.sa.sc.edu/tech/) select either “SATS Support System” or “Web Site Support” from the menu on the left side of the page or SATS Support Ticket System under the Tech Services heading.
You will be presented with the Login page. Log in using your network account and password.

If it is your first time logging into the system you will see the following message at the top of the screen:
Thank you for requesting an account. You will be notified via email of your account activation.

You will also receive an email verifying your account request. A 2nd email will be sent to you once we have activated your account.

Please complete your profile the first time you log in using the account dropdown next to your user name in the upper right corner of the screen.

**Home Screen**
Once logged in, after your account is activated, the following page will be presented:

The top banner includes buttons to create a new ticket or make a new equipment reservation. Rolling your mouse over the icon displays our SATS email address should you need to contact us outside of creating a ticket. Rolling your mouse over the icon displays our support number. There is also a search option. In the top right hand corner under your user name a drop down menu allows you to view / modify your profile, view your ticket history, and logout.

Below the top banner are tabs for My Tickets and My Reservations. If you are currently assigned to a project ticket a Projects tab will also be displayed. Each of these includes the number of current items.
**User Profile**

The User Profile screen contains the following tabs:

- **Overview**
- **Profile Info**
- **Ticket History**

Your profile overview includes your contact information. Please provide information for all fields when creating your profile and as changes are required. You may add an avatar and/or custom background under the Profile Info tab.

The Ticket History tab displays your prior tickets.

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**New Support Ticket**

Create a new support ticket by selecting the button at the top of the page.

Select a Category from the drop down list and enter a description of the issue. Be as detailed as possible and include the equipment ID listed on the yellow tape on your computer (CODSAS...). If urgent, you may select a higher priority. Please review the priority description to determine the correct level for your request. Most tickets require a Normal priority.

Select at the bottom of the screen to submit the request.

The most commonly used Categories include Accounts, Domain, Email, Hardware, Internet, Order, Printer, Quote, Software, User Assistance, Website Update.

Once submitted a ticket will be listed on the home screen under the tab.

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A response to the ticket will be sent via email and, if needed, phone. Notes entered by technicians generate an email to you. You can display the ticket by selecting the individual ticket link under the “Category” heading.

To respond to a technician’s note select the button to add additional information to the ticket. Select to save the note in the ticket. You may also drag and drop related documentation (JPEG, DOCX, XLSX, etc) into the ticket. Database files and other image formats cannot be attached via drag and drop. All communication related to the ticket is entered into the ticket history.

**Reservations**

To make a reservation select the button, enter a start date and time, an end date and time, and select the devices you’d like to reserve. The selected devices will display on the calendar. All reserved devices appear on the calendar, not just yours. Equipment available for reservation includes laptops, projectors, portable speakers, and a cell phone.

**Reserved items may be picked up at and returned to the SATS office on the 4th floor of the Russell House.**