NSPA Homepage

(http://rain3.cnds.jhu.edu/nspa)

This is the NSPA homepage where someone can navigate to either submit a new request, check on an existing request, or sign in as an administrator. Both the “Home” tab and the NSPA logo direct the user to this homepage.
Submitting a New Request

Navigate here using the “New Request” tab or selecting the “Submit a request” box from the homepage

Fill out all desired fields and click “Request” when ready to submit your request to the NSPA. Several fields such as those seen in the “Point of Contact” section are required and you will not be able to submit the form without filling them out.
Check on a Request

Navigate here using the “Check Request” tab or selecting the “Check on a request” box from the homepage.

Check Status of Existing Request

If you have already submitted a request, you can find any updates here!

Your Email: 

Request ID: 

The Request ID should be the code sent to the email of the requestor. Copy and paste the code from the email into this box to check the status of a request.
Logging in as an Administrator

Navigate here using the “Admin Log In” tab. Use your given administrator credentials to access administrator privileges and handle submitted requests.

3 staff accounts have been made for the NSPA as of March 25, 2021. The login credentials are as follows:

- Username: admin  Password: hooah
- Username: staff1  Password: guitar-spoon
- Username: staff2  Password: portfolio-earphone
Administrator View: All Requests

Navigate here using the “All Requests” tab. This is the default front page when logging in as an administrator.

All ticket requests are ordered by descending priority and date if the multiple tickets have the same priority.

Toggle the view of the dashboard here.

Click to view the details of a ticket.

This page shows all requests that have had a set priority. By default, when a ticket request is submitted, the priority is initially unset and a staff member (admin) needs to manually set the desired priority of the ticket.
Administrator View: New Requests

Navigate here using the “New Requests” tab. This page shows all submitted requests that have not yet had a priority set.

Tickets can be assigned to staff members and are by default unassigned.

Tickets are by default organized by the earliest submitted ticket.

Click to view the details of a ticket.
Administrator View: View a Request’s Details

This page shows the details of a submitted ticket. All fields that have been filled out by the client are displayed and the admin or staff member may choose to perform specific operations to the ticket, as shown on the “Admin Panel”.

- Directly email the ticket requestor here.
- Mark a ticket as received to set its priority, assign it to a staff member, or update its status.
- This request is new, approve request to perform other tasks!
- Mark Received
- Delete Ticket
- Delete

You may choose to delete a ticket. Doing so is permanent and you will no longer see its details.

Request ID: d1f1b9c5e-82c2-4061-a124-f695d84d301

Request Overview:
- Priority: UNSET
- Status: Under Review
- Assigned: UNSET
- Last Updated: 03-23-2021

Requester Information:
- Name: Ciara Armstrong
- Title: Lab technician
- Email: mhsu13@jhu.edu
- Phone: 111-111-1111
- Hospital or System: Johns Hopkins University
- Delivery Address: 111 Street Parkway, City, State, 11111
- My Contact: 000-000-0000

Request Specifics:

<table>
<thead>
<tr>
<th>Qty</th>
<th>Kind</th>
<th>Brand</th>
<th>Current supply expiration:</th>
<th>Detailed Item Description:</th>
<th>Date needed:</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>L</td>
<td>Curad</td>
<td>3/25/2021</td>
<td>Latex Only</td>
<td>4/1/2021</td>
</tr>
<tr>
<td>3</td>
<td>M</td>
<td>Any</td>
<td>4/1/2021</td>
<td>Nitrile</td>
<td>3/31/2021</td>
</tr>
</tbody>
</table>

If resources request can be fulfilled regionally, how:
- This resource CANNOT be fulfilled locally: false
- This resource CANNOT be fulfilled regionally: false

Additional Questions:
- The current supply of individual requested items:
  - 3 of each
- For each requested item, how many do they use each day when caring for emergent and urgent patients:
  - 50
- Are the items requested being used for emergent and urgent use only:
  - emergent
- What conservation measures have been put into place:
  - Have they cancelled elective surgeries and/or non-urgent outpatient appointments:
### Administrator View: Setting a Received Request

**Request Overview:**
- **Priority:** UNSET
- **Status:** Received
- **Assigned:** UNSET
- **Last Updated:** 03-23-2021
- **Requestor:** Clara Armstrong
  - **Email:** mhsu13@jhu.edu
  - **Date:** 03-23-2021

**Requester Information:**
- **Name:** Clara Armstrong
- **Title:** Lab technician
- **Email:** mhsu13@jhu.edu
- **Phone:** 111-111-1111
- **24/7 Contact Information for Delivery:** My Contact, 000-000-0000
- **Hospital or System:** Johns Hopkins University
- **Delivery Address:** 111 Street Parkway, City, State, 11111

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**Actions:**
- **Update Ticket Information**
  - **Set Priority**
  - **Assign Staff**
  - **Update Status**
- **Close Ticket**
- **Escalate Ticket**
- **Export Info**
  - **Download PDF**
- **Delete Ticket**

Closing or escalating a ticket moves it to “Archived Requests”.

Edit the request details by clicking here.
All ticket fields can be edited by a staff member. Once the ticket has been changed to your satisfaction, click “Update” to save the changes.
All archived requests can be viewed via the “Archive” page. This page displays all tickets that have been closed or escalated. Ticket details can be accessed normally. Deleted tickets are removed from the system and will not appear here.