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.
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.

2 staff accounts have been made for the NSPA as of April 27, 2021.

*staff1 is the only staff account with administrative privileges, including escalating, deleting, and closing tickets.
This page shows all open 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 are by default organized by the earliest submitted ticket.

View all tickets that are assigned to account that is currently logged in.

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

Click to view the details of a ticket.

<table>
<thead>
<tr>
<th>Priority: UNSET</th>
<th>Status: Under Review</th>
<th>Assigned: UNSET</th>
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New Requests: 8
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.

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

This request is new, approve request to perform other tasks!

Mark Received
Administrator View: Setting a Received Request

Update a ticket's information by setting it through the dropdown selections.

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.
Overview of where requests can be found

Once a request is made, it is automatically sent to the New Requests tab and assigned the status ‘Under Review.’ Once the request is approved by staff, it’s status is updated to ‘Received,’ and it can be found in the All Requests tab. The number of new requests is displayed next to the name.

Open Requests includes all requests that have undergone initial approval, and are not Escalated or Closed. Open Requests can have the status ‘Received,’ ‘Unfulfilled,’ ‘Partially Filled,’ or ‘Filled.’

Assigned to Me includes all requests that can be found in Open Requests that also happen to be assigned to the user logged in. It does not show requests that have been Escalated or Closed.

Pending Escalations includes all Requests that have been Escalated but not yet Closed. Once the Escalated request is closed, it moves to the Archive.

All Closed requests are shown in the archive. If a request is erroneously closed, update it’s status to move it back to the tab it previously resided in.
Search Feature

When a search is made, all requests are queried, and the location of each result is shown on the left hand side of each result. To start a new search, simply type into the search bar and hit the magnifying glass button. Make sure to specify which type of input is being searched for.