

My ASU Main Menu

<https://webapp4.asu.edu/myasu/employee>

The screenshot shows the 'My ASU' interface for a faculty member named John. The page is divided into several sections:

- Teaching & Student Support Tools:** Includes Faculty Tools (Faculty Center, Blackboard, Sakai, Classroom Directory, ASUonline, Request Instructor, Faculty Activity Report) and Advising and Student Support (Student Administration, Degree Audit System).
- Catalogs:** Schedule of Classes / Course Catalog, Academic Catalog.
- Calendars:** Academic Calendar (Sep 19 - Winter Class Schedules Available, Oct 1 - Winter Open Registration & Drop/Add Begin, Oct 6 - Fall Deadline for Appealing Residency Classification Decision, Oct 15 - Fall Graduation Filing Deadline, Oct 15 - Winter Graduation Filing Deadline), Payroll Calendar, ASU Events Calendar, Paid Holiday Calendar, Religious Holidays Calendar.
- Faculty & Employee News:** Holiday travelers should update or apply for passports now, Professor emeritus elevates peace studies at ASU, ASU Libarts Sustainability Solutions Summit.
- Human Resources Info:** Personal (Self-Service powered by PeopleSoft) including Time and Leave Reporting, Paycheck and Compensation, Employee Benefits, Personal Information, Update Home/Dept. Address, Job Openings; Department (Manager Self-Service powered by PeopleSoft) including Human Resource Information System (HRIS), Compensation, Job and Personal Information, Time Management; Help including Ask HR or Report a Problem (CRM) and Request or Manage Access to PeopleSoft.
- Research Tools, Computing, Phone, & Data Services, Library Services, Parking, Travel & Reimbursements, Training & Development.**
- My Tools:** Email, My Files, My Docs, Blogs & Wikis, Dashboards.

A red arrow points to the 'Ask HR or Report a Problem (CRM)' link in the 'Help' section of the 'Faculty / Employee Info' tab.

Help
Ask HR or Report a Problem (CRM)
Request or Manage Access to PeopleSoft

To Report a Problem Using CRM

Find and select the Report a Problem (CRM) link. If you are not already logged in, you will be asked to sign in with your ASURITE ID and password.



Create Case

The more complete and accurate the information you provide, the easier it will be to answer your question, resolve your problem, or send it on to the appropriate second level support staff. Remember to enable pop-ups!

Contact Details

*Business Unit: University Technology Office
Customer: [REDACTED]

Contact Details → [Edit Contact Details](#)

Problem Details

Category: [Dropdown]
Specialty Type: [Dropdown]
*Summary: [Text Field] [Checkmark]
Details: [Text Area] [Checkmark]

Attachments

Attach a File [Button]
Submit [Button]

* Required Field



Create Case

Please refrain from using any confidential information in the required Summary field. Details can be included in the detail description area so be as complete and accurate as possible. This will ensure that your case gets resolved faster or re-assigned to the appropriate second level support. Thank you.

Contact Details

*Business Unit: Human Resources
Customer: John Katan
Contact Details: 402/945-8289 [Edit Contact Details](#)

Problem Details

Category: [Dropdown]
Specialty Type: [Dropdown]
*Summary: [Text Field] [Checkmark]
Details: [Text Area] [Checkmark]

Spellcheck feature [Image of a spellchecker icon]

Attachments

Attach a File [Button]
Submit [Button]

* Required Field

Contact Details

Our system will automatically retrieve your contact phone number / ASU e-mail address based on your records with ASU. The contact phone number should now be displayed, but the contact e-mail address is not (it is your regular ASU E-mail address).

If you would like to specify an alternate e-mail address or phone number where you should be contacted while we attempt to resolve your problem, click on **"Edit Contact Details"**, and enter the information there.

Please note that this will change your contact information for this case only. This will not change your contact information on record with ASU.



The screenshot shows a web form titled "Create Case". At the top, there is a message: "The more complete and accurate the information you provide, the easier it will be to answer your question, resolve your problem, or send it on to the appropriate second level support staff. Remember to enable pop-ups!". Below this is the "Contact Details" section, which includes a dropdown for "Business Unit" (set to "University Technology Office") and a "Customer" field (redacted). A link "Edit Contact Details" is visible. The "Problem Details" section contains a "Category" dropdown menu, which is currently open, showing a list of options: Access Management, Admin Applications, Consulting, Email, Facilities, Human Resources, Installation, Learning Spaces, Mac, Networking, Printing, Security (highlighted in blue), Training, Unix/Linux, Web Applications, and Windows. A red arrow points to the "Category" dropdown. Below the "Problem Details" is an "Attachments" section with an "Attach a File" button and a "Submit" button. A legend at the bottom left indicates "* Required Field".

Click the **Category** drop down list.

Category

Select a Category that best fits the problem type you are having. It is *not crucial* that you have the 'correct' Category selected. If none of the options seem to fit your problem, either leave this selection blank, or settle for choosing the next-closest match.

For this example, we have selected Security

The screenshot shows a web form titled "Create Case". At the top, there is a note: "The more complete and accurate the information you provide, the easier it will be to answer your question, resolve your problem, or send it on to the appropriate second level support staff. Remember to enable pop-ups!". Below this is the "Contact Details" section, which includes a required field for "Business Unit" (set to "University Technology Office") and a "Customer" field. A link "Edit Contact Details" is present. The "Problem Details" section follows, with a "Category" dropdown set to "Security" and a "Specialty Type" dropdown menu that is open. The dropdown menu lists "Building Security", "Faculty/Staff Security", and "Network Security", with "Network Security" highlighted. A red arrow points to the "Specialty Type" dropdown. Below the problem details is an "Attachments" section with an "Attach a File" button and a "Submit" button. A legend at the bottom left indicates "* Required Field".

Click the **Specialty Type** drop down menu.

For this example, we have selected the **Network Security** item

Create Case

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Contact Details

*Business Unit: University Technology Office

Customer: [REDACTED]

Contact Details [Edit Contact Details](#)

Problem Details

Category: Security

Specialty Type: Network Security

*Summary: [Text Area]

Attachments

[Attach a File](#)

[Submit](#)

* Required Field

Summary

This is a very brief description of problem you are having. Think of this as what you would put for a subject when composing an e-mail about your problem. You should be able to accomplish this within 5 words or less. The Summary is limited to 80 characters. Only text can be saved here.

Create Case

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Contact Details

*Business Unit: University Technology Office
Customer: [REDACTED]

Problem Details

Category: Security
Specialty Type: Network Security
*Summary: [REDACTED]
Details: [REDACTED]

Attachments

Attach a File
Submit

* Required Field

Details

Describe the problem you are encountering or the question you have. Please try to include as much relevant information as possible, but *don't make it an essay*. If the person processing your case needs more information, they will contact you using the *Contact Details* you setup earlier. This area will only retain text.

Create Case

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Contact Details

*Business Unit University Technology Office
Customer [REDACTED]
Contact Details [Edit Contact Details](#)

Problem Details

Category Security
Specialty Type Network Security
*Summary Testing
Details Test

Attachments

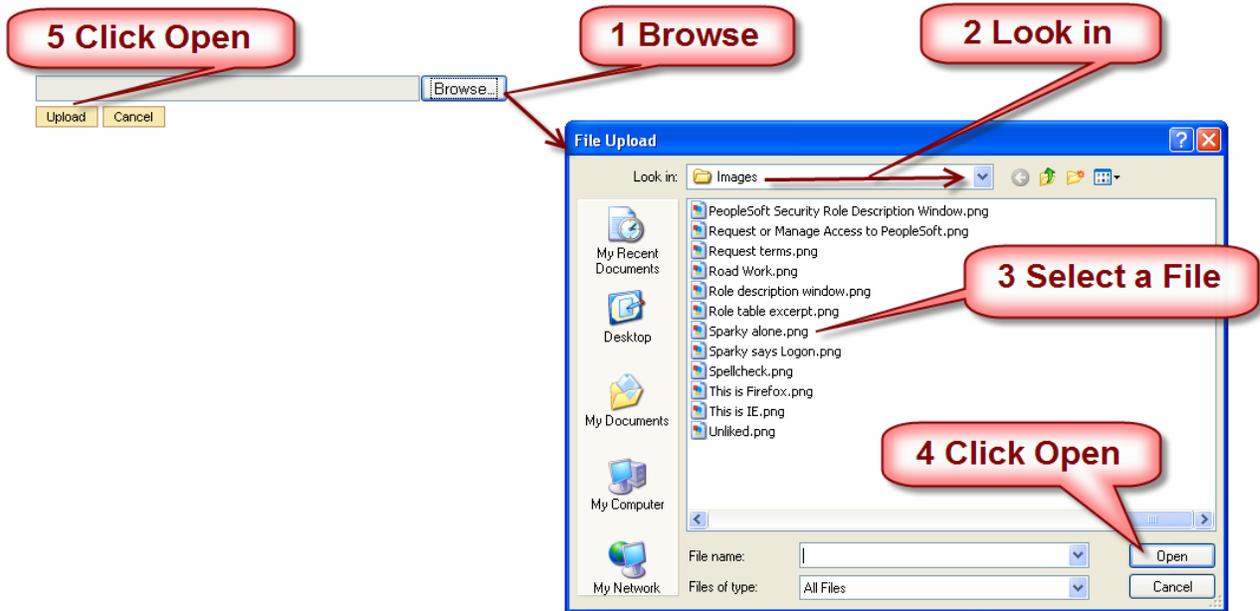
Attach a File
Submit Add Attachment

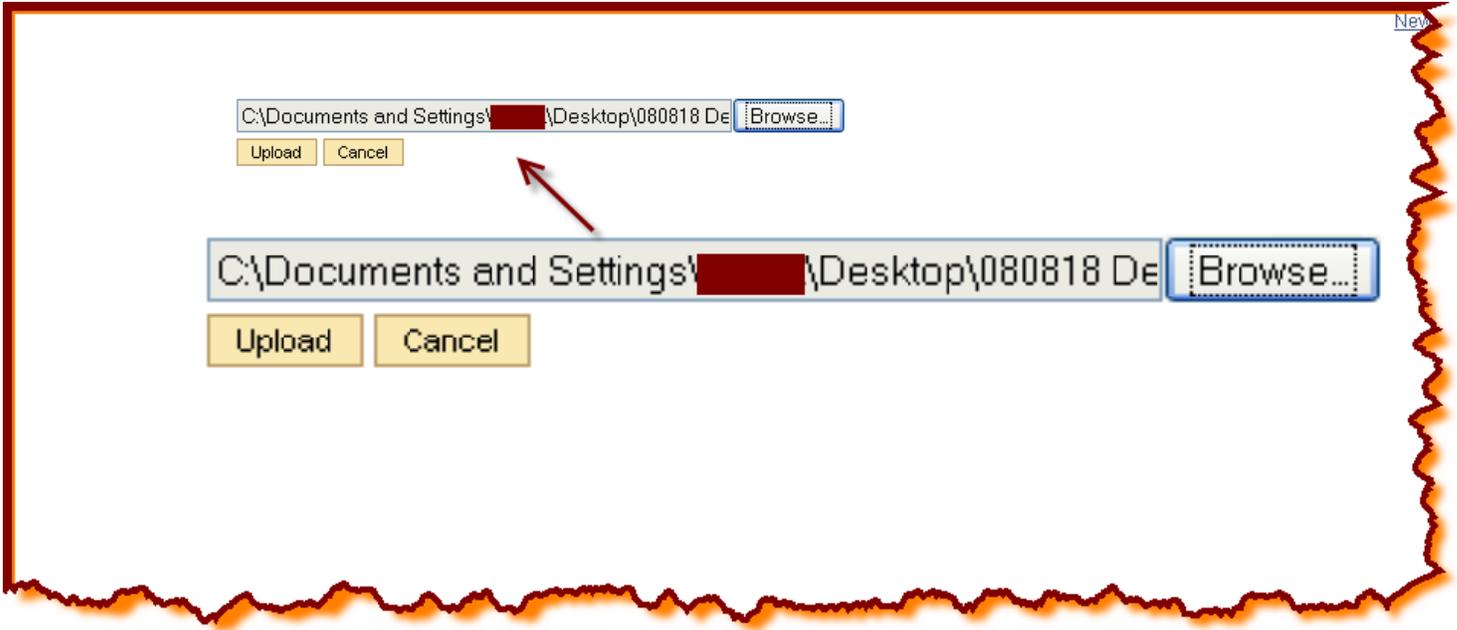
* Required Field



Attach a File

This step is not required, but if there are any files on your computer that you think might help resolve the problem you are encountering (i.e. a Password Reset Form, a photocopy of a form you need submitted, or a screen shot of your computer's desktop while said problem is occurring), go ahead and attach those now.





Please refrain from using any confidential information in the required Summary field. Details can be included in the detail description area so be as complete and accurate as possible. This will ensure that your case gets resolved faster or re-assigned to the appropriate second level support. Thank you.

Contact Details

*Business Unit: Human Resources
Customer: [redacted]
Contact Details: [redacted] [Edit Contact Details](#)

Problem Details

Category: PeopleSoft
Specialty Type: [dropdown]
*Summary: Demo for article
Details: [text area]

Attachments

| File Name | Descrip |
|----------------------------------|---------|
| Sparky_alone.png | |

[Attach a File](#) [Delete](#)

Attachments

| File Name |
|----------------------------------|
| Sparky_alone.png |

* Required Field

Create Case

The more complete and accurate the information you provide, the easier it will be to answer your question, resolve your problem, or send it on to the appropriate second level support staff. Remember to enable pop-ups!

Contact Details

*Business Unit University Technology Office

Customer [REDACTED]

Contact Details [Main Contact](#) [Edit Contact Details](#)

Problem Details

Category Security

Specialty Type Network Security

*Summary Testing

Details Test

Attachments

[Attach a File](#)

[Submit](#)

* Required Field

Click the **Submit** button

Now just hit the **Submit** button, and the system will create a CRM case for you. You will be informed immediately of the unique number of your case.



If your problem is urgent or if you are having trouble submitting a case, you should contact the ASU UTO Helpdesk at e-mail address helpdesk@asu.edu or phone 480-965-6500.

