

Workfront Guide: How to Submit an Articulation Ticket

1. Go to: <https://ucr.attask-ondemand.com>
2. Click **Request** tab
3. **New Request**
4. Select **Banner Support Ticket**
5. Select **Staff or Faculty Reporting Issue**
6. Select **Articulation**
7. Enter: **Subject, Description, Priority, Severity,** and **Attach Document** (transcript) if available.

The screenshot shows the Workfront interface for submitting a request. At the top, there are tabs for '+ New Request', 'Requests I've Submitted', and 'All Requests'. Below the tabs is a 'Select a Request Type' dropdown menu with 'Banner Support Ticket' selected. Below this is a blue box with instructions: 'Submit a Bug Report when something is not working as expected or you receive an error message. Be sure to provide the screen name, list steps you took, the browser and java version used, and the date and time the bug or error occurred. Also please upload any screen shots of the error, if available/applicable.', 'Submit a Change Order when you would like a change to an existing job, process, access role, etc.', 'Submit a Request when you have a suggestion for an enhancement.', and 'Submit an Issue when you are unsure of which option to choose.' Below this is the 'Banner Support Ticket' form, which is highlighted with a red border. The form includes a dropdown for 'Staff or Faculty Reporting an Issue...' with 'Staff or Faculty Reporting an Issue...' selected, a dropdown for 'Articulation', a dropdown for 'Issue Type' with 'Issue' selected, a text input for 'Subject', a text area for 'Description', a dropdown for 'Priority' with 'Normal' selected, and a dropdown for 'Severity' with 'Not Applicable' selected. Below the form is an 'Add Documents' button and a drag-and-drop area for attachments.

In the Banner Articulation Request you will enter the following:

1. **Articulation Issue Type** (Check all that Apply)
2. **SID**
3. **Institution Code** (from SHATRNS)
4. **Attendance Period Dates** (from SHATRNS)
5. **Course Name and Title**
6. **Submit Request**

Your request will be assigned to a staff member in admissions. If there are any questions regarding the request they will communicate via WorkFront ticket.