Use the following link to access the Online Request Center: [www2.jsums.edu/webtasks](http://www2.jsums.edu/webtasks)

This system has been set up to better serve you, our customers. In order to complete an online request you must first sign on. Enter your USERID then tab to the PASSCODE and enter your password. Now click on LOGIN.
Once you have successfully logged in, you will notice the EDIT MY PROFILE screen. You will see this screen only once, for those who are signing in for the first time. This screen gives you the option to update your information. You will have another opportunity to update by using the EDIT MY PROFILE link located on the MAIN MENU and at the bottom of your screen.

If necessary, update your information. Now click SAVE MY PROFILE. You have successfully updated your information or have submitted that your information is correct!

Click on the RETURN TO MAIN link. You are now ready to make your request(s).
Submit A Request: To submit a request, click on the Submit Request link. A Request screen now appears. Here you must select an area from which you are requesting service. You must also select a request from the list of services that the area provides.
Click on the drop down arrow to view your choice of selections.
Now that you have selected the area that you are requesting service from and also the type of request(s) you need, click on SELECT REQUEST.

The service that you are requesting will appear in red. You must enter a description of the problem and/or request in the space provided. Now click SUBMIT REQUEST.
You will get a message that says You have successfully submitted with an ID number. Make a note of this ID number for referencing the status of your request(s). If you wish to submit another request, click SUBMIT ANOTHER REQUEST? And follow these same steps to complete. To return to the main menu click RETURN TO MAIN.

View Submitted Requests: From the main menu click VIEW SUBMITTED REQUESTS. This link may also be accessed at the bottom of each screen.
Notice that the screen changes to My Submitted Tasks. Here you will find the ID number of your requests in the order in which you’ve submitted them. You will find the name and department from which you requested, to whom the request is assigned to, as well as the status of your request(s).

1. **ID**: Clicking on this link changes the requests from ascending to descending order

2. **SUBJECT**: Click on this link and the requests are placed in alphabetical order

3. **STATUS**: Clicking on this link groups the unassigned/assigned, finalized, and pending requests together

4. **VIEW DETAILS**: Click on this link and you are able to view the details of your request. You are able to view the ID number, category, title, and description of your request. Here you may also want to send additional questions and/or comments regarding your request. Type in your comments in the space provided and click SEND COMMENTS.
Changing Your Password: From the Main Menu, click on CHANGE PASSWORD link located to the left of your screen. To change your password you must enter your old password, the new password of your choice then retype your new password and click CHANGE PASSWORD.

You have successfully changed your password!
Notes: Notes in the Online Request Center are used as notes you may want to send to those who have access to this system. It is not an email package that can be used outside of this forum. However, it acts as an email application would, but again, only sent and/or received to those who have access to this system.