1. Go to the portal – Click upon the “Tech Help” tab

2. EASY VISTA - Click upon the blue shopping cart icon in the center of the screen to initiate a Service Request.

3. Scroll down to “University Applications Access”.

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4. You will see the “IBM Watson Campaign Automation (WCA)” application. Click upon the “Add to Cart” icon to initiate the request.
5. Scroll to the right to see “My Shopping Car”, and click upon the “Create Request” icon.

6. You will see the following “Create Request” dialog box. Hit the red “?” to begin the questionnaire.
7. Answer the following questions.

- Need access to create broadcast emails?
  - Select “Yes”
- Supervisor’s Name
  - Enter the name of the supervisor in your department
- Need access to approve broadcast emails?
  - If you will only be creating campaigns, but not approving them for distribution, enter “No”.
  - If you will be creating email campaigns and also approving them for final distribution, enter “Yes”.
- Are emails for your area managed by one central office or resource?
  - Enter “Yes”, if you or someone else will be approving distributions.
- Who is the dedicated approver for the area?
  - If you are a dedicater approver for your department, enter your name.
  - If you are not an approver, enter the name of the dedicated approver for your department.

8. On the next screen, the system will list the default entries about your request (i.e., recipient, location, urgency, service). Click “Next”.
9. A new service request will be created, beginning with a SR, followed by a unique number for your tracking purposes.

10. Next Steps
   - Once your request is approved, you will receive an email that your account has been set up.