# Navu Requests - Administrative Users

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**Pathway:** *Home Screen; Navu Requests Icon*

The Navu Requests tool provides a way for users to communicate issues and requests to Navusoft. There are two types of Navu Requests users: General users and Administrative users. General users can create a ticket request but can only submit it internally. Administrative users control which ticket requests are submitted to Navusoft and receive notification each time a new ticket request has been created. Administrative users will notice a change to their Home screen with the addition of a System Admin Dashboard to monitor new and existing tickets.

> **Administrator Authorization**
> Only administrators authorized by Navusoft are assigned the *Navu Request Administrator* permission. Without this authorization, users can still create a ticket, however, the ticket will be placed in a *Submission Pending* hold for a a Navu Request Administrator to review and submit.



# Review & Submit Pending Tickets

After a general user creates a request and selects 'Request Submission Approval,' the request will be placed in a pending status under the Submission Pending field, visible on the Home screen of an authorized Navu Request Administrator. Administrators should review the request and, if it cannot be resolved internally, submit it to Navusoft.

> Only Navu Request Administrators will see the System Admin Dashboard similar to what is displayed below. If you are an administrator and the dashboard is not displaying, right click on the Home module and select System Admin Dashboard.

1.  Select the value displayed under **Submission Pending** to open the Navu Requests tool.

2.  Review the **Submission Pending** tab for ticket requests submitted by other users.

3.  Double-click on a **pending ticket** to review the request.

4.  Add a note by selecting the '+' from the Details tab.

5.  Review any attachments that the user submitted along with the ticket.

6.  Select from one of the options to *Save, Submit,* or *Close* the ticket.

    o   Select **Submit To Navusoft** and the ticket will move from *Submission Pending* to *With Support Team*. In addition, the user who created the ticket request will receive a pop-up notification noting the change in status after submission.

    o   Select **Save** and the ticket will remain in the *Submission Pending* status.

    o   Select **Close Request** and the ticket will be *closed* and archived in the History tab. The user who created the request will receive notification of the change in status.