



# GRADUATE SCHOOL

INDIANA UNIVERSITY  
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## GUIDE TO THE REQUEST TRACKING SYSTEM FOR PROGRAMS

There are 2 ways of accessing the Request Tracking System

1. Go to the Grad Office Website at [graduate.iupui.edu](http://graduate.iupui.edu).
  - a. Click on “Faculty and Staff Resources”.

The screenshot shows the website header with the IU logo and navigation menu. The 'FACULTY & STAFF RESOURCES' link is circled in red. Below the menu, the 'Request Tracking System (RTS)' link is also circled in red. The page content includes a sidebar with various links, a main heading 'FACULTY & STAFF RESOURCES', and two columns of text describing the RTS and Graduate CAS and WebAdMIT frequently asked questions.

OR

2. Go to [One.IU](http://One.IU), search for Request Tracking System. Click the  to add to your favorites.

The screenshot shows the One.IU search interface. The search bar contains the text 'request tracking system', which is circled in red. Below the search bar, the search results are displayed, including a card for 'Request Tracking System (IUPUI)' with a heart icon circled in red. Other search results include 'PeopleAdmin Faculty A System' and 'RoboHead (IUK)'.



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3. Click **Logon** and it will automatically use your IU credentials

WebHelp Team.', and 'This site uses the IU Central Authentication System. For additional information, see [IU CAS](#).' A green 'Logon' button is circled in red."/>

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## Graduate School - Request Tracking System (RTS)

Contact: Graduate School

### IU CAS LOGON

Login was unsuccessful. Please correct the errors and try again:

Please logon in order to send a request to the IU Graduate School.

Not all IU account holders may logon. If you cannot logon, please contact the IU Graduate School and request access.

To report technical problems, please contact [WebHelp Team](#).

**Logon**

This site uses the IU Central Authentication System. For additional information, see [IU CAS](#).

4. From the choices on the left side click **Send New Request**.

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## Graduate Office - Request Tracking System (RTS)

User: [lekenney](#)  
View Details Attachments Email

**Send New Request**  
View Your Requests  
Contact: Graduate Office

### View Request #3932

**SUBMITTER**  
LEKENNEY  
Received Date: 2/20/2017 2:49:51 PM Method: Web

**STUDENT**  
LAUREN LAUZON  
UID: Birth Date:

**REQUEST TYPE**  
ADMISSION - AFTER TERM STARTED  
Program: Submitter Comments: Plan:

**REQUEST STATUS**  
OPEN  
Status Last Modified: Status Modified By:  
Date Closed:  
Status Comments:

**ASSIGNEES**  
sheller  
mlberry

**FILE ATTACHMENTS**

File Name	Creator	Comments
No matching records found		

Showing 0 to 0 of 0 entries



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5. Fill in the required information (including the UID) and click **Submit**.

## Send a Request

**REQUEST DETAILS**

• Indicates required field.  
Please correct the errors and try again.

**STUDENT INFORMATION**

**FIRST NAME** • Oliver  
**LAST NAME** • McCain

**UID** • 200012345  
**BIRTH DATE (MM/DD/YYYY)** • 05/02/2013

**PROGRAM** • BUPAS

**REQUEST**

**TYPE OF REQUEST** • ADMISSIONS TERM ACTIVATION

**COMMENTS (2,000 CHARACTERS MAX.)** •  
Please term activate student for 4242

Characters Remaining: 1963

6. There are several options for you to manage your request (via **View Your Requests**) once it is submitted.

**View Details** **Attachments** **Email**

Review the details & status of your request

Attach necessary documentation

Contact the Graduate Office regarding your request

7. You will receive an email notification once your request has been closed.