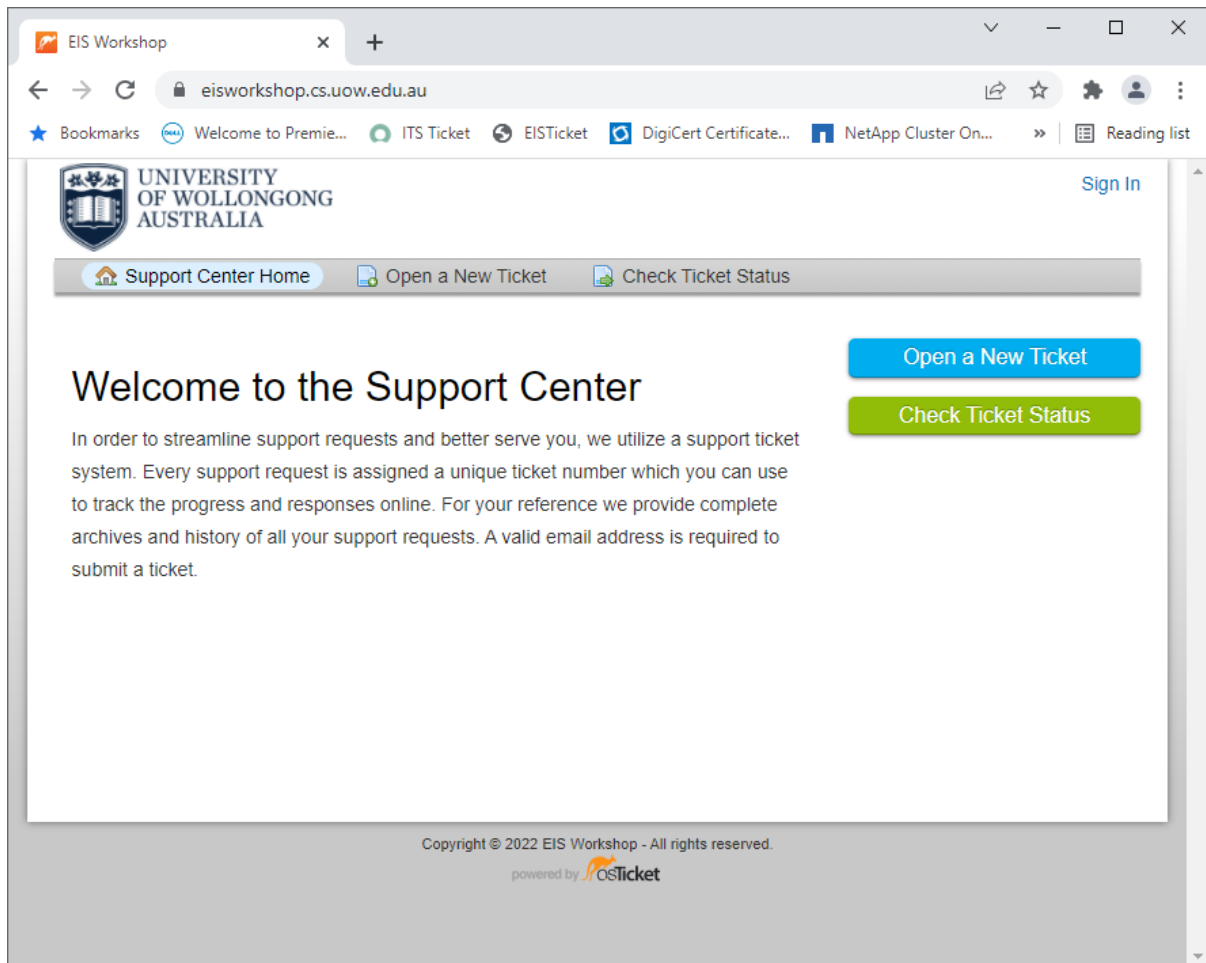


EIS Technical Team Job Request System – Requestor Manual

Access the system

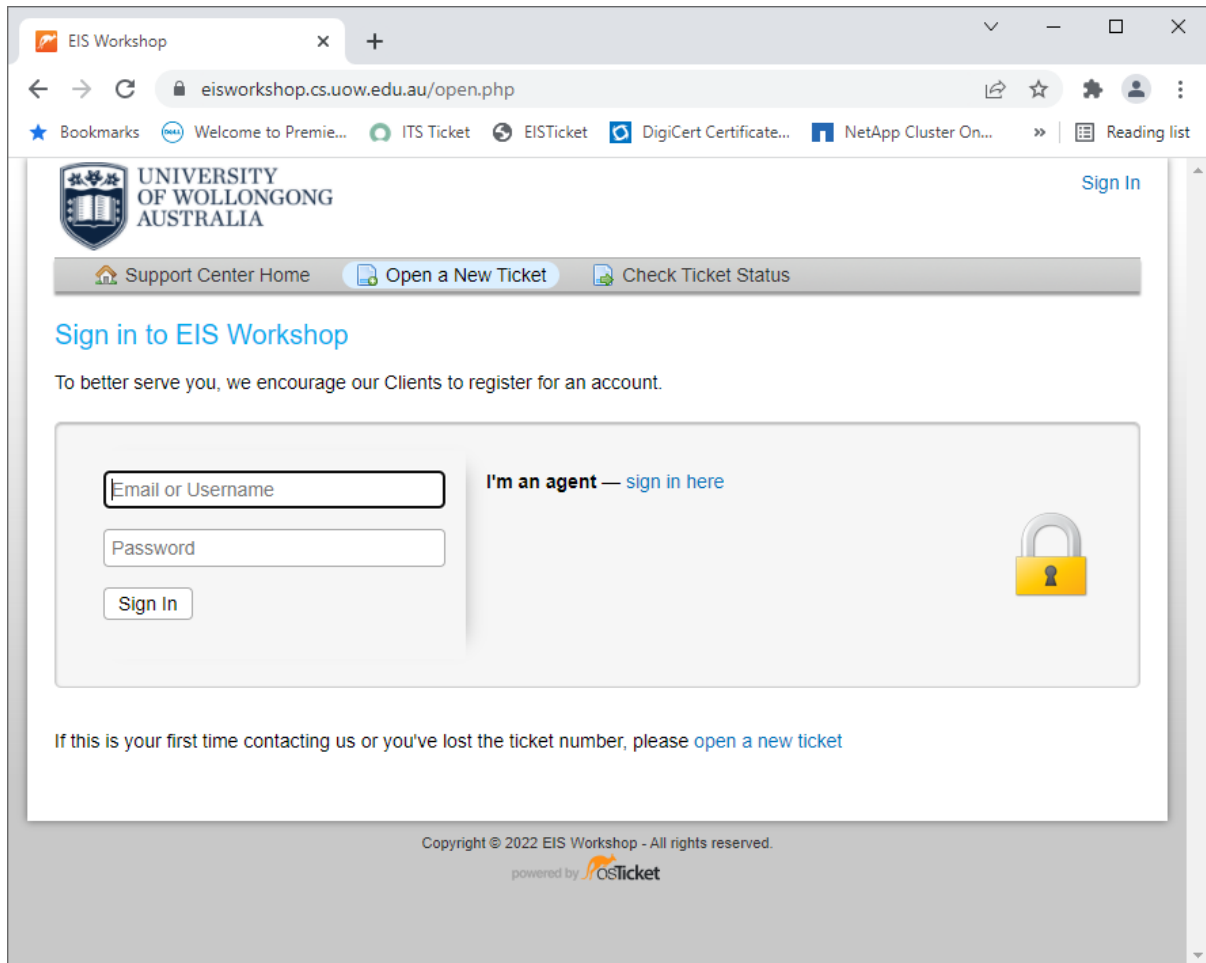
You can access the system via any browser to this URL <https://eisworkshop.cs.uow.edu.au>. For the best compatibilities, Google Chrome is recommended.



The screenshot shows a web browser window with the URL eisworkshop.cs.uow.edu.au. The page features the University of Wollongong Australia logo and a navigation bar with links for "Support Center Home", "Open a New Ticket", and "Check Ticket Status". A "Sign In" link is also visible. The main content area is titled "Welcome to the Support Center" and includes a paragraph explaining the support ticket system. Two prominent buttons are displayed: "Open a New Ticket" (blue) and "Check Ticket Status" (green). The footer contains the copyright notice "Copyright © 2022 EIS Workshop - All rights reserved." and the text "powered by OSTicket".

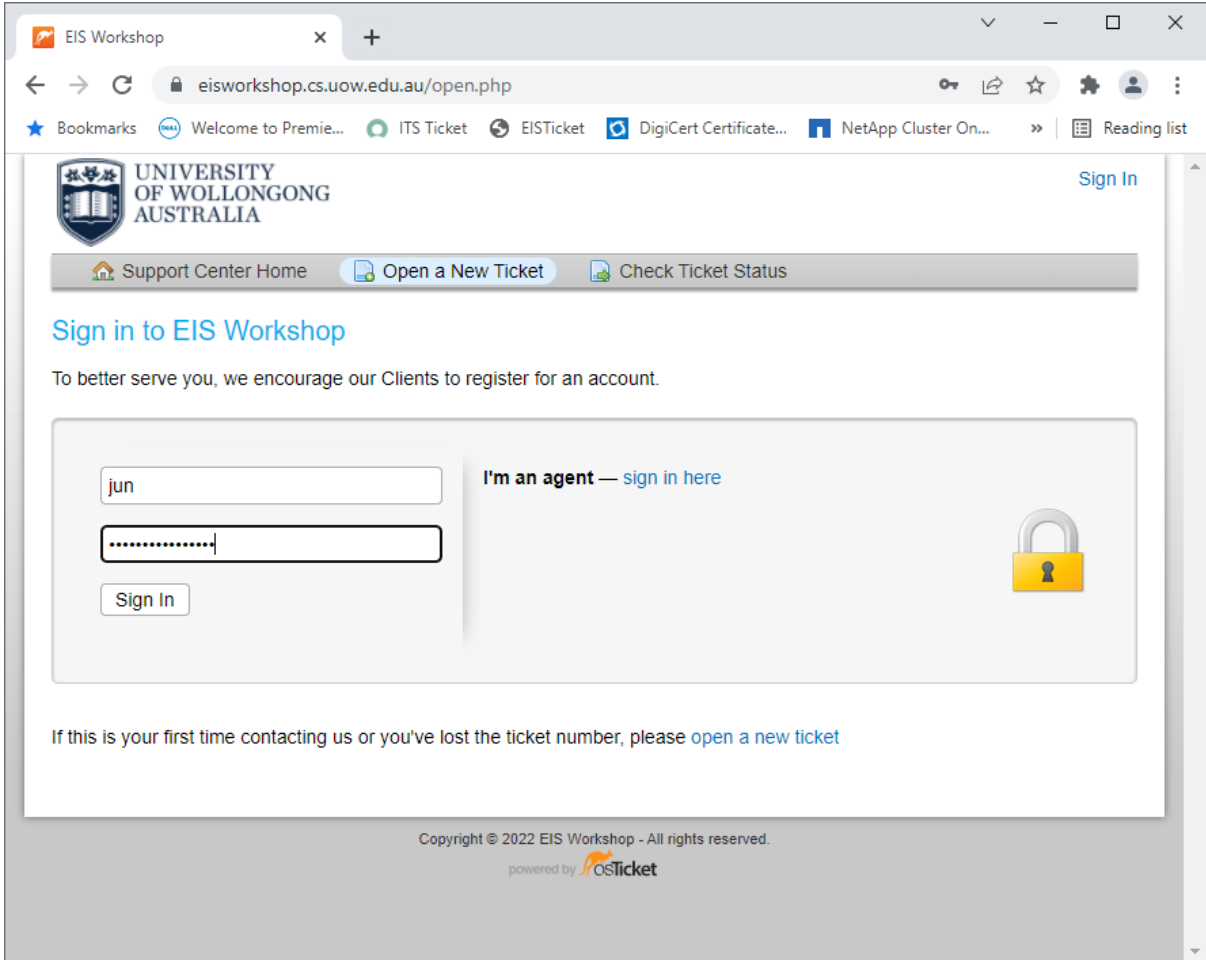
Raise a request


Then you can click on the button “Open a New Ticket” to raise a new request.



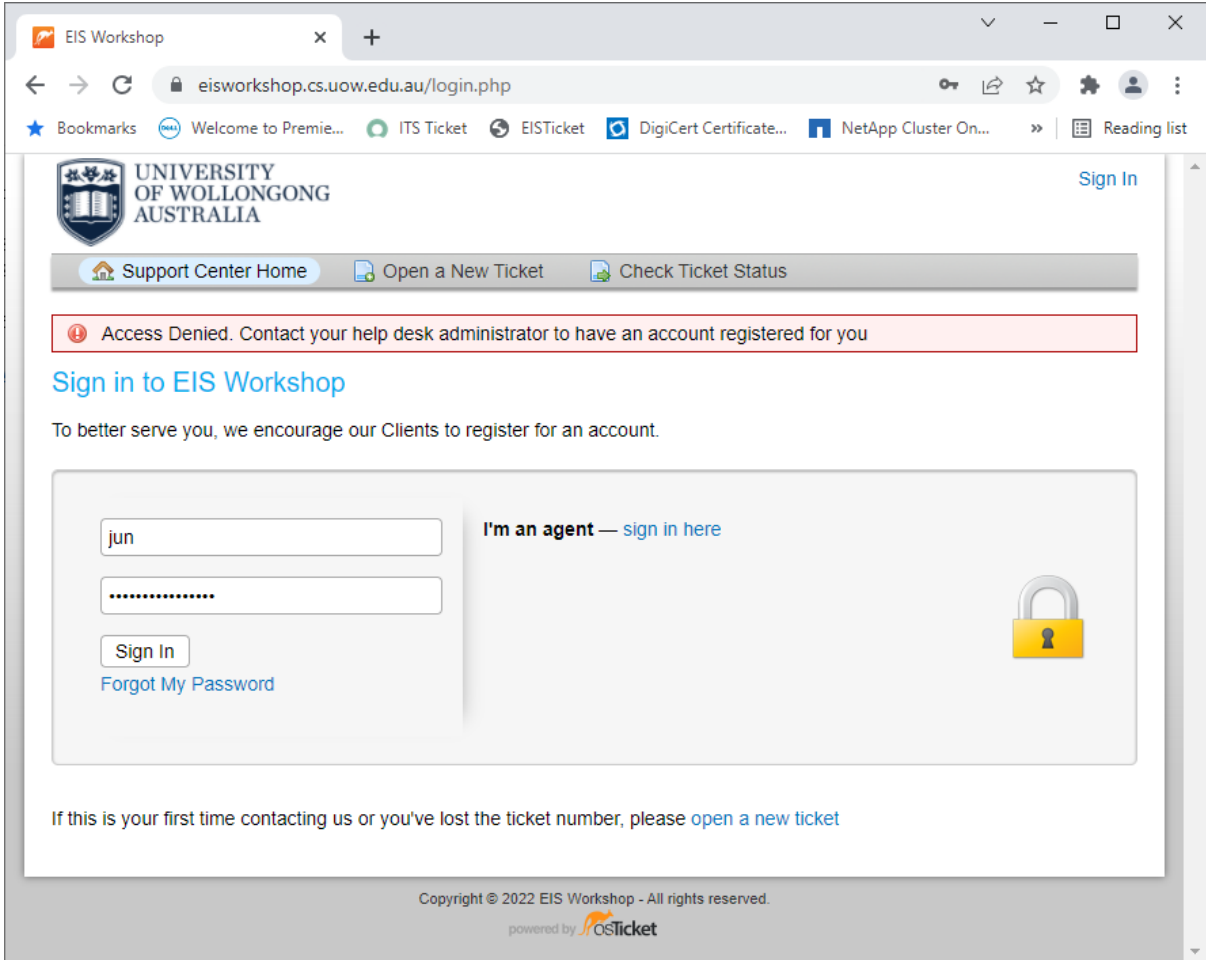
The screenshot shows a web browser window with the URL `eisworkshop.cs.uow.edu.au/open.php`. The page header includes the University of Wollongong Australia logo and a "Sign In" link. Below the header is a navigation bar with buttons for "Support Center Home", "Open a New Ticket", and "Check Ticket Status". The main content area is titled "Sign in to EIS Workshop" and contains the following text: "To better serve you, we encourage our Clients to register for an account." Below this is a sign-in form with three input fields: "Email or Username", "Password", and a "Sign In" button. To the right of the form is a link that says "I'm an agent — sign in here" and a yellow padlock icon. At the bottom of the form area, there is a link: "If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)". The footer of the page contains the text "Copyright © 2022 EIS Workshop - All rights reserved." and "powered by OSTicket".


Type in your UOW email **username** only in “Email or Username” field and your email password in “Password” field. Then click button “Sign In”.



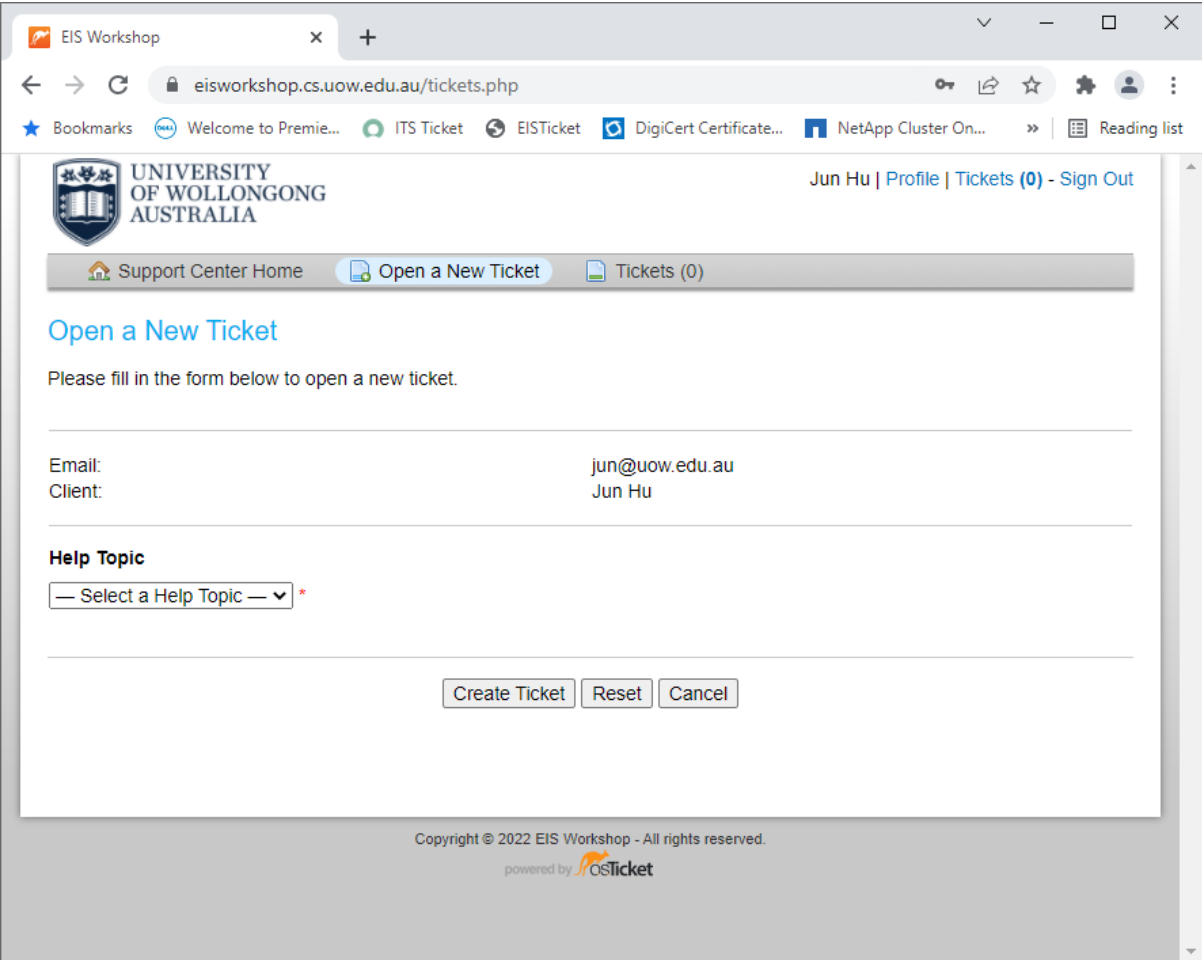
The screenshot shows a web browser window with the URL `eisworkshop.cs.uow.edu.au/open.php`. The page header includes the University of Wollongong Australia logo and a "Sign In" link. Below the header is a navigation bar with "Support Center Home", "Open a New Ticket", and "Check Ticket Status". The main content area is titled "Sign in to EIS Workshop" and contains a message: "To better serve you, we encourage our Clients to register for an account." The login form has a text input field containing "jun", a password input field with masked characters, and a "Sign In" button. To the right of the form is a link: "I'm an agent — sign in here" and a yellow padlock icon. Below the form is a link: "If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)". The footer contains the text: "Copyright © 2022 EIS Workshop - All rights reserved. powered by 

If you receive the error of “Access Denied”, please contact Chris Hally-Burton or any Technical Team member to setup your account.



The screenshot shows a web browser window with the URL `eisworkshop.cs.uow.edu.au/login.php`. The page header includes the University of Wollongong Australia logo and a 'Sign In' link. Below the header is a navigation bar with 'Support Center Home', 'Open a New Ticket', and 'Check Ticket Status'. A red-bordered error message states: 'Access Denied. Contact your help desk administrator to have an account registered for you'. Below this is the 'Sign in to EIS Workshop' section, which includes a login form with a username field containing 'jun', a password field with masked characters, a 'Sign In' button, and a 'Forgot My Password' link. To the right of the form is a link for 'I'm an agent — sign in here' and a padlock icon. At the bottom of the login section, it says 'If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)'. The footer contains copyright information: 'Copyright © 2022 EIS Workshop - All rights reserved. powered by  OSticket'.

If your account is normal, you should reach the page of “Open a New Ticket”.



EIS Workshop

eisworkshop.cs.uow.edu.au/tickets.php

UNIVERSITY OF WOLLONGONG AUSTRALIA

Jun Hu | Profile | Tickets (0) - Sign Out

Support Center Home Open a New Ticket Tickets (0)

Open a New Ticket

Please fill in the form below to open a new ticket.

Email: jun@uow.edu.au
Client: Jun Hu

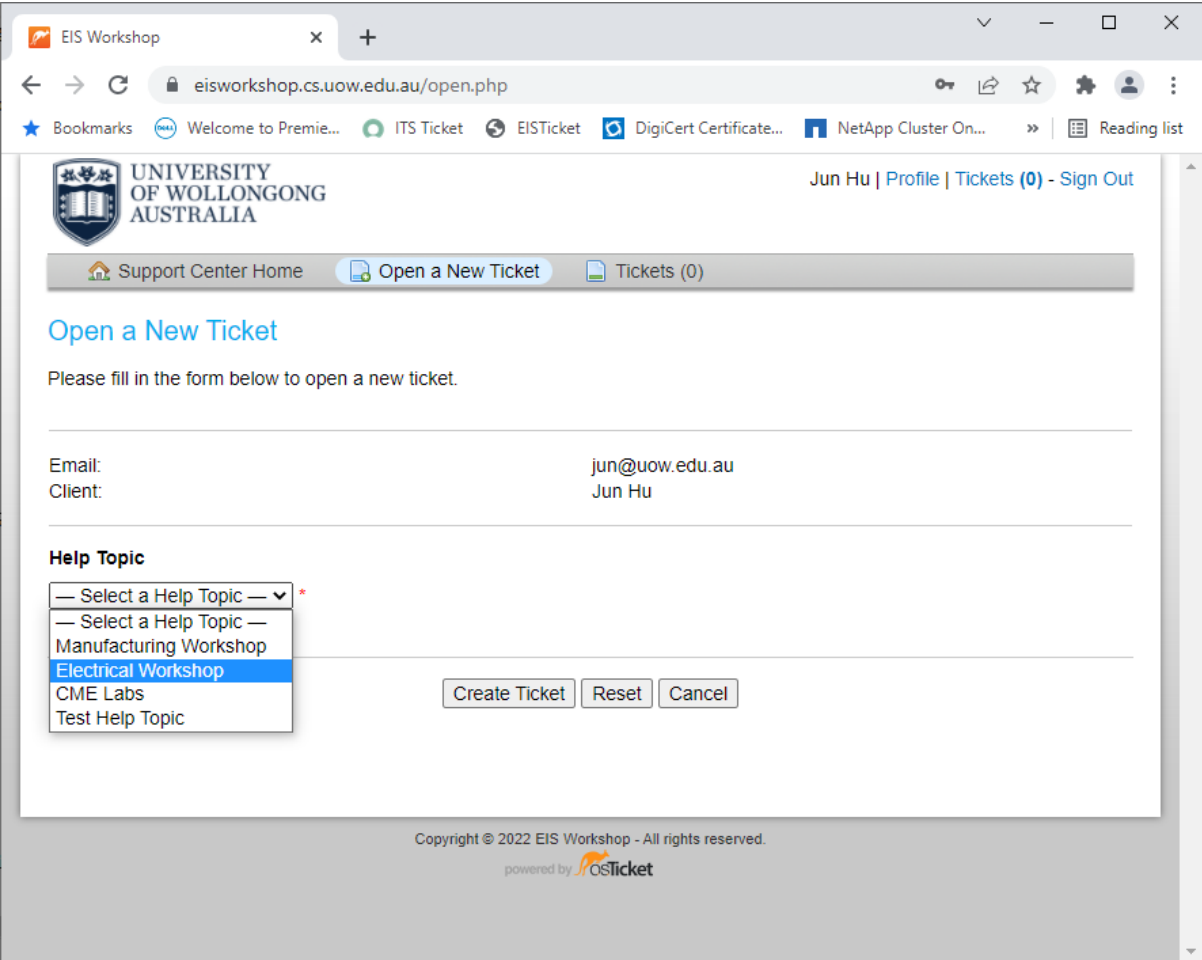
Help Topic

— Select a Help Topic — *

Create Ticket Reset Cancel

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Choose the Topic for your request from the drop-down list.



EIS Workshop

eisworkshop.cs.uow.edu.au/open.php

UNIVERSITY OF WOLLONGONG AUSTRALIA

Jun Hu | Profile | Tickets (0) - Sign Out

Support Center Home Open a New Ticket Tickets (0)

Open a New Ticket

Please fill in the form below to open a new ticket.

Email: jun@uow.edu.au
Client: Jun Hu

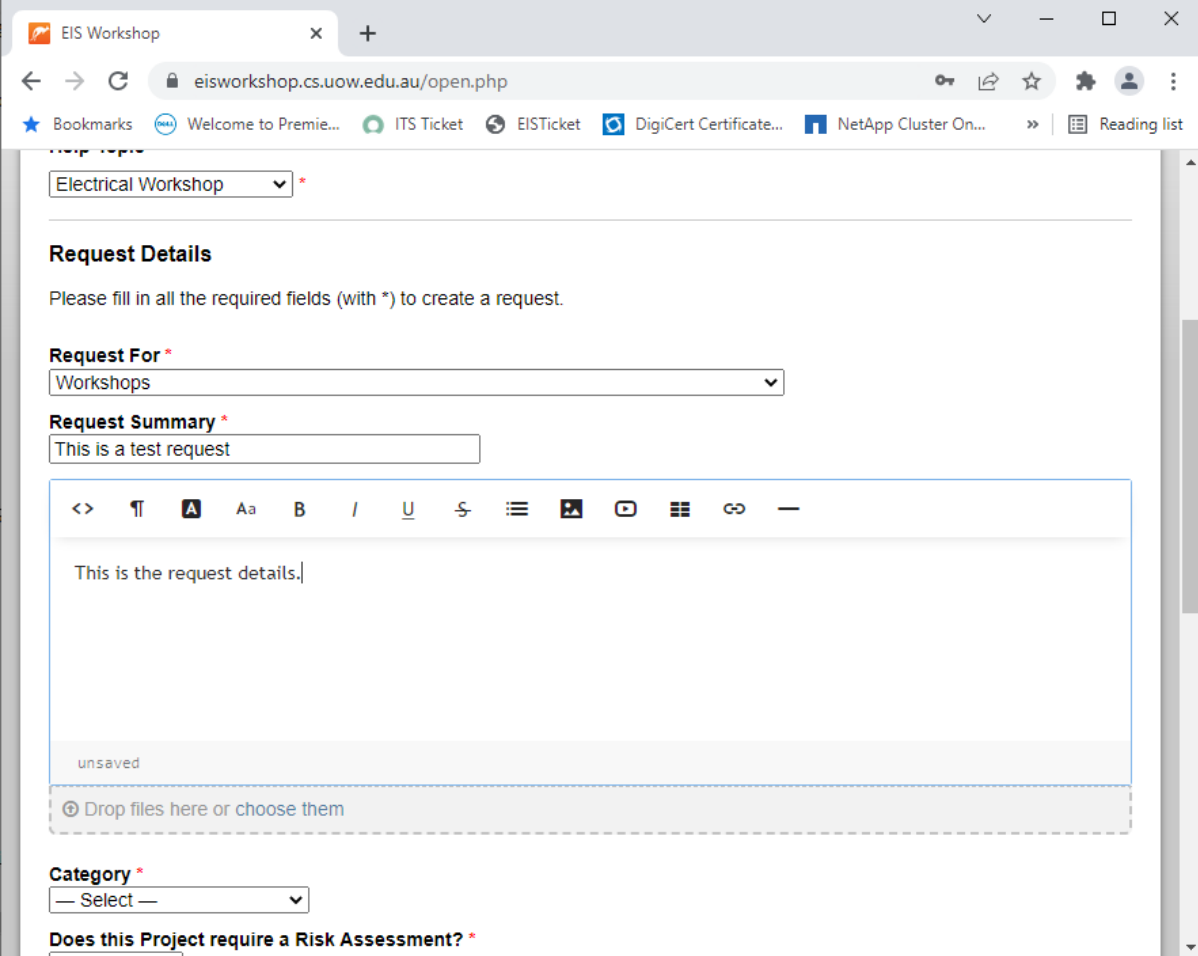
Help Topic

- Select a Help Topic — *
- Select a Help Topic —
- Manufacturing Workshop
- Electrical Workshop
- CME Labs
- Test Help Topic

Create Ticket Reset Cancel

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powered by OSTicket

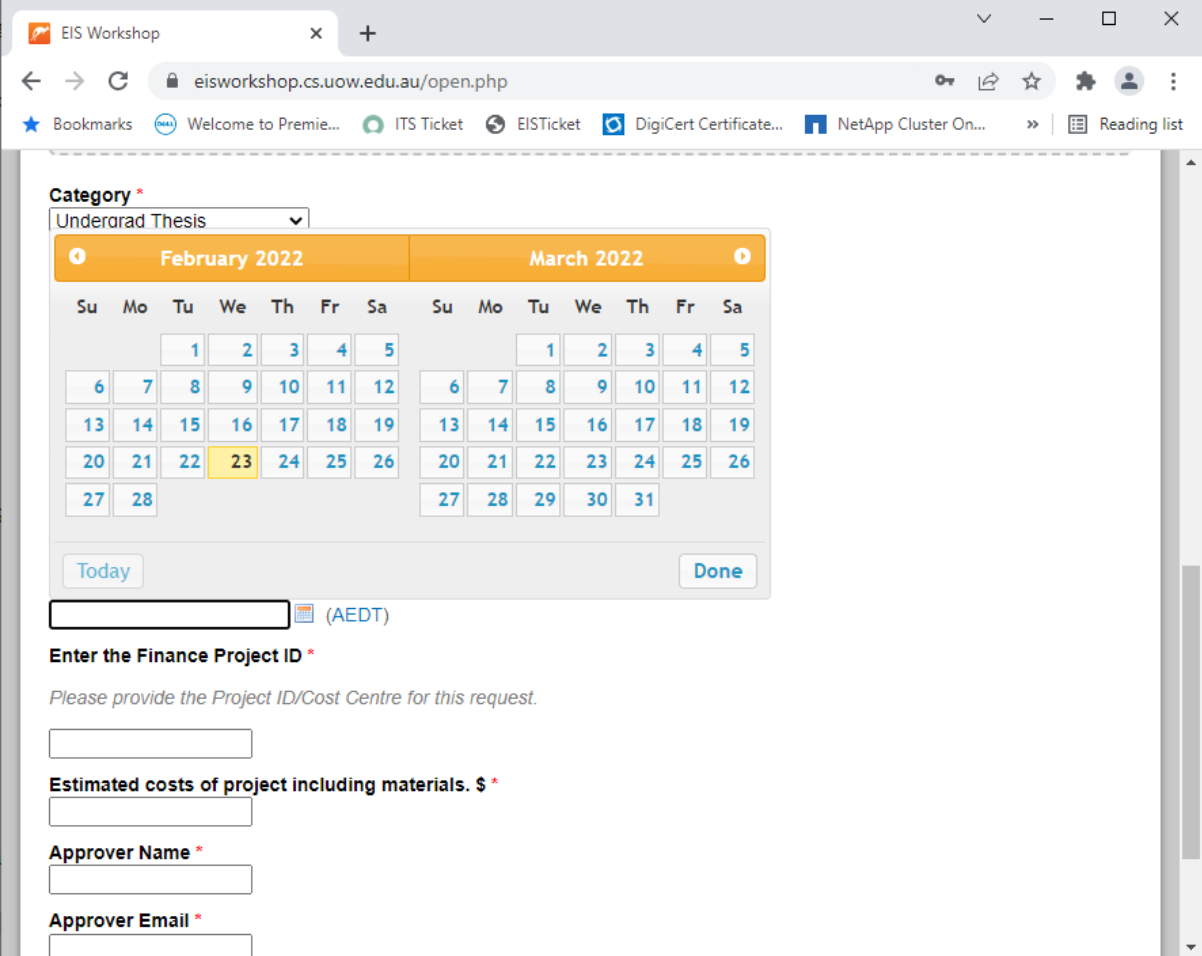
Please fill in all the required fields.



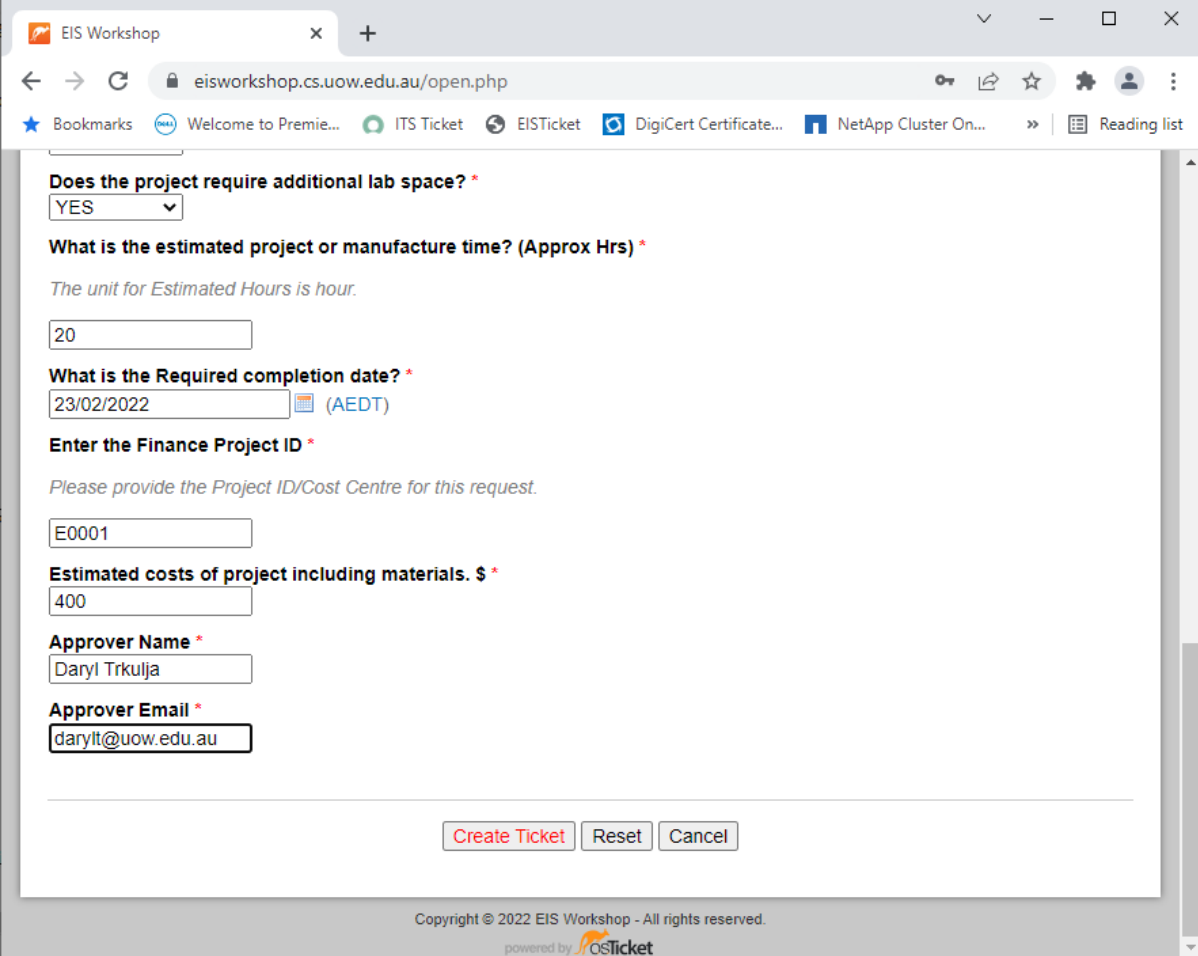
The screenshot shows a web browser window with the URL `eisworkshop.cs.uow.edu.au/open.php`. The page title is "EIS Workshop". The form is titled "Request Details" and includes the following fields:

- Request For ***: A dropdown menu with "Workshops" selected.
- Request Summary ***: A text input field containing "This is a test request".
- Rich Text Editor**: A text area with a toolbar (bold, italic, underline, etc.) containing the text "This is the request details." and a status bar showing "unsaved".
- File Upload**: A dashed box with the text "Drop files here or choose them".
- Category ***: A dropdown menu with "— Select —" selected.
- Does this Project require a Risk Assessment? ***: A checkbox field.

You can upload your files to attach to the request. The maximum size of allowed file is 20MB.




The screenshot shows a web browser window with the URL `eisworkshop.cs.uow.edu.au/open.php`. The page displays a form for creating a job request. At the top, there is a 'Category' dropdown menu set to 'Undergrad Thesis'. Below this is a date selection interface with two side-by-side calendars for February 2022 and March 2022. The date '23' in February is highlighted in yellow. Below the calendars are 'Today' and 'Done' buttons. A time zone dropdown is set to '(AEDT)'. The form then asks for the 'Finance Project ID' with a note: 'Please provide the Project ID/Cost Centre for this request.' Below this are input fields for 'Estimated costs of project including materials. \$', 'Approver Name', and 'Approver Email', each with a red asterisk indicating a required field.



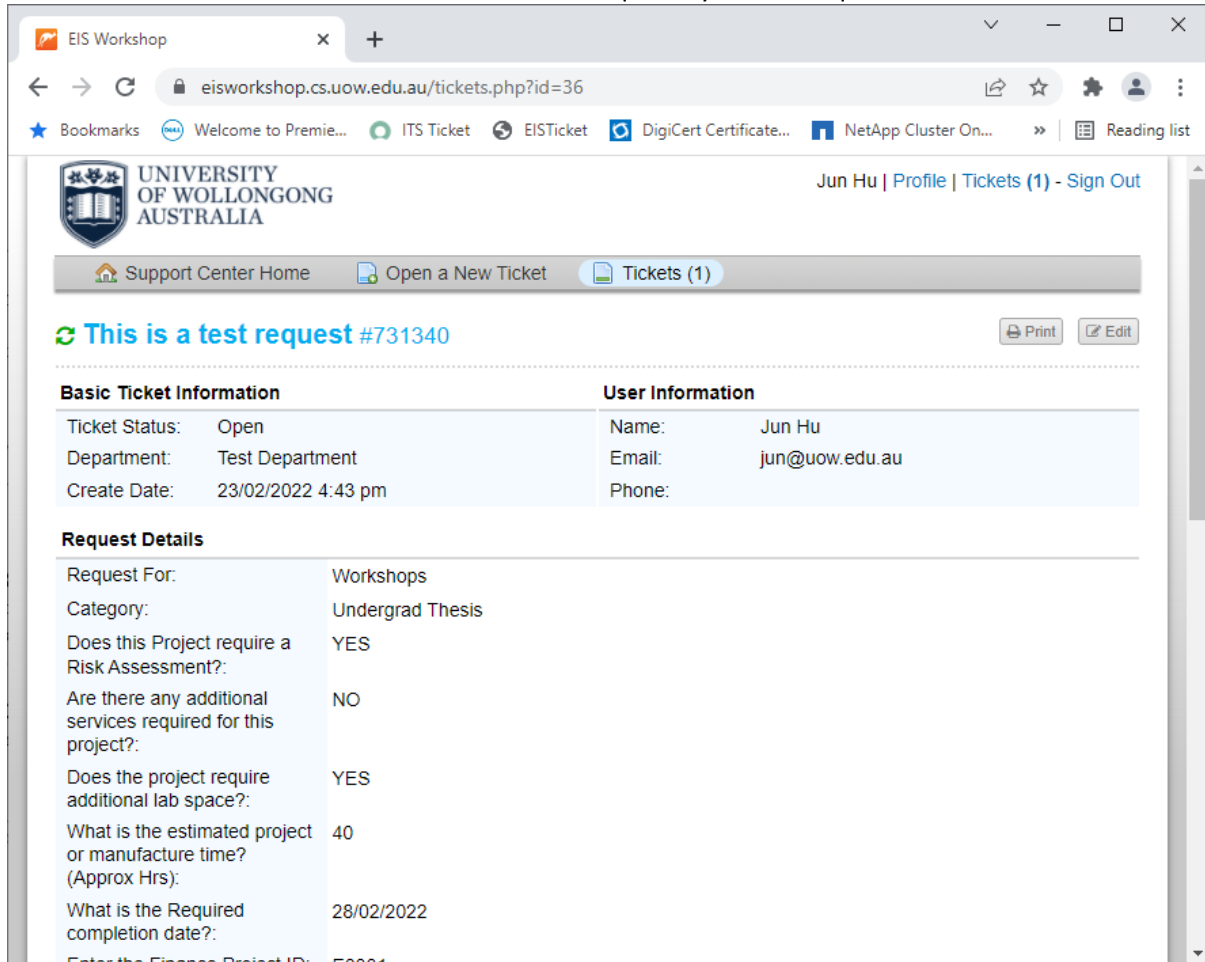
The screenshot shows a web browser window with the URL `eisworkshop.cs.uow.edu.au/open.php`. The form contains the following fields and instructions:

- Does the project require additional lab space? ***
A dropdown menu with "YES" selected.
- What is the estimated project or manufacture time? (Approx Hrs) ***
The unit for Estimated Hours is hour.
A text input field containing "20".
- What is the Required completion date? ***
A date picker showing "23/02/2022" with "(AEDT)" next to it.
- Enter the Finance Project ID ***
Please provide the Project ID/Cost Centre for this request.
A text input field containing "E0001".
- Estimated costs of project including materials. \$ ***
A text input field containing "400".
- Approver Name ***
A text input field containing "Daryl Trkulja".
- Approver Email ***
A text input field containing "darylt@uow.edu.au".

At the bottom of the form are three buttons: "Create Ticket" (highlighted in red), "Reset", and "Cancel".

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powered by 

Please provide the correct Approver Name and Approve Email, the Approver Email can only be UOW email address. Then click the button “Create Ticket”.



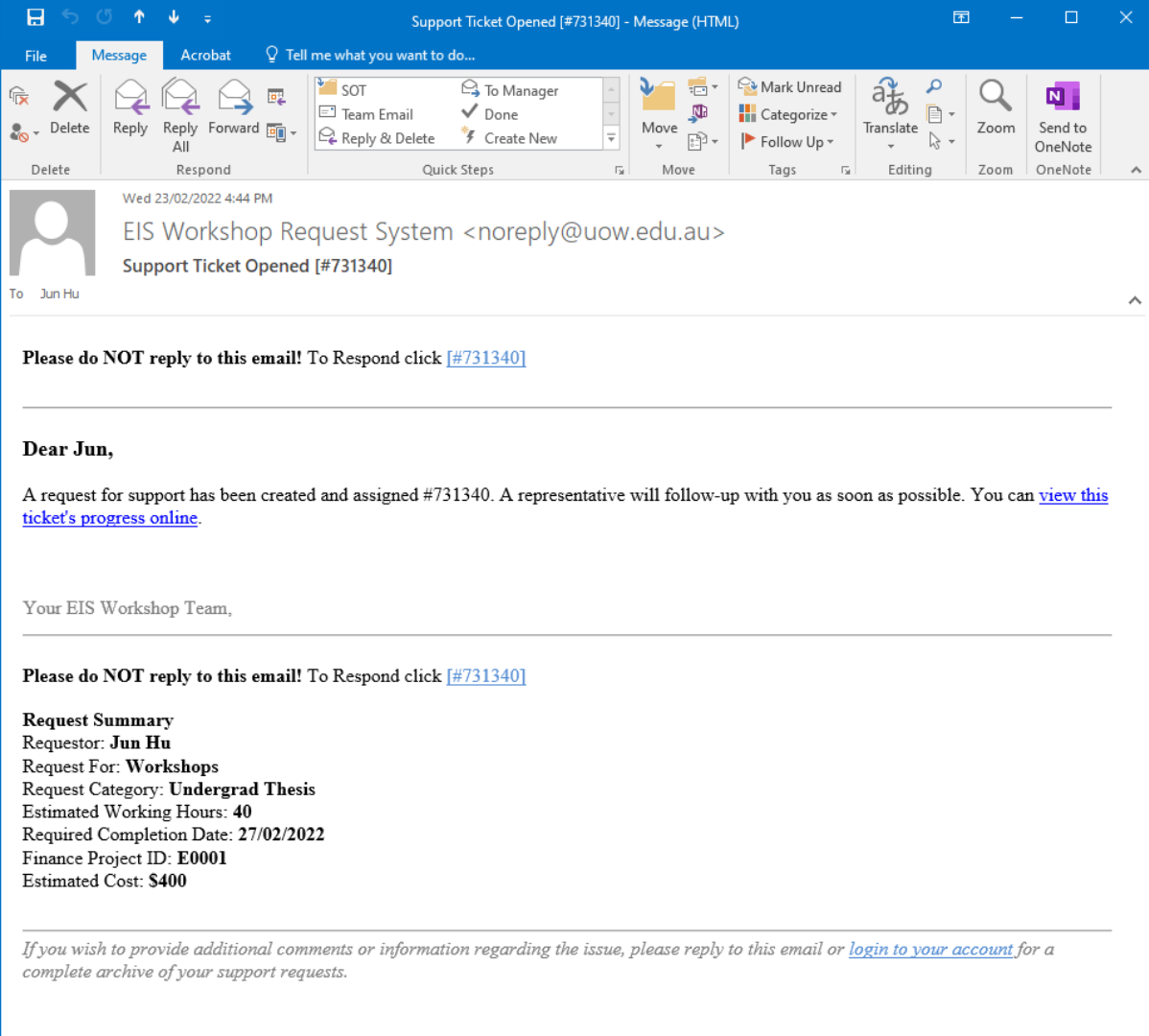
The screenshot shows a web browser window with the URL `eisworkshop.cs.uow.edu.au/tickets.php?id=36`. The page header includes the University of Wollongong logo and the user's name, Jun Hu, with links to Profile and Tickets (1). A navigation bar contains links for Support Center Home, Open a New Ticket, and Tickets (1). The main content area displays a green refresh icon and the text "This is a test request #731340" with Print and Edit buttons. Below this, there are two sections: "Basic Ticket Information" and "User Information".

Basic Ticket Information		User Information	
Ticket Status:	Open	Name:	Jun Hu
Department:	Test Department	Email:	jun@uow.edu.au
Create Date:	23/02/2022 4:43 pm	Phone:	

Below the user information is the "Request Details" section:

Request For:	Workshops
Category:	Undergrad Thesis
Does this Project require a Risk Assessment?:	YES
Are there any additional services required for this project?:	NO
Does the project require additional lab space?:	YES
What is the estimated project or manufacture time? (Approx Hrs):	40
What is the Required completion date?:	28/02/2022
Enter the Finance Project ID:	5004

You will receive a confirmation email about your new request, please **DO NOT** reply to the email, instead, click the links inside the email to view/respond your request.



The screenshot shows an email client window titled "Support Ticket Opened [#731340] - Message (HTML)". The interface includes a ribbon with "File", "Message", and "Acrobat" tabs. The "Message" ribbon contains various actions like "Delete", "Reply", "Forward", "Move", "Mark Unread", "Categorize", "Follow Up", "Translate", "Zoom", and "Send to OneNote". The email content is as follows:

Wed 23/02/2022 4:44 PM
EIS Workshop Request System <noreply@uow.edu.au>
Support Ticket Opened [#731340]
To Jun Hu

Please do NOT reply to this email! To Respond click [\[#731340\]](#)

Dear Jun,

A request for support has been created and assigned #731340. A representative will follow-up with you as soon as possible. You can [view this ticket's progress online](#).

Your EIS Workshop Team,

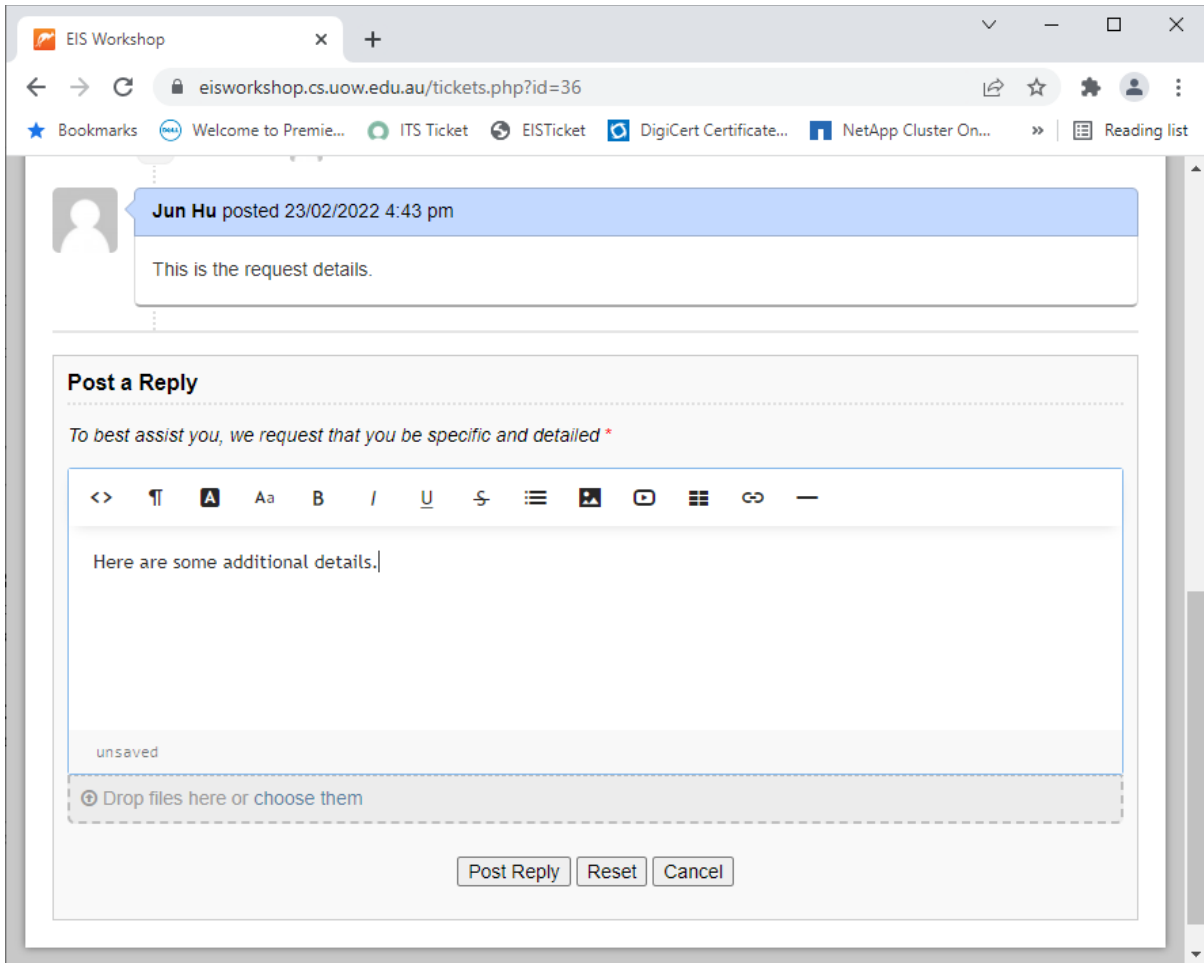
Please do NOT reply to this email! To Respond click [\[#731340\]](#)

Request Summary
Requestor: **Jun Hu**
Request For: **Workshops**
Request Category: **Undergrad Thesis**
Estimated Working Hours: **40**
Required Completion Date: **27/02/2022**
Finance Project ID: **E0001**
Estimated Cost: **\$400**

If you wish to provide additional comments or information regarding the issue, please reply to this email or [login to your account](#) for a complete archive of your support requests.

Reply to a request

To add comments or communicate with Workshop staff member of your request, please view your request and type in your Reply and click the “Post Reply” button.



The screenshot shows a web browser window with the URL `eisworkshop.cs.uow.edu.au/tickets.php?id=36`. The page displays a ticket for user Jun Hu, posted on 23/02/2022 at 4:43 pm, with the message "This is the request details." Below the message is a "Post a Reply" section. This section includes a note: "To best assist you, we request that you be specific and detailed *". A rich text editor is provided with a toolbar containing icons for undo, redo, bold, italic, underline, link, unlink, list, and image. The text area contains the text "Here are some additional details." and shows "unsaved" at the bottom. Below the text area is a file upload area with the text "Drop files here or choose them". At the bottom of the reply form are three buttons: "Post Reply", "Reset", and "Cancel".