

Slate - Submit Request

[Submit a Ticket Service - Slate Help Requests](#)

We strive to have fastest turn around time as possible but please note some requests like Mailings and Events take longer than Access and Query requests. Please allow for up to 2 weeks turnaround time for larger requests such as Mailings and Events. This gives us time to build, implement, test, and review while also being able to still manage our other tasks and requests.

How to:

1. **Follow above link and click 'Submit a Request'**

STATE

Search the client portal

Kris Key

Home Services Knowledge Base

Ticket Requests My Favorites My Recent My Approvals Services A-Z Search

Service Catalog / Data & Technology / Slate Help Requests

Slate Help Requests

This ticket can be used for a variety of updates within Slate CRM. Requests may involve support for applications, forms, and checklists, or help with setting up events, registrations, and their related communications. It can also cover needs like creating queries and reports, updating dashboards, or making adjustments to workflows, portals, and rules. In addition, you can use this ticket for tasks such as updating decision letters, managing deliverables, or processing data imports.

Submit a Request

Share

Edit Service

Add to Favorites

Attachments (0) +

Drag and drop files here to upload.
A maximum of 4 MB can be uploaded at once.

2. Enter basic information regarding the request. Title - Short description of the request; Requester and Department should default to your information.

Title * 

A short description to explain the nature of a ticket.

Slate Help -

Requestor *  

This is an individual that is listed as the person asking for service detailed within the ticket. If used as a filter in a report, the filter allows for a lookup search.

Kris Keys



Acct/Dept * 

The account/department under which the ticket falls.

Jonesboro - A-State Online Operations



Slate Requests: *

Start typing...

Which Slate Instance are you requesting access for? *

- ☐ Admissions
☐ Student Success

Attachment 

If you have chosen Mailing with a Delivery Method of Ad Hoc then upload one or more Excel spreadsheets (.xls or .xlsx) containing a header row and one or more data rows. It

3. Select a Request Type

1. **Access - Use for New Access Request to Slate. Requirements: New Employee Name, ID, Email, FERPA completion. List of jobs/duties or other existing account to mirror permission from.**
2. **Mailing - Use to request a One-off or Reoccurring automated email(s). Please submit a new ticket for each unique message. Requirements: List of recipients, Message Body, Sender information, Schedule of deliver.**
3. **Query - Use to request a Query/Report of data from Slate.**
4. **Event - Use to request an Event or Series of Events to be created. Requirements: Date/Time, Location, Event Description, and Event Title.**
5. **Other - Use for any request that do not fit the above criteria.**

Slate Requests: *

Start typing...

Access

Mailing

Query

Event

Other

imperative that any merge field names (column headers) match across all uploaded recipient lists

Browse...

No file chosen

4. Select which instance the request is for (Admissions or Student Success) and attach any file/documents via the uploader. Click Submit

Which Slate Instance are you requesting access for? *

- ☐ Admissions
☐ Student Success

Attachment ?

If you have chosen Mailing with a Delivery Method of Ad-Hoc then upload one or more Excel spreadsheets (.xls or .xlsx) containing a header row and one or more data rows. It imperative that any merge field names (column headers) match across all uploaded recipient lists

Browse... No file chosen

Submit

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