



Request Management System (RMS) Overview

RMS IssueTrak

SPP Request Management System (RMS)

The RMS is a Web-based application designed to capture any requests, questions, suggestions or problems you might have. The SPP system allows users to submit requests for whatever business need the submitter has. The SPP system also contains a knowledge base that can be utilized for frequently asked questions.

Accessing the RMS

The RMS is a web-based hosted solution. Access the RMS at the following address:

<https://spprms.issuetrak.com>.



Welcome to Southwest Power Pool's Request Management System (RMS)

Our RMS vendor, Issuetrak, will be performing maintenance beginning on 4/11/2023. RMS will be unavailable at times between 9pm-3am CDT.

Don't have an account? Use the "Register Now" link below. **Please use your e-mail address as your User ID.**

Don't remember your Password? **DO NOT** create a new account - you won't have access to your Requests!
Enter your User Id then click the "Forgot your password?" link below.

Please note that RMS should not be used to report real-time operational issues, contact operations directly.

Please note that RMS is no longer compatible with IE. Please use Firefox, Chrome, Microsoft Edge, or Microsoft Edge Chromium.

The screenshot shows a login form with two input fields: "User ID:" and "Password:". Below the fields is a dark "Sign In" button. Underneath the button are two links: "Forgot / Reset your password?" and "Register Now".

[Switch To Mobile View](#)

From the log-in page, you may create an account by selecting the "Register Now" link. We recommend using your work e-mail address as your User ID, and creating a unique password.

Once your account is created, you are immediately able to submit Requests using the Request Template dropdown menu.

Should you forget your password, **enter your User ID** on the login screen and then click "Forgot / Reset your password?"

If the User ID entered is valid, then you will receive an email with a password reset link, and the link will be active for two hours. If you do not receive the link within 20 minutes please check your spam folder, or confirm you used the correct User ID.

Southwest Power Pool, Inc.

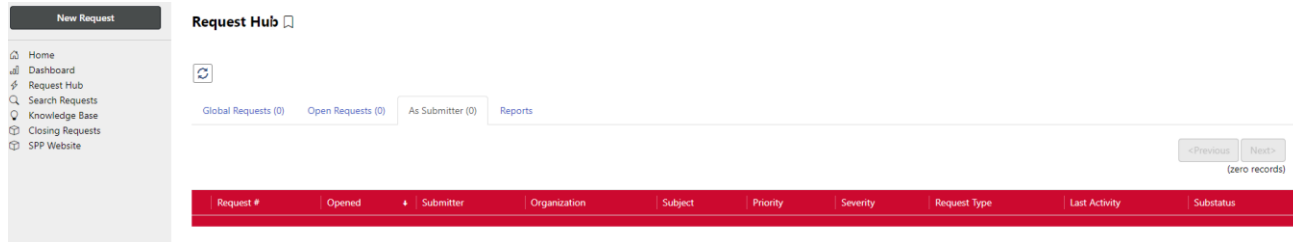
If you have any issues with your account or submission please contact your Customer Relations Representative, or email SRTeam@spp.org

My SPP RMS

Once logged in you can navigate the follow items:

Request Hub

The Request Hub page displays your Open Requests, as well as any Global Requests that may be open at any given time for related issues.



My Settings

The My Settings under your username in the upper right displays personalized settings for the user and allows customization of view preferences.

Change Password

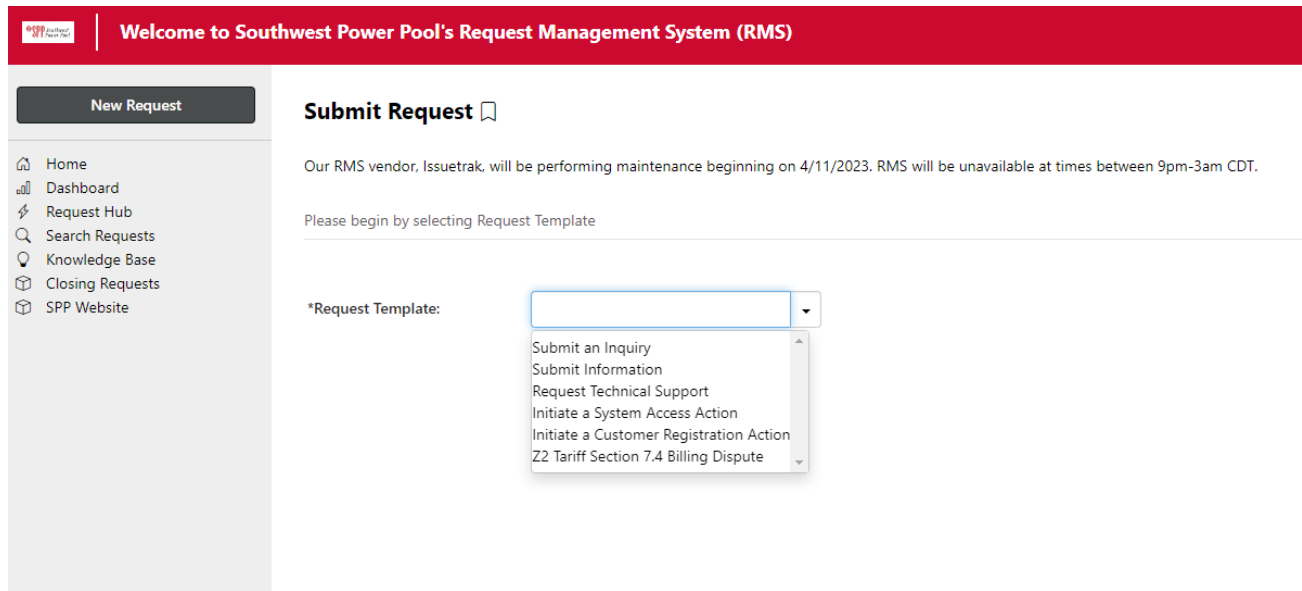
The Change Password page allows users to update their password. Passwords expire every 90 days. This may be done preemptively, or you will be prompted to do so when your current password expires.

New Request

The New Request page allows users to submit requests to the RMS for review. The field names below are used in the submittal of requests.

Request Template

The Request Template drop-down allows for automated assignment of your Request to ensure timely response. If you know, or have been told, which Request Template to use, this will expedite your Request.



Request Status

The Request Status drop-down automatically populates that field with “Open”.

Request Type

The Request Type drop-down is required field, however, the drop-down option automatically populates when after a “Request Template” selection is made. Do NOT change the Request Type. If you incorrectly choose, please use the Request Template drop-down at the top to change types.

Request Subtypes

Some Request Types utilize the Request Subtype field(s). Instructions will give you more information *if* Subtypes are utilized within a Request Template.

Subject

The Subject field is a required field and allows the user to describe the subject of the request. The subject field should contain a short statement or title describing the issue.

Full Description

The Full Description field is a required field and should contain a complete description of the issue.

Include Attachment(s)

The Include Attachment checkbox allows users to browse for and select files for attachment to the submittal. Checking the Include Attachment box will display the Attachments for Request number page **upon submission of the Request**. The attachments page allows users to browse for attachments and then attach to the request.

While there is no limit to the number of attachments within a Request, you may upload no more than three (3) attachments at a time on this page and using the Attachments menu option. You may use the paperclip icon on the Request screen to drag and drop more files at once. Submit Request

The Submit Request button initiates the submittal of the request.

Search Requests

The Search Requests page allows users to find previously submitted requests. Criteria are selected using the fields and drop-down menus. Requests meeting the selected criteria are returned.

The screenshot shows the 'Search Requests' page. On the left is a navigation sidebar with a 'New Request' button at the top and a list of menu items: Home, Dashboard, Request Hub, Search Requests, Knowledge Base, Closing Requests, and SPP Website. Below the sidebar is a 'Bookmarks' section. The main content area is titled 'Search Requests' and includes a 'Search' button and a 'Reset' button. Underneath is the 'Define Search Criteria' section, which contains several search filters: 'Request Status' (two dropdown menus), 'Global Status' (one dropdown), 'Request Class' (one dropdown), 'Priority' (one dropdown), 'Request Template' (one dropdown), 'Request Type' (one dropdown with a checkbox for 'Show Inactive Request Types'), 'Subtype 1' through 'Subtype 4' (four dropdown menus), 'Subject' (text input with 'keyword search'), 'Notes' (text input with 'keyword search'), 'Solution' (text input with 'keyword search'), and 'Search All Three' (text input with 'keyword search').

Lookup Request #

The Lookup Request Number allows users to search for a request by providing the number assigned.

Knowledge Base

The Knowledge Base is a virtual library of information which may include answers to frequently asked questions, standard procedures, known resolutions to issues, etc.