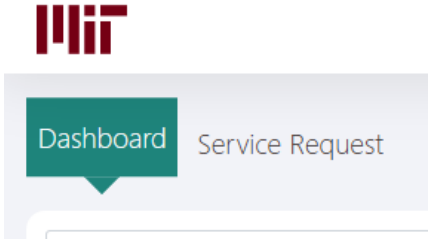
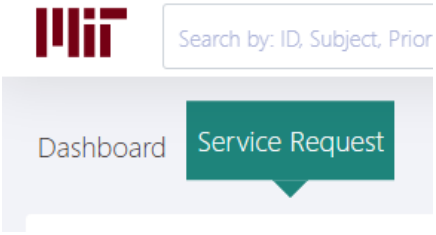
Dashboard Configuration

Overview

When you enter RAM, the Dashboard is displayed by default. At the top of the page, you can select either Dashboard or Service Requests.

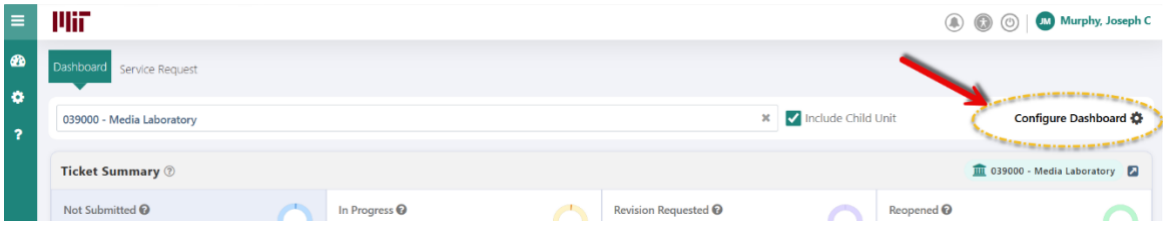




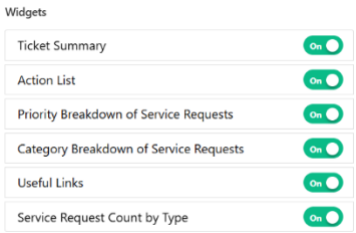
RAM has six reporting widgets that can be added to the dashboard:

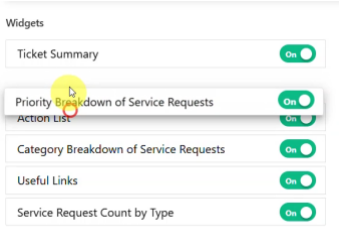
Ticket Summary: Categorizes service request tickets by status, so you can track their progress quickly.
Action List: Shows items waiting for your action and items you've already processed. Click an item to open the related document directly.
Priority Breakdown of Service Requests: Shows how many service requests are high, normal, or low priority, helping you spot urgent requests quickly.
Category Breakdown of Service Requests: Shows how your service requests are split across categories.
Useful Links: Gives quick access to important websites and documents you may need often.
Service Request Count by Type: Shows how many service requests exist for each request type, helping you see which types are raised most often.

Configure Dashboard



Select Configure Dashboard to turn widgets on or off and arrange the order in which they appear.



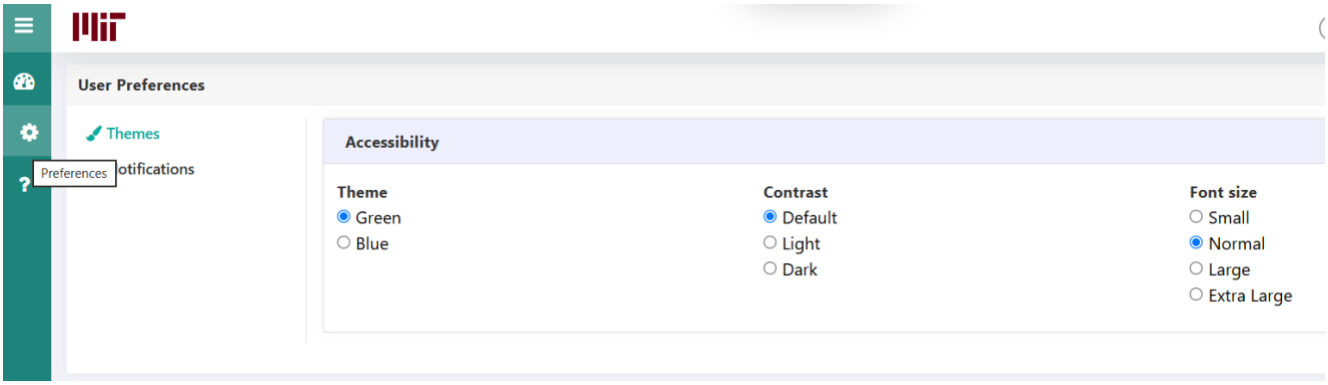


Drag and drop widgets to arrange them in your preferred order.

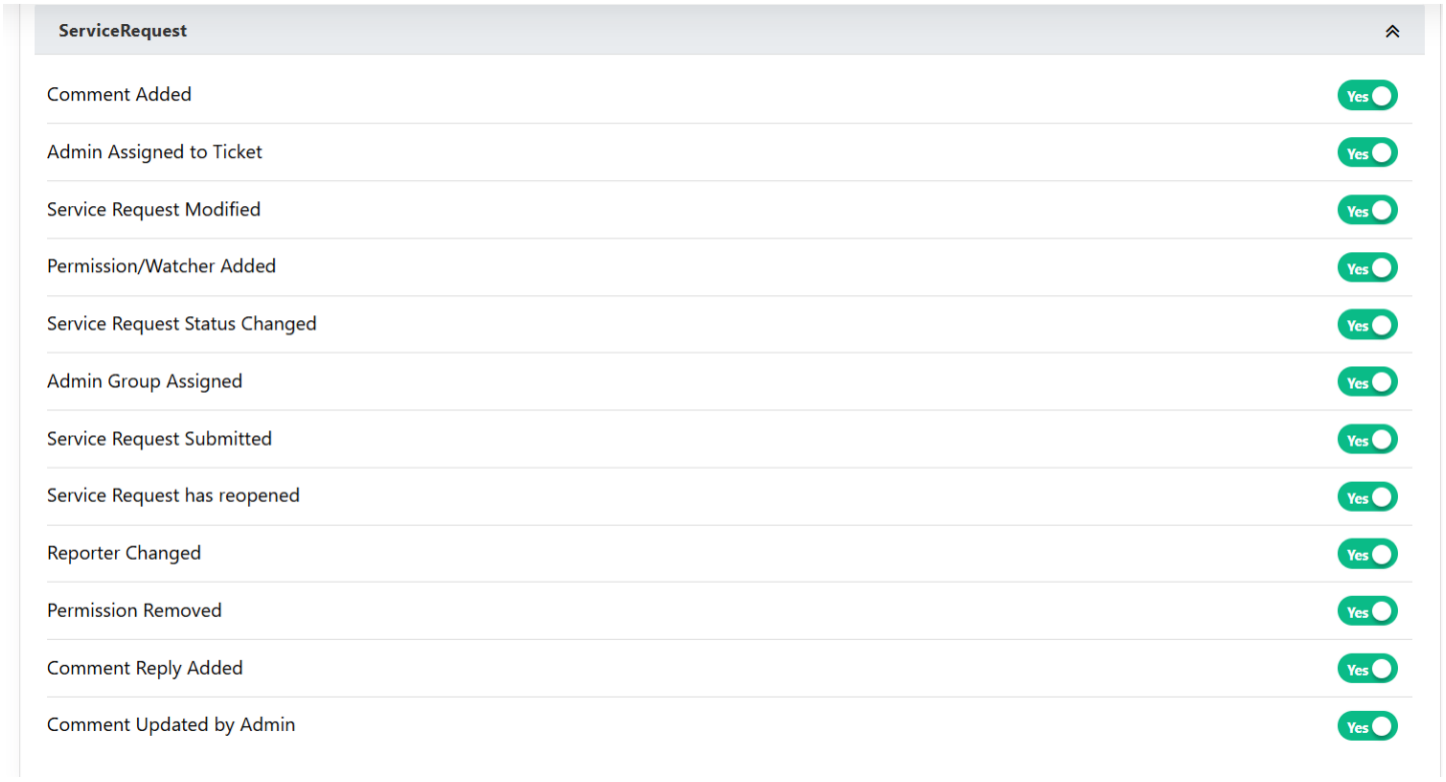
User Preferences

Select the gear icon in the left navigation panel to access Preferences.

Under Themes, users can adjust the color theme, contrast, and font size to customize the appearance and accessibility of RAM.



Under Notifications, users can turn individual email notifications on or off.



Getting Help

Get Help with RAM | Contact your **RAS Contract Administrator** for request-specific questions.
For system or general **RA support**, email **ra-help@mit.edu**. Drop-In RA Support: Mondays, 1–2 p.m. **via Zoom**.