RAM Day One: Getting Started

Overview

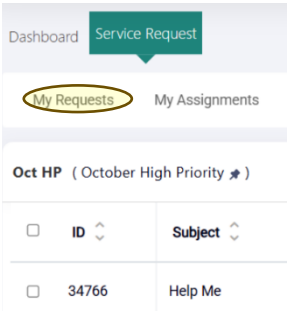
RAM can be accessed via [ram.mit.edu](ram.mit.edu).

Welcome to RAM! Before you begin using the new service request system, take a few minutes to review your migrated tickets, personalize your settings, and familiarize yourself with the tools that will help you manage your requests.

Procedures

Check for migrated tickets

When you first open RAM, any active tickets migrated from OST will appear under the **My Requests** tab. These requests have been carried over to RAM so work can continue without interruption until they are resolved.



The **My Requests** tab will be the built-in service request organization tab that you will refer to most. It will show **requests**:

- you created
- where you are the **Reporter**
- assigned to you
- where you are a **Watcher**

Customize your user interface

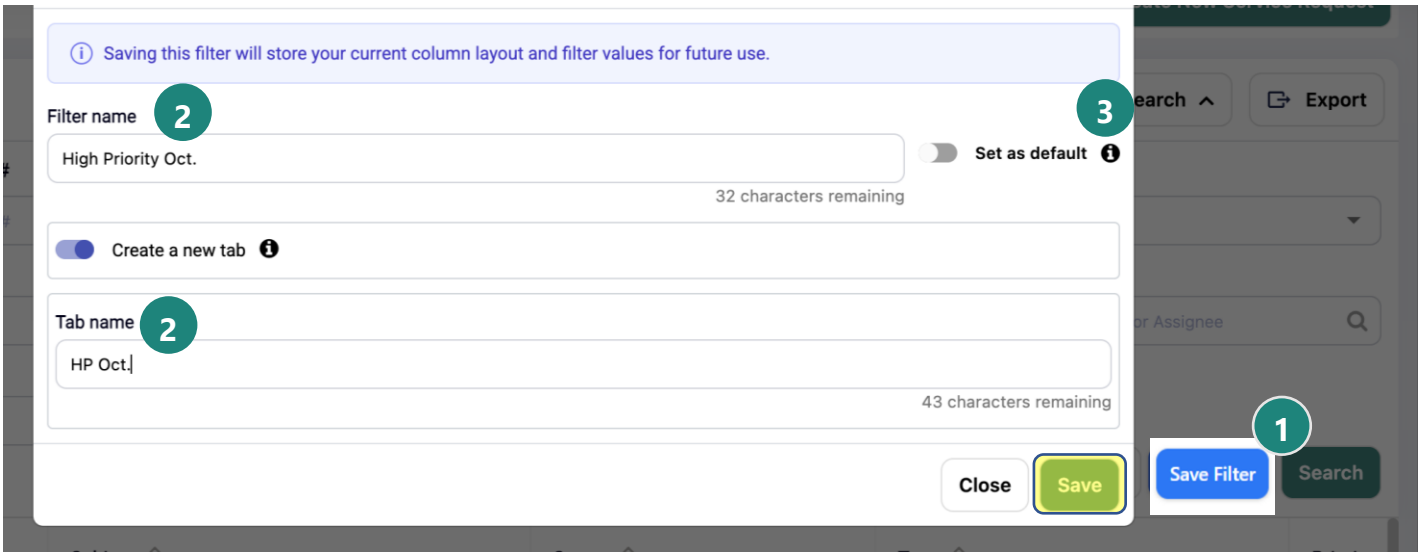
Personalize RAM to suit your preferences and workflow.

- **Dashboard Configuration (See Dashboard Configuration Quick Reference Card [PDF])**
  - **Widgets:** Click **Configure Dashboard** button (upper right) to choose and rearrange your widgets.
  - **Appearance:** Click the **Preferences** gear/flywheel icon on the left navigation panel to adjust the theme color, contrast, and font size for comfortable viewing.
  - **Email Notifications:** On the **User Preferences** screen, select **Notifications** to turn individual email notifications on or off based on your workflow.
- **Service Request Columns:** Under **Service Request**, drag column borders to resize them. Click the + icon at the far right to show or hide columns, then drag column names to reorder them.
  - **See RAM Dashboard and UI Configuration video**

Set up a search filter

RAM's **Search and Filter** feature is one of its most useful tools. Take some time to identify searches that will streamline your workflow, then save those searches for easy access whenever you need them.

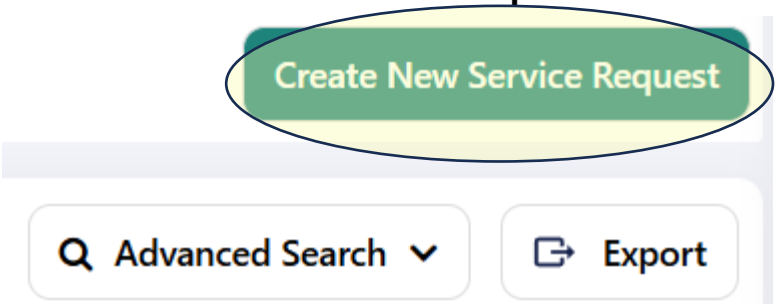
- Use any of the 26 available search criteria, such as status, category, department, or assignee, individually or in combination to narrow your results. Click the + icon to see the full list of criteria.
- Click **Save Filter** to save a search for future use.
- Consider creating a **custom tab** for frequently used searches or setting a saved search as your default view.



1. Once you've selected your search criteria, click Save Filter.
2. You can save the filter for future use or choose to display it as a custom tab at the top of the Service Request screen for easy access.
3. You can also choose to make a certain search the default.

For step-by-step instructions and screenshots, see **Searching and Filtering in RAM [PDF]**.

Check for "Create New Service Request" role



If you will need to create service requests but do not see the green Create New Service Request button, contact your Primary Financial Authorizer (PFA) to request the appropriate role.
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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**.