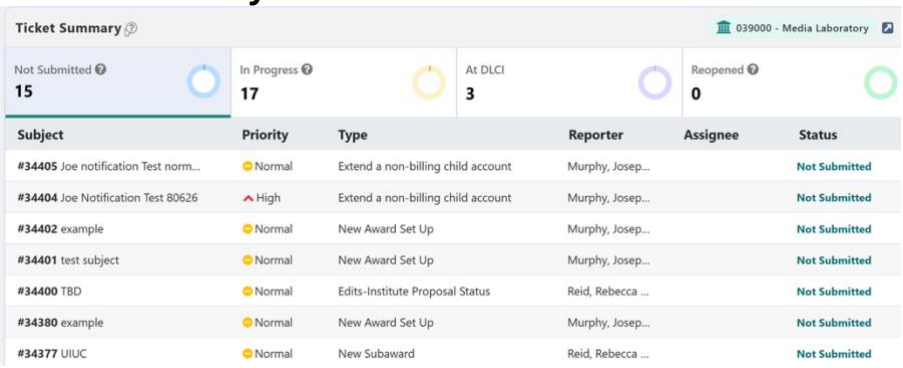
RAM Dashboard Widgets

Overview

Widgets are customizable tools on the RAM Dashboard that provide an at-a-glance view of your service requests, outstanding actions, and other useful information. Each widget presents information in a different way, helping you monitor progress, identify items needing attention, and quickly access important resources.

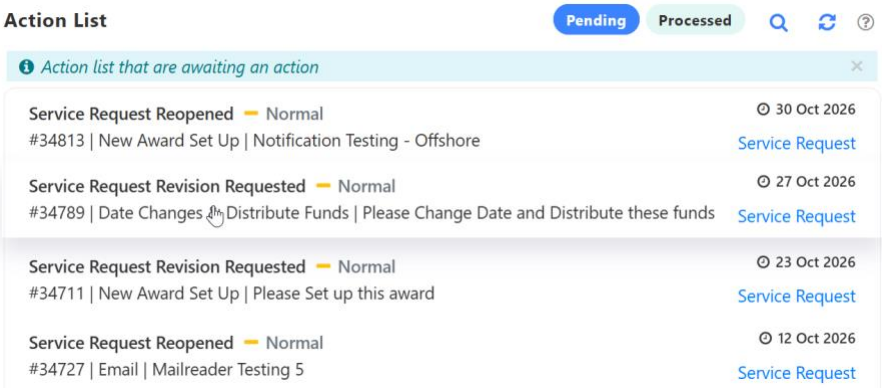
Widget Descriptions

Ticket Summary



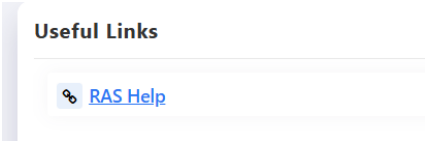
Provides a snapshot of your service requests organized by status. Quickly see which requests are in progress, awaiting revisions, or completed, making it easier to monitor activity and track progress.

Action List



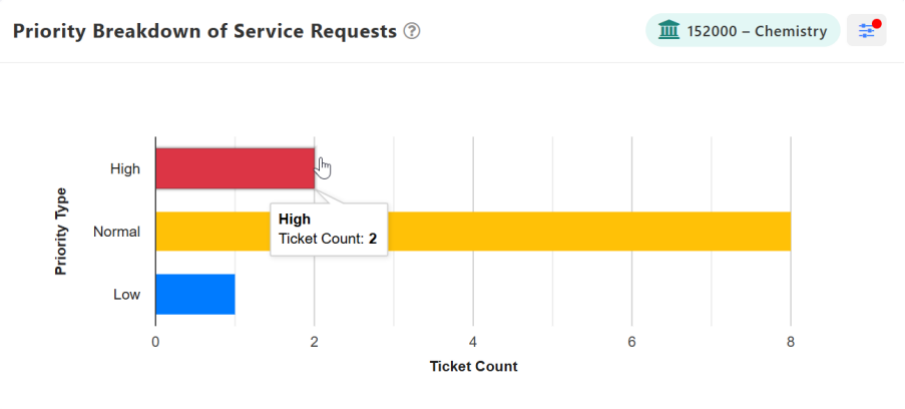
Keeps track of items requiring your attention alongside actions you've already completed. Provides direct access to related documents, helping you stay organized and move requests forward efficiently.

Useful Links



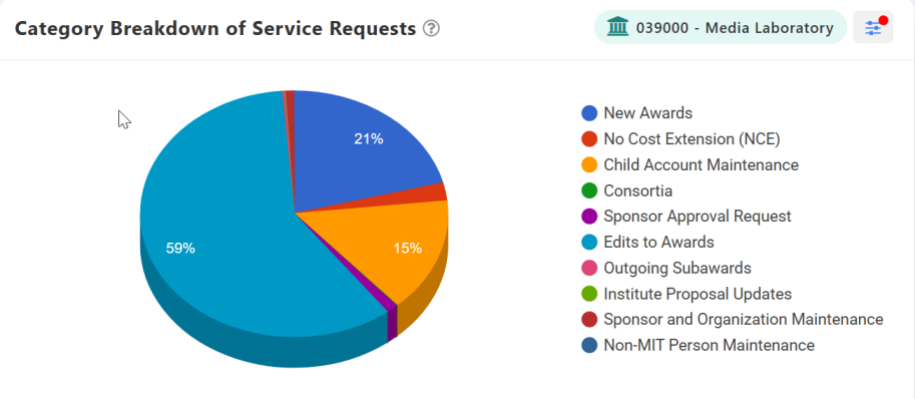
Provides convenient access to frequently used websites, documents, and other resources, reducing the need to navigate away from RAM to find important information.

Priority Breakdown of Service Requests



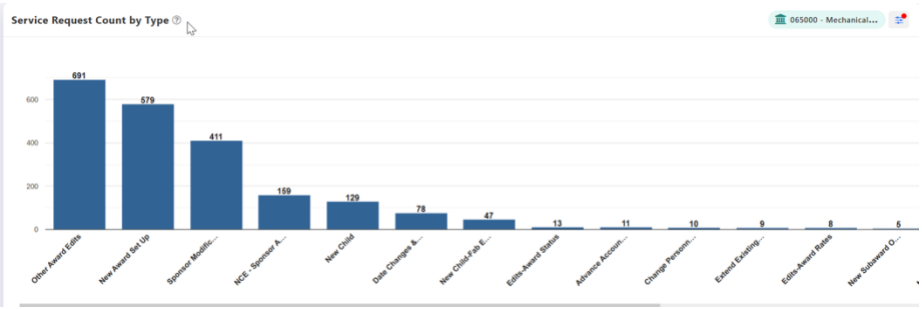
Displays the distribution of service requests by priority level (high, normal, or low). Helps you identify higher-priority requests and determine where attention may be needed.

Category Breakdown of Service Requests



Organizes service requests by category, providing a clearer picture of the kinds of transactions being handled and the distribution of activity across categories.

Service Request Count by Type



Displays the number of service requests associated with each request type. Helps you understand the volume and variety of requests and identify the most common types of transactions.

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**.