How to Submit a GAIL data request ticket to ASKIT

From the GAIL Website, there are 2 locations where you can submit a ticket to ASKIT, both options will bring you to the same form page.

1) “Request Data”, (then “Request Data From GAIL” link) on the red bar at the top of the page. Click on “Open a New Ticket”.

2) The “Request Help” button on the black bar at the top of the page.
Both options will bring you to the ASKIT Ticket Request Form:

**Help Topic Options**

1) **GAIL – Support:** Use this topic to request assistance with business processes (constituent record updates, direct marketing efforts, event communications, etc.) or technical assistance with GAIL.

2) **GAIL(CRM) / IMS21 Imaging:** Use this topic to request help with vanguard imaging of documents containing sensitive information within GAIL.
3) **GAIL(CRM) / Reporting and Query Request:** If you are wanting to request a data list that you will use for an Event, Solicitation, Newsletter, etc. then this is the option you want to select. Selecting this option will provide an aid to assist you with making your request.

4) **GAIL(CRM) Alumni Records – Updating Data:** Use this topic when you have a bulk/large list of records from your school/college/unit that needs to be sent to the Records department to have it updated/imported into GAIL.

5) **GAIL(Web/CCIS) / Donation Pages:** Use this topic when you want to request a new online donation page, or to request funds to be added to existing giving pages.

6) **GAIL(Web/BBIS) / GAIL Event Registration Setup:** Use this topic to request a web registration page for an event (make sure to review prerequisites in the blue box).

7) **ONESolution – General Support:** Use this topic for requesting assistance with the ONESolution financial reporting system.
8) **Web Site Update (Non-BBIS):** You can use this topic for requesting changes to your web site or you can click on the DARComm link and submit your ticket directly to that department.

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<th>Help Topic:</th>
<th>Web Site Update (Non-BBIS)</th>
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**Note:**

Web site updates should now be initiated through the DARCOMM work request form: https://uageorgia.qualtrics.com/jfe/form/SV_1QRA2EJ0M95hT7H

**B**  **Contact Information** – Enter your contact information here.

**C**  **Issue Summary** – Provide a brief description of what your request is concerning or needing, using your s/c/u Naming Convention to preface the description is also helpful to our staff.

**D**  **Issue Details** – Use this space to provide details of your request/needs, how you will be using the data, etc. You can also use one click options here to add HTML code, visual media, or web links.

**E**  **Attachments** – You can use this feature for data files you might need to share with Alumni Records or Reporting – Please remember rules about sharing sensitive information.

**F**  **Create Ticket** – Once you have entered everything in your ticket you are now ready to submit the ticket to ASKIT by clicking the “Create Ticket” button. You should then see a message that lets you know your ticket has been submitted, the ticket number and that someone will be in touch with you soon.

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Other ASKIT resources are:
ASKIT@uga.edu ASKIT Email Account
706-542-8188 ASKIT Helpdesk phone number
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