

## Using ServicePRO to Request a Report

When a report is required from the HRIS team a ServicePRO ticket will be required. This allows the HRIS team to track time spent collecting your data request in addition to allowing the requestor to see the status of the request at any given time.

There are 3 easy steps to follow to get your ticket submitted.

1. Go to [www.okcps.org](http://www.okcps.org), click staff tools and choose all staff. Once there scroll down until you see ServicePRO



2. Once you get into service pro, you will be required to put in your district email and password.

*(\*If you have not logged into ServicePRO in a while you will need to use [helpstar](#) as your password initially.)*

The screenshot shows a login interface for Cloud9. At the top, it says "Welcome to Cloud9" with a "US" dropdown menu. Below this are two input fields: "Email or User Name" and "Password". There is a "Forgot password?" link below the password field. A dropdown menu shows "ServicePRO" selected. Below that is a "Keep me signed in" toggle switch set to "Off". A blue "Login" button is at the bottom right. At the very bottom, there is a link that says "- Or Sign in using -" with a Microsoft icon.

3. Click  (Located at the top right corner)
  - The report title (Name your report)
  - Main Properties (change Service Type to [HRIS Request](#))
  - Details (Give as much information as you can regarding what you need in your report.)
  - Review
  - Submit