

# Viewing the Status of an IT Purchase Authorization

This article covers how requesters can view the status of IT Purchase Authorization requests that they have submitted.

## 1. Log in to the IT Service Desk through the direct link or from the campus portal.

Log in to the [IT Service Desk](#).

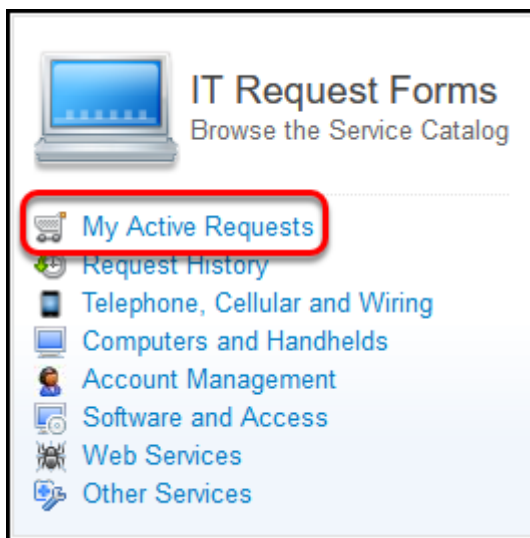
[View detailed instructions on how to log in to the IT Service Desk.](#)

## What do you want to do?

View the status of active requests

If a request has not yet been completed, you can check the status in the My Active Requests section.

# 1. To view the status of an active request, click on My Active Requests.



## 1.1. Click on the arrow in the Stage field to expand the status.



Note that it may take about an hour before you will see the full Stage information for a request that you submitted.

Requested Items

Search

for text

Search

1

to 5 of 5

		Number	Requested for Client	Short description	Opened	Approval	Stage	Additional comments
<input type="checkbox"/>		<a href="#">REQ127462</a>	<a href="#">Moss, Maurice</a>	IT Purchase Authorization - Reynholm Industries	07-19-2021 09:55 AM	Requested		
<input type="checkbox"/>		<a href="#">REQ109420</a>	<a href="#">Trenneman, Roy</a>	Mitel Clearspan Communicator (Softphone)	05-14-2020 05:42 PM	Requested		

## 1.2. View the Stage information to determine which IT Subject Matter Experts are involved with your request.

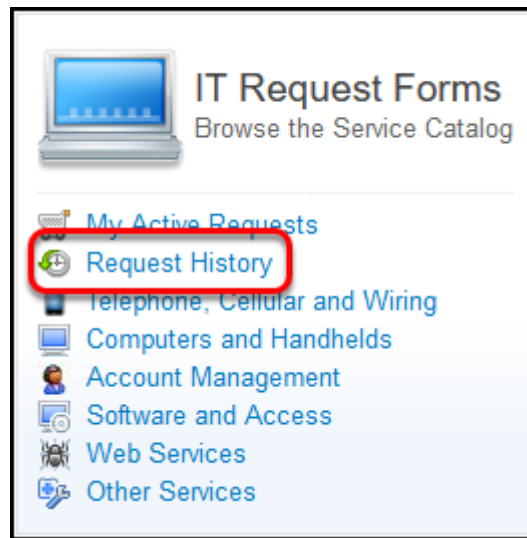
The screenshot shows a web application interface for managing IT requests. At the top, there's a search bar and navigation tabs. The main content area displays a list of requests. One request is highlighted: 'REQ127462' by 'Moss, Maurice', with a description 'IT Purchase Authorization - Reynholm Industries' and a date '07-19-2021 09:55 AM'. The status is 'Requested'. A red box highlights the 'Stage' dropdown menu, which lists the following stages: 'Request Approved (Approved)', 'SME Review (In progress)' (with sub-items 'Ramirez, Hector (Requested)' and 'Tadesse, Berhanu (Requested)'), 'C&P Review Waiting for Catalog Task: Contracts and Procurement (In progress)', 'ATI Review (Completed)', and 'Completed (Pending - has not started)'.

Stage Name	Who is Working on This Request?
SME Review	View the <a href="#">IT Purchasing SME list</a> . Depending on which category/categories that you selected on your request, those SMEs are involved with your request.
ISO Review	The Information Security Office Subject Matter Expert is involved with your request. Contact <a href="mailto:iso@fullerton.edu">iso@fullerton.edu</a> to find out more.
C&P Review	Contracts & Procurement is reviewing your request. Refer to the <a href="#">IT Purchasing SME list</a> for contact information.
ATI Review	The ATI Office is reviewing your request. Refer to the <a href="#">IT Purchasing SME list</a> for contact information.

## View the status of completed requests

If a request has been completed, you can check the status in the Request History section.

**1. To view the status of a completed request, click on Request History.**



**2. The Approval field will indicate whether the request was Approved or Rejected. Check Additional comments to see if any comments were added.**

Requested Items		Search	for text	Search	1 to 26 of 26		
	Number	Requested for Client	Short description	Opened	Approval	Stage	Additional comments
<input type="checkbox"/>	<a href="#">REQ103197</a>	<a href="#">Barber, Jen</a>	IT Purchase Authorization - Bluemango-Screensteps19-20 (Req#19216)	01-03-2020 10:40 AM	Approved	▶ <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	
<input type="checkbox"/>	<a href="#">REQ62269</a>	<a href="#">Avenal, Richmond</a>	IT Purchase Authorization - InGen	03-13-2017 01:20 PM	Rejected	▶ <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	03-13-2017 01:47 PM - Ramirez, Hector (Additional comments) declining.

### 3. Click on the REQ number to view the IT Authorization Number (approved requests) or the rejection reason (rejected requests).

Requested Items

Go to

Request Number

Search

1

to 14 of 14

Authorization

	<div></div> <div>Number</div>	Requested for Client	Short description	Opened	Approval	Stage
<input type="checkbox"/> <div></div>	<a href="#">REQ62277</a>	<a href="#">Barber, Jen</a>	IT Purchase Authorization - Cloud Services	03-13-2017 02:16 PM	<div></div> <div>Rejected</div>	<div></div> <div> <div></div> <div></div> <div></div> <div></div> </div>
<input type="checkbox"/> <div></div>	<a href="#">REQ62276</a>	<a href="#">Avenal, Richmond</a>	IT Purchase Authorization - Apple	03-13-2017 02:14 PM	<div></div> <div>Approved</div>	<div></div> <div> <div></div> <div></div> <div></div> <div></div> </div>

#### 3.1. For approved requests, the IT Authorization number will be at the top of the page.

Requested Item - RITM108125
Follow
Save
Update

Manage Attachments (1):
Bluemango-Screensteps FY 19-... [rename] [view]

Authorization Number: IT1920-113170

\* Requested for Client: Barber, Jen

Number: RITM108125

Item: IT Purchase Authorization

Be sure to scroll down to view if there are any comments, especially as you may have been asked to make the purchase with a purchase requisition as opposed to a p-card.

### 3.2. For rejected request, scroll down to view the comments made by IT as to why it was rejected.

Activities: 11

**S** system Email sent • 03-13-2017 01:51 PM

✉ Email sent

Subject: IT Purchase Authorization - Cloud Software rejected (RITM65051)

From: Helpdesk

To: Avenal, Richmond

[Show email details](#)

**S** system Email sent • 03-13-2017 01:51 PM

✉ Email sent

Subject: IT Purchase Authorization - Cloud Software - commented (RITM65051)

From: Helpdesk

To: Avenal, Richmond

CC: Tadesse, Berhanu

[Show email details](#)

**TB** Tadesse, Berhanu Additional comments • 03-13-2017 01:51 PM

Too expensive

In this sample, although the VPAT was accessible, the purchase was deemed too expensive.

IT will attempt to be as descriptive as possible when indicating why your request was rejected.

## Need More Help?

For technical assistance, please contact the IT Help Desk at [helpdesk@fullerton.edu](mailto:helpdesk@fullerton.edu) or 657-278-7777.

For assistance with the IT Purchasing process, contact the IT Purchasing Team at [dl-itypurchasing@fullerton.edu](mailto:dl-itypurchasing@fullerton.edu).