

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](#).

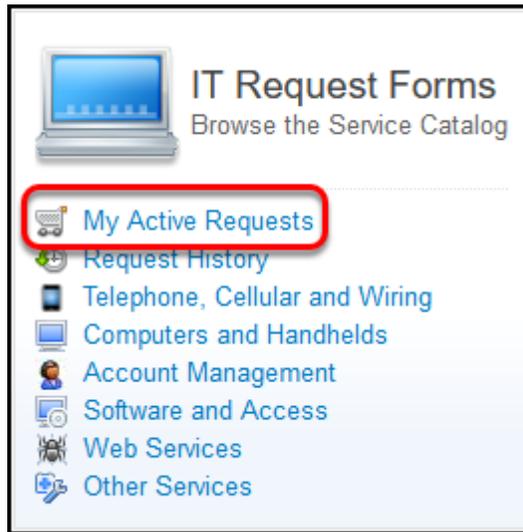
[View detailed instructions on how to log in to the IT Service Desk.](#)

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		
REQ127462	Moss, Maurice	IT Purchase Authorization - Reynholm Industries	07-19-2021 09:55 AM	Requested	▶ ✓ ⊖ ⊕ ✓ ○			
REQ109420	Trenneman, Roy	Mitel Clearspan Communicator (Softphone)	05-14-2020 05:42 PM	Requested	▶ ✓ ✓ ✓ ○			

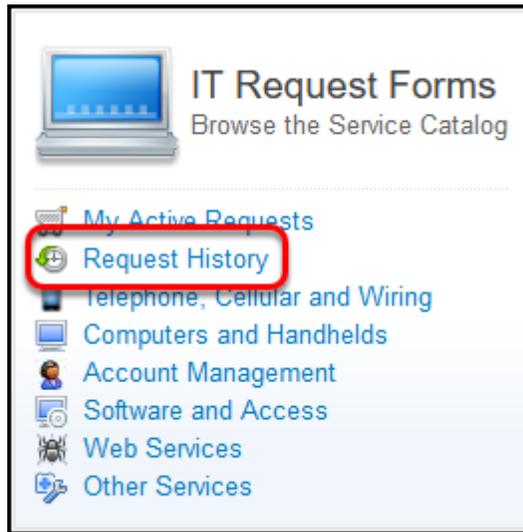
1.2. View the Stage information to determine which IT Subject Matter Experts are involved with your request.

Stage Name	Who is Working on This Request?
SME Review	View the IT Purchasing SME list . 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 iso@fullerton.edu to find out more.
C&P Review	Contracts & Procurement is reviewing your request. Refer to the IT Purchasing SME list for contact information.
ATI Review	The ATI Office is reviewing your request. Refer to the IT Purchasing SME list 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	
REQ103197	Barber, Jen	IT Purchase Authorization - Bluemango-Screensteps19-20 (Req#19216)	01-03-2020 10:40 AM	Approved	▶ ● ○ ○ ○ ○ ○ ○ ○ ○		
REQ62269	Avenal, Richmond	IT Purchase Authorization - InGen	03-13-2017 01:20 PM	Rejected	▶ ● ○ ○ ○ ○ ○ ○ ○ ○	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	
Number	Requested for Client	Short description	Opened	Approval	Stage	
REQ62277	Barber, Jen	IT Purchase Authorization - Cloud Services	03-13-2017 02:16 PM	Rejected	⊗ ⊗ ⊗ ⊗	
REQ62276	Avenal, Richmond	IT Purchase Authorization - Apple	03-13-2017 02:14 PM	Approved	✔ ✔ ✔ ✔	

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

Requested Item - RITM108125

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

Authorization Number: IT1920-113170

* Requested for Client:

Number:

Item:

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 or 657-278-7777.

For assistance with the IT Purchasing process, contact the IT Purchasing Team at dl-itypurchasing@fullerton.edu.