



Enhanced JagTrax Ticketing Process

Office of the Registrar
July 2026 ServiceNow Integration



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The Augusta University Registrar's Office has implemented an improved ticketing system for JagTrax student issues using ServiceNow. Key benefits include:

- **Secure Access:** Login and Duo authentication ensure data security.
- **Real-Time Tracking:** View and monitor ticket status at any time.
- **Centralized Communication:** All correspondence is stored within ServiceNow, maintaining a complete history.
- **Collaboration:** Ability to tag department chairs or academic leaders for visibility.



Ticket Submission Checklist

- Ensure the student has met with an academic advisor and reviewed their JagTrax record.
- Document the catalog year, located at the top of the Core and Major Curriculum summary to determine applicable requirements.
- Check if the missing information is available in JagTrax for use, such as transfer coursework. If the missing information is not available in JagTrax, send the request to Admissions for action.



How to Submit a Ticket

- Open ServiceNow.
- Log in with your Augusta University credentials and Duo.
- Complete the form and submit.



Notifications

- ServiceNow will email updates when tickets are created, updated, or closed.
- For questions or feedback, contact JagTrax@augusta.edu or registrar@augusta.edu.



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