1

Are you experiencing a system issue or need support?

Report a technical issue	Request business support
System access issue	New business process
System error message	Learning questions, materials or support
System function issue	General questions
Data issue	

2

Provide details of the issue or support needs.

Raise a **Service One** ticket for Casual Academic Scheduling and Payments (CASP)	Casual Academic Integrated End-End Process Project **Email** caspsupport@flinders.edu.au

Tickets/Emails will then be logged, triaged and assigned to the relevant team to resolve or reach out to you.

3

The relevant team will be assigned the ticket/email and respond to you.

Group 1: **Project Team**	Group 2: **Colleges**	Group 3: **People & Culture**	**Other**
For system related questions, issues or support needs.	For College related questions or issues (schedules, timesheets).	For People & Culture questions, issues or support needs.	Teams identified as needed for other questions or issues.

Self-serve options

Have you checked the self-serve options available?

Visit the Casual Academic Integrated End-End Process Project Webpage:

staff.flinders.edu.au/colleges-and-services/ids/casual-acaemic-integrated-project

Project Information

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User Guides

➕

Instructional Videos

➕

Frequently Asked Questions