TrackITS version 2  
Search Tab—To Retrieve and Review Requests  
Use Search to locate specific order(s) within TrackITS based on search criteria.

Login

Use the following process to log into TrackITS:

1. Open an Internet application and go to the TrackITS homepage at:  
   https://trackits.psu.edu

   Security verification may appear. Select Continue.

2. The Penn State Web Access Authentication screen appears. Enter your Penn State user ID and password and click OK. The TrackITS Welcome screen appears.

   Penn State user ID should be “xyz5000” not “xyz5000@psu.edu”.

Accessing Search Tab

Use the following process to access the Search page:

1. Click Search.

   Forms Awaiting Action  Search  Admin

   Users may search for, and open an Order in TrackITS when:

   • They are role Financial Advisor, Financial Support, or Admin.
   • They were the User or User by Proxy that requested the Order.
   • They were involved in the approval/processing of the Order.
   • They are a member of the Group that is associated with the Order.
   • They are a member of a Group that is associated with the Budget(s) or Cost Center(s) used in the Order.

Using Wild Card Characters

Wild card characters [* or %] may be entered into the following Search Fields:

• Requestor
• Current Processor
• Catalog Number
• Model Number
• Description
• Serial #
• Document Number
• P/PO Number
• Suggested Vendor
• Comments
• Budget Number
• Cost Center
• Actual Vendor

The following Search Fields require exact input—wild card characters not allowed:

• Order ID
• Object Code
• All of the Date Fields

   Another use of wild cards would be to enter a partial value into a field which allows wild card characters. For example, the search pattern ‘xyz’ would find the values xyz, xyz123, 123xyz—but would not yield xy123 or zyx in the Search Results.

2. Users may search for an Order using the following search criteria:

   o Requestor Information
     1. Requestor (Access ID)
     2. Current Processor

   o Item Information
     1. Catalog Number
     2. Model Number
     3. Description
     4. Serial Number
     5. P/PO Number
     6. Start Date Warranty
     7. End Date Warranty
     8. Start Date Maintenance
     9. End Date Maintenance

   o Order Information
     1. Order ID
     2. Order Status
     3. Order Type
     4. Document Number
     5. PO Number
     6. Suggested Vendor
     7. Comments
     8. Start Date Ordered
     9. End Date Ordered
     10. Budget Number
     11. Cost Center
     12. Object Code
     13. Actual Vendor
For your convenience, when the Search Orders screen appears, the cursor location defaults to the Order ID field.

3. Click Search Orders to submit search.

4. Click Clear Fields to clear the fields for a new search.

   Click the calendar icon adjacent to each date field to open the interactive date picker.

   To return to the Search Settings page, click Search Settings button located at top or bottom of Search Results page.

   To change the number of results shown per page, click the –Results Shown Per Page- drop down located at top right or bottom right of Search Results page, and make your selection.

   You can hide columns that you do not wish to view by un-checking the corresponding check box in the Report Configuration area at the bottom of the Search Results page, and click Update Columns.

Contact TrackITS
Contact for additional help:
• trackits@psu.edu