Old Request Tracker (RT) Landing Page

This is a landing page for information, guides, and articles related to MIT's central Request Tracker (RT) instance running on https://help.mit.edu/.

News and Upgrades

- What's new in Request Tracker 4.0.5?
- Why am I getting a Possible Cross-site Request Forgery warning from RT when I go to my bookmarked link?

Sections

- Request Tracker (RT) Queue Administrator's Guide
- Request Tracker on IS&T's web site

Articles

c-rt4 label

Page: Where are my saved searches in RT 4? (IS&T Contributions)
Page: How can I save a search in Request Tracker? (IS&T Contributions)
Page: How do I set a Custom Field on ticket creation based on To address? (IS&T Contributions)
Page: Why am I getting a Possible Cross-site Request Forgery warning from RT when I go to my bookmarked link? (IS&T Contributions)
Page: How do I show Unowned Tickets for only the queue I care about? (IS&T Contributions)
Page: Warning "RTAddressRegexp option in the config doesn't match..." in RT (IS&T Contributions)
Page: What's new in Request Tracker 4.0.6? (IS&T Contributions)
Page: What's new in Request Tracker 4.0.5? (IS&T Contributions)
Page: Things to Know When Getting Started with Request Tracker (RT) 4.0 (IS&T Contributions)
Page: LDAP_Moira groups and how they relate to RT local groups used for permissions (IS&T Contributions)
Page: Is there a way to avoid the Login via Touchstone step when connecting to RT? (IS&T Contributions)
Page: Why don't I see the insert signature checkbox on a ticket in RT 4.0? (IS&T Contributions)
Page: Why doesn't spell checking work in RT 4 using Firefox? (IS&T Contributions)
Page: What are all the email addresses I see when I reply on a ticket? (IS&T Contributions)
Page: Why don't I get email on an RT reply that I create? (IS&T Contributions)
Page: Where is the Show Results link in RT 4? (IS&T Contributions)
Page: What are the Time Estimated fields for in RT 4. Can I get rid of them? (IS&T Contributions)
Page: What does the star do on an RT 4.0 ticket? (IS&T Contributions)
Page: How do I change a custom field from a select box, or list, to a drop down list in RT 4? (IS&T Contributions)
Page: What are these oldrt group names I see in new RT? (IS&T Contributions)
Page: RT 4.0 Articles (IS&T Contributions)
Page: Set a validation requirement for my custom field in RT 4 (IS&T Contributions)
Page: How do I update a group of tickets in RT 4? (IS&T Contributions)
Page: RT 4 General Documentation from Vendor and User Community (IS&T Contributions)
Page: How do I create my signature in RT 4.0? (IS&T Contributions)
How do I Take or Release a Ticket in RT 4? (IS&T Contributions)

How do I make the Call Center or Side-by-Side view my default in RT 4? (IS&T Contributions)

Who can see reminders on a ticket in RT 4? (IS&T Contributions)

c-rt-review label

No content found for label(s) c-rt-review.