



## Service Request Tracking System

TIPS  
&  
TOOL

October 8, 2015

### **WARNING:**

**Please be aware of these two “bugs” currently found in the Service Request Tracking System (SRTS)**

#### **DOUBLE WINDOWS**

**NEVER** have more than one SRTS window open at the same time. This causes information to be saved onto the incorrect record.

#### **RECORDS NOT SAVING**

When editing a record, please make sure to click OUTSIDE of the box you last typed in BEFORE clicking the “Save” button. Click anywhere else on the page, and then click “Save,” to ensure that your edits are saved.

We apologize for the inconvenience and are working to fix both problems. Please do not hesitate to e-mail [SRTS@dmh.lacounty.gov](mailto:SRTS@dmh.lacounty.gov) if the fixes above do not work for you or you run into any other problems.

**Questions? E-mail [SRTS@dmh.lacounty.gov](mailto:SRTS@dmh.lacounty.gov)**