

## Frequently Asked Questions about IT Trax

**Q:** What is the URL for the IT Trax application?

**A:** From inside the Job Corps network, the URL is <http://ittrax.jcdcnet.org>; outside the Job Corps network, the URL is <https://ittrax.jobcorps.org> (don't forget the "s"). It can also be accessed through the Citrix desktop.

**Q:** If my center has a budget for purchasing computers, do I need to enter it into IT Trax?

**A:** The IT Trax is the tracking tool for all IT related projects, regardless of the funding source. Any significant IT project or purchase that normally would require Regional Office or National Office approval should be entered into IT Trax.

**Q:** I have some enhancement requests for the CIS system, do I need enter those into IT Trax?

**A:** No. Routine questions and enhancement requests for existing applications should be directed to the JCDC Technical Assistance Center (TAC), by email at [helpdesk@jobcorps.org](mailto:helpdesk@jobcorps.org) or fax (512) 804-2012. Only major enhancements such as a new module or new system should be entered into IT Trax.

**Q:** Will I be able to enter notes regarding a project?

**A:** Yes, IT Trax provides a "Project Notes" function that is similar to the Case Notes in CIS/CTS/OASIS. Users can review these notes at any time.

**Q:** What other features are "works in progress"?

**A:** The development team is working on several new features. One is the "File Attachment" feature which allows users to attach any document (such as proposal, price quote, approval letter, etc) to a particular project; another feature in development is the "E-mail notification."