

Subject: IT Technology Work Order System
Section: Administration
Program: Infant/Toddler/Preschool

Reference:

IT Technology Work Order System

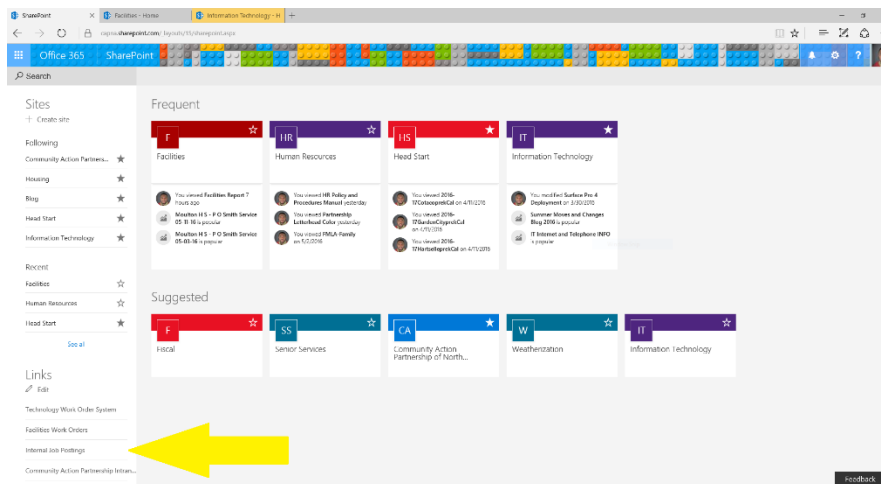
Policy:

To better streamline processes in the technology department, a new Technology Work Order System has been developed. This new system will allow staff to open a work order for technology challenges they may be experiencing. Staff will receive automated emails to let them know the request was submitted, and staff can login to see the status of the request. This is part of the Partnership Portal--there is no additional username/password required. The same username and password staff use with their email will allow access into the site.

Procedure:

Directions to Access:

- 1) Login to the Partnership Portal. Go to **SharePoint**.



- 2) Click on the **Technology Work Order System Link**. It is the Link with the two computers.
- 3) Once you click on the link, you will be taken to the **Main Work Order Page**.



IT SUPPORT PORTAL



Interactive Sign

My Cases

ID	Title	Priority	Case Status	Due Date	Requester
50	I need help Bruce!	...	(2) Normal Closed		Partnership Meeting Room

- 4) Click on **IT Case** (the man with the computer beside his head)
- 5) Once you click on **IT Case**, a screen requesting your information will come up. Note the highlighted sections below. Those are the only sections you need to fill out.

Here is a quick definition of each section (see screenshot below):

Title: This should be the problem you're experiencing. For example, Need to Print at Ft. Payne.

Requester: This is your name. As your type your name it will automatically fill. If it doesn't, type in your email address.

Case Category: This is the type of issue you're having. If you're unsure, keep it set to none. But if it's related to an issue listed, select the issue. (laptop, printer, desktop, etc.)

Description: This is where you can be more specific about the problem you are having and a way to contact you if we need to. This is also where you would give us

the computer name. For example, if you needed iTunes updated on a computer, the description could be listed as, "Need iTunes updated on laptop. 2205B-L2, please call Nathan Curry at 256.585.0365."

Facilities: This is the physical location of the issue.

Cases - New Item

×

General

Title *

Need iTunes Updated

Enter a brief description of service requested

Requester

Nathan Curry x

Person making request

Enter contact name and email address below if external user

Contact Name

Enter full name of contact person if external submitter

E-Mail From

Enter valid email address if external submitter

Case Category

Laptop

Choose category for this case

Case Sub Category

(None)

Select sub category for the above selected category

Description

Need Laptop iTunes updated. Laptop 2205B-L2. Please call me if needed. 256.585.0365

Enter a more detailed message for the requested service

Facilities

Central Office

Save

Cancel

Once you're done, click **Save**. You will receive an automated email when the ticket is opened, and when we close the ticket. You will be able to go back into the site and see the status of your work order.