


Work Orders

Whenever you need my help, the easiest way to get it will be to fill out a work order. I have been asked to have all work submitted on work orders so that the things that are done in our school can be tracked by those that need to monitor our computer system.

Filling out a work order is an easy process. Don't feel that you cannot do it. I will be working on these orders in the order I receive them, so the sooner you request that something gets done, the sooner you will receive the help you need. I will still be willing to take your concerns in writing, but I am to enter the request into the district work order system and then work on that request when it comes up.

Here are the simple steps to follow to fill out a work order.

1. Log into your computer. (If your computer is the problem, you may log into **any** other IBM computer in the school.)
2. Find the **Helpdesk** button  on your desktop and double click on it.
3. In the **Your Name** box, enter your name.
4. If you have a phone number that I can use to discuss the problem, enter the number in the **Alt. Phone:** box. This is not needed.
5. In the **Email** box, enter your district Email address. You will be notified when your concern is resolved.
6. In the **Case Type** box, try to decide what best fits your need. Most of the time you could select **Hardware** for the work that I do. (If your concern is for another department, choose more carefully.)
7. Next, fill in the **Work Request** box. Try to include as much information as possible to help me understand what is not working for you. Read the instructions for examples.
8. In the **School** box, choose **Valley Crest-384** from the drop down menu.
9. Don't worry about the **Serial #** box.
10. Try to explain which computer in your room is having problems in the **Location** box.
11. Only use the **Impact** box if there is some reason that your situation is critical.
12. Click **Submit**.
13. Click the red **X** in the top right corner of your screen to return to the desktop.

I will receive your work order on my telephone and on the work order system I use to record my daily activities.