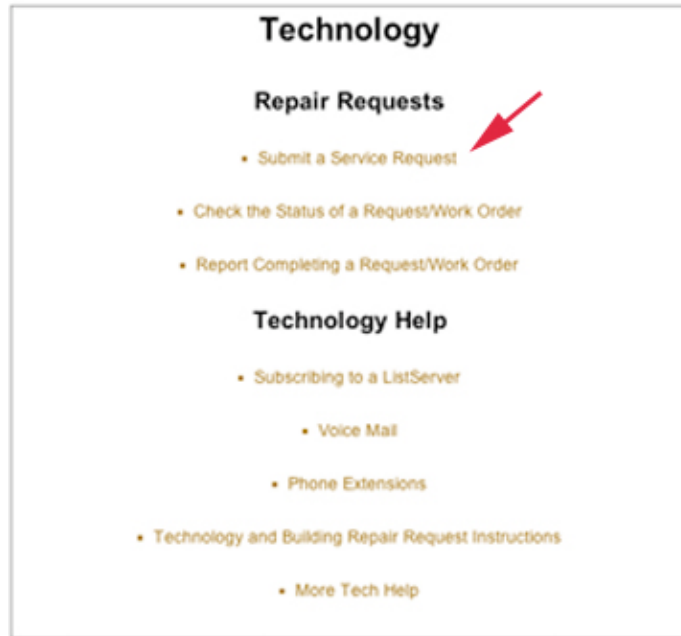


Both **Tech Help** and **Maintenance Repair** allow employees to submit and track repair requests. The links to these sites are available on the district web site under the heading **Teacher Access**.

The sites are designed to facilitate repairs for technology and general maintenance. It is important that requests for repairs are made to the correct department.

To request a computer repair, software load, updates or additions to the website, printer problems, account information, etc. Click on the link **Tech Help**. The following window will open.



To request a maintenance repair click on the **Maintenance Repair** link. The following window will open.



To request a repair click on Submit a Service Request. The following window will open. When submitting a **technology** request you will see the words **IT Service Request** in the upper left hand corner of the window. (arrow) The window for **maintenance** will look exactly the same but will have **Work Request** in the top left hand corner.

The screenshot shows a web-based form for submitting a service request. At the top, there are navigation tabs: SYSTEMS INFO, FORMS, DUTIES, SERVICE REQUESTS / WORK ORDERS, RECURRING MAINTENANCE PLANS, HOTLINE, and ADMIN. The main header area contains the title 'IT Service Request' with a red arrow pointing to it, and a red asterisk icon next to the text 'Required Fields'. To the right of the title, there is a summary box with the following information: Request No.: New, Date Submitted: 10-09-07, Status: (blank), and Status Date: (blank). The form is divided into several sections. The left section contains fields for: * First Name, * Last Name, * Telephone No. (optional), * Email Address (required if email turned on below), * Site (a dropdown menu), Building (a dropdown menu), and * Where in the Building (a text area). Below the 'Where in the Building' field, there is a note: 'Please describe the location very accurately. The better the location is defined, the easier it is to address your request. Include room no., laptop cart or other descriptive details.' The right section contains: * Work Description / Information / Comments (a large text area), * Equip. / Tag No. (if applicable) (a text field), and an 'OFFICE USE' section with Category (a dropdown menu), Account Code (a text field), and Dept to which request should be sent (a dropdown menu with 'Information Services (IS)' selected). At the bottom of the form, there is a checkbox for 'Check here to receive email updates as your request moves through the system.' and three buttons: Submit, Print, and Exit / Back.

If you are submitting a request for the first time you will need to fill in all of the fields with an asterisk. (above)

Site – use the drop down menu to locate your building

Where in the Building – Type in the location of the problem

Work Description / Information / Comments – Give a description of the problem

Equip. / Tag No. (if applicable) – Computer name (label on the front upper right corner of the computer ex. SBE-Wood22.31-emacs) * **missing label**

Do not complete anything in the Office Use Section.

When you have completed the request click Submit at the bottom of the page.

An email will be sent to Technology or Maintenance per request alerting the department.

The sender will also receive an email verifying that the request has been successfully sent.

The Request Number that appears after you have clicked Submit allows you to track the status of the request. You will also receive an email with a the request number.

Subsequent repairs will be made in the same fashion however; much of the information will already be filled in on the request form.

Please be aware that requests made through the Tech Help or Maintenance Repair will get first priority. This will give us data on what repairs are most frequently requested and it will allow us to track how quickly we are able to respond to requests.

* If the label on your computer is missing and your computer will turn on – you can find the name directly under Mac OS X on your computer log in screen.