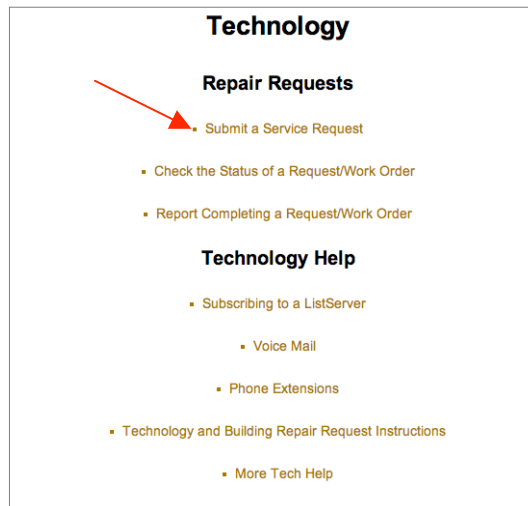


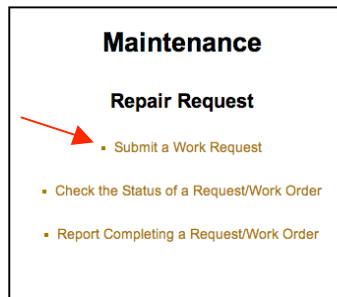
Both **Tech Help** and **Maintenance Repair** allow employees to submit and track repair requests. The links to these sites are available on the district web site under the heading **Teacher Access**.

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 the "IT Service Request" form. At the top left, the text "IT Service Request" is displayed in red, with a red arrow pointing to it. Below this is the heading "Required Fields *". The form contains several input fields: "First Name", "Last Name", "Telephone No. (optional)", "Email Address (required if email turned on below)", "Site" (with a dropdown menu for "Building"), and "Where in the Building". To the right, there is a large text area for "Work Description / Information / Comments" and a field for "Equip. / Tag No. (if applicable)". At the bottom right, there are fields for "Category" (with a dropdown menu), "Account Code", and "Dept to which request should be sent Information Services (IS)". A note at the bottom right states: "If this request is not covered under a central budget, enter an account code to which the work can be charged. If you would like an estimate or want to state a price limit for the work, add a comment above." At the top right, there is a "Go to:" dropdown menu set to "ITassist" and a "New" status indicator. At the bottom, there are "Submit", "Print", and "Exit / Back" buttons.

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 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.**