



Technology, Telecommunications & Media Online Work Orders

1. – Launch your browser (Internet Explorer) and type <http://resources.wwps.org> in the address bar and press **Enter**.



2. You should be at the Resources Website.
Click on the **Tech Work Order System** graphic.



3. From the drop-down menu, choose “Create Work Order”



Most users will see this screen:

Support Services- Partners in Learning



Got a problem? Email us

Welcome! To begin, please enter your email address below.

Email Address

Go ahead and enter your email address and click on the “**Submit**” button.

NOTE:

If you are a **first** time user you may be prompted to enter an **Organization Account Number:**

Enter: **38293311**

Select Organization

Organization Account Number

Select Organization

Organization Account Number

Click the **Submit Organization** button.

The next window should now prompt you to enter an email address.

If you are a new user, welcome! You can begin by indicating your email address below.

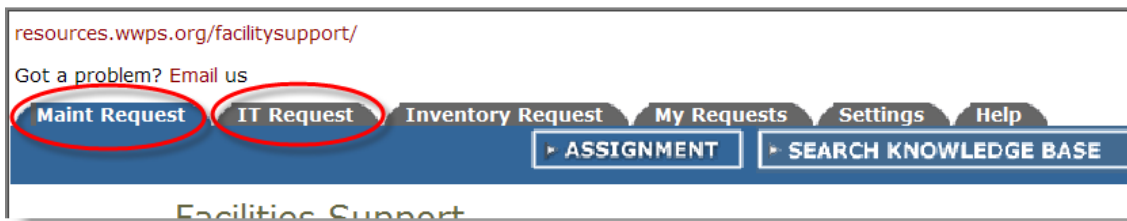
Email Address

You are now logged in to the window from which you can submit **IT Direct** requests.



Completing the Request Form.

Choose the appropriate tab. If you have a technology, telecommunications or media need, choose the **IT Request** tab. If you have a facilities support or maintenance need, choose the **Maint Request** tab.



Note: Please, make a separate request for each problem, since different technicians may need to be assigned to them.

Step 1: This will be already completed since you registered earlier. Fill in any additional information if you like.

Indicates required information.

Step 1 Please be yourself, click [here](#) if you are not Dennis Bennett

First Name <input type="text" value="Dennis"/>	Last Name <input type="text" value="Bennett"/>	Email <input type="text" value="DBennett@wwps.org"/>
Phone <input checked="" type="checkbox"/> <input type="text" value="527/3050"/>	Pager <input type="text"/>	Cellular Phone <input type="text"/>

Step 2: Click on the drop down arrows and make an appropriate choice for **Location, Building, Area, and Area/Room Number.**

02/2000

Step 2 Location

Pioneer Middle School ←

Building

Pioneer Middle School ←

Area

Classroom ←

Area/Room Number D53

Yes, remember my area entries for my next new request entry.

Click this choice, if most of your requests will be for the same area.

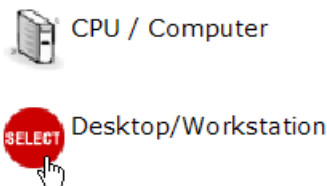
Step 3: Select the icon that best describes your problem and click on it.
Note: They are in alphabetical order.

Step 3 Select Problem Type:


 **Technology Help Desk:**
Click [here](#) for Technology Emergency Contacts
Click on the problem type below that best describes your issue.

 Accounts/New	 Adware	 Alarm Bell	 Antenna Work
 Audio / Visual	 AV Equipment	 Browser Filtering (CIPA)	 Cabling
 Camcorder	 CD Drive	 Clocks/Bells	 Closed Circuit TV Systems
 Communications	 Computer Monitor	 Computer Services	 Copier
 CPU / Computer	 Data Backup	 Data Repair	 Data Restore
 Desktop/Workstation	 Digital Camera	 Disk Imaging	 DVD Drive

When you hover over an icon it will change to a **SELECT** icon.





Click on the icon and it will change to 

Note: You are limited to only one problem per request.

Step 4: Please describe your problem with detail. Include any steps you might have tried to resolve the problem.

Step 4 Please describe your problem or request.

Work station will not allow me to log in to the network. I checked network cables and tried rebooting. The workstation only box was not checked.

Step 5: Type in a time you would like the technician to stop. by.

Step 5 Time Available for Maintenance

After 1:30pm

Step 6: Attach a file if needed. For most cases, you will not need to use this feature. If you do need to attach a file (error messages, sample email, etc.) then click on the **Attach New File** link and browse for your file.

[Attach New File](#)

Incident File Attachment

File Description

To add a file attachment to the incident click "Browse..."

Browse...

Submit

Close

Note: Please press "Close" to close the window, else the page would not refresh with new data"

Click the **Submit** button.

Step 7: Type in the submittal password of:
techsup

Step 7 Submittal Password

Step 8: Click **Submit**.

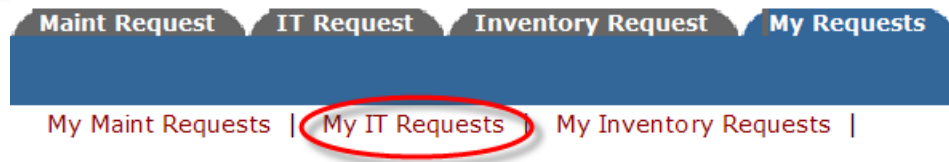
Step 8

How To View Previous Requests

Click on “My Requests”



Then choose “My IT Requests.”



My IT Requests

Note: Once the request is assigned to someone for approval, you no longer can edit the request.

Search for "

Search this results for: Show All

1 - 2 of total 2 listed

◀ Previous 10 Next 10 ▶

<input type="checkbox"/> Status	<input type="checkbox"/> Location	<input type="checkbox"/> Action Taken	<input type="checkbox"/> Complete Date
<input type="checkbox"/> Area	<input type="checkbox"/> Building	<input type="checkbox"/> Request Date	
<input type="checkbox"/> Area Number	<input type="checkbox"/> Description	<input type="checkbox"/> Type	
New Request Classroom C-44	Pioneer Middle School Pioneer Middle School 143 Move HP 1300 printer to Mrs. Anderson's office and move the HP network printer to C-44. (Brad Ludwig) Time Available: anytime	No Action Note 8/22/2006 10:14:25 PM Printers	

This screen provides up-to-date information for all of your requests including the status, work order number and action taken notes. Clicking on the buttons in the columns will sort those columns. You can search for any work order request by typing in a key word in the **Search** box and clicking on **GO**.

Click on the **IT Request** Tab to input a new request.

