

Completing Your Own Work Order

You can complete your own Self Service work order in TrackIt. This is useful if you've found your own solution or want to cancel your request.

1. Login to the TrackIt work order system.
2. To find the work order click on the "Work Orders" tab.
3. Click the Work Order number.
4. The Work Order details display.
5. Click the "Complete Work Order" link.
6. Enter a short description in the text box describing how you resolved the problem or the reason for the cancelation.
7. Click the "Complete" button.
8. A confirmation message displays that your work order was completed.
9. Click the "OK" button.
10. The work order will be removed from your Open Work Order list. You can click on the Closed or All links to review the closed work order.