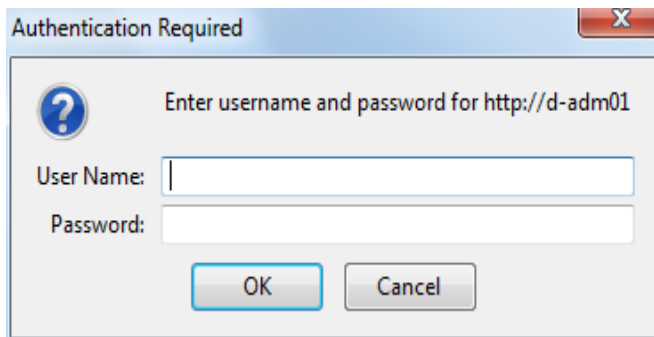
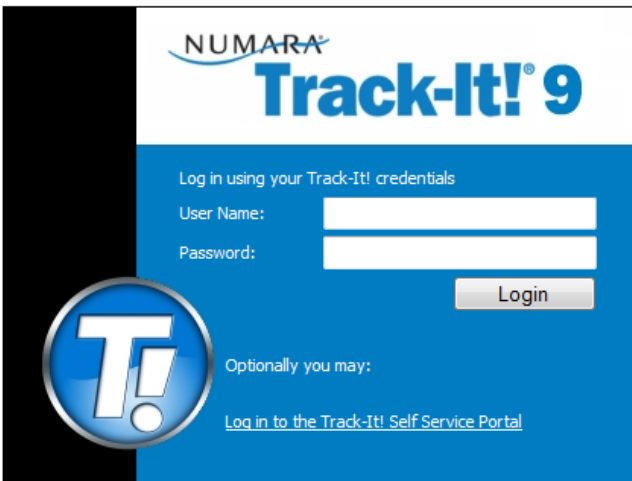


To Create a New Self Serve Work Order

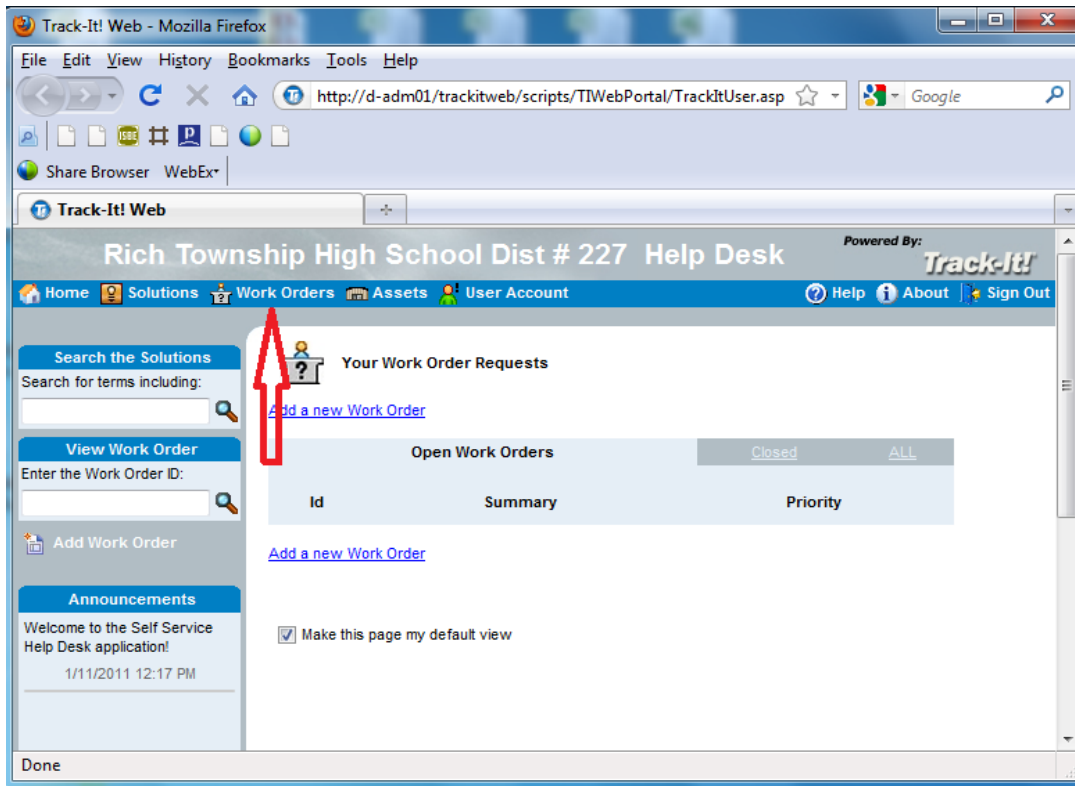
1. Click on the link titled "Technology Work Orders" on the District or your campuses STAFF drop down menu on the web site.
2. If you are not logged into the network you will be prompted to authenticate using your network user name and password.



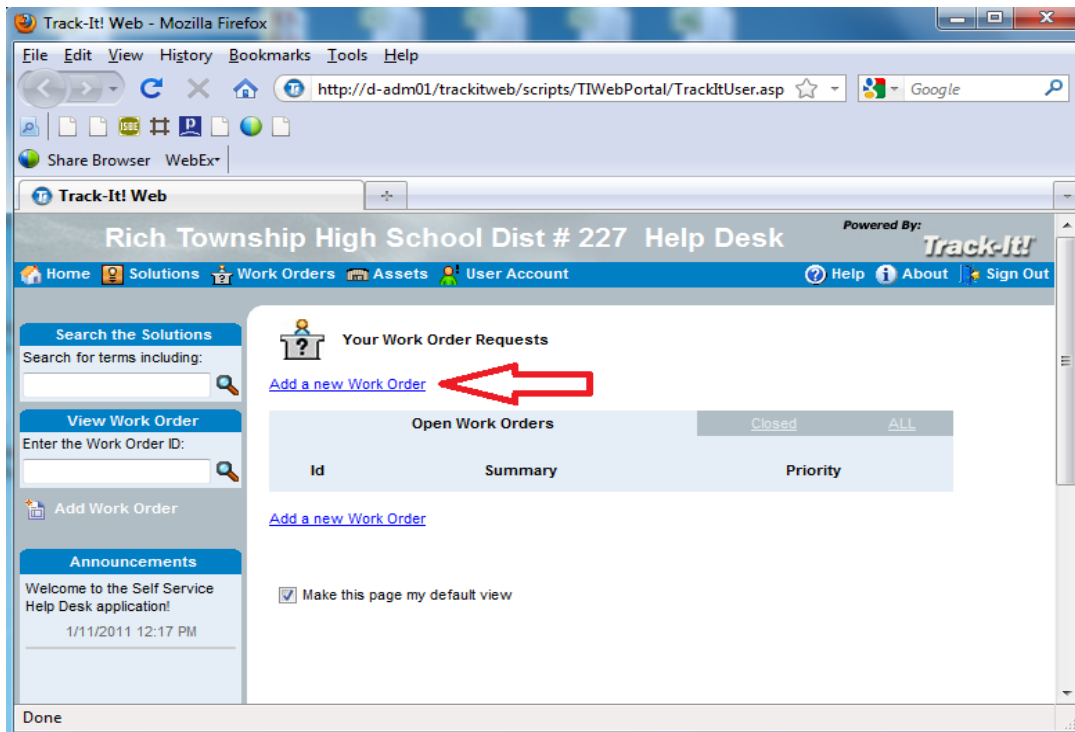
3. Next you will see the TrackIt login screen, enter the same network account user name and password here.



4. You will now be in the self service portal. Click on Work Orders in the menu bar.



5. Click on Add a New Work Order to open a new work order entry screen.



6. Required Entry -Type a short description of the problem or request in the Summary field. You can add additional details in the Notes box.

7. Required Entry -Describe the problem or request in detail in the Notes area.

8. An optional link is also available for browsing and attaching a document, pdf or even a screen print to your work order.

10. Once you have completed entering the information click the Submit button to create a new work order in the system.

11. A confirmation screen is displayed informing you that the work order has been submitted.

The screenshot displays the Track-It! Web interface in a Mozilla Firefox browser window. The page title is "Rich Township High School Dist # 227 Help Desk". The navigation menu includes Home, Solutions, Work Orders, Assets, and User Account. The main content area is titled "Work Order REQUEST" and contains the following elements:

- A search bar for solutions.
- A "View Work Order" section with an input field for "Enter the Work Order ID:" and a search icon.
- An "Add Work Order" button.
- An "Announcements" section stating "There are currently no announcements".
- The "Work Order REQUEST" form, which includes:
 - A link: [Back to Your Work Orders](#)
 - A "Summary (*)" text input field.
 - A "Notes (*)" text area.
 - An "Attachment:" section with a file input field, a "Browse..." button, and a "Submit" button.
 - A note: "(*) Denotes a required field."

12. Your request is now logged into the TrackIt Help Desk system and you will receive an email to confirm your support issue. Your work order will then be assigned to the appropriate technician for resolution.