

How to Submit a Technology Work Order

- 1) Open your Internet Browser (Internet Explorer). Go to the district website www.wnyschools.net. Under the STAFF AREA on the top right hand side of the main page click on "Tech Support".



- If this is your first time entering an IT request into the system, you must register first. If you are already registered you just need to enter your email address at this time then proceed to step # 4.

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

Email Address

- 2) On the next screen, you will be prompted to enter your email address click submit, enter your last name then click submit again.

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

Email Address

We cannot find the indicated email address.

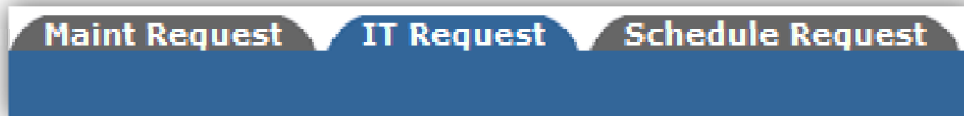
Please either correct the email address or enter your last name below if you are a new requester.

Last Name

3) Enter your 1st name then click submit (phone number, pager, etc. are optional).

First Name <input checked="" type="checkbox"/>	Last Name <input checked="" type="checkbox"/>
<input type="text" value="Mel"/>	<input type="text" value="And"/>
Email Address <input checked="" type="checkbox"/>	
<input type="text" value="meland1970@earthlink.net"/>	
Phone Number	Pager
<input type="text"/>	<input type="text"/>
Cellular Phone	
<input type="text"/>	
<input type="button" value="Submit"/>	

4) Click on the **IT Request** tab to enter your request



Step 1:

This will be filled in with your information from when you initially registered yourself as a requester.

Indicates required information.

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

First Name	Last Name	Email
<input type="text" value="Briancruz"/>	<input type="text" value="Administrator"/>	<input type="text" value="briancruz@bighs.com"/>
Phone <input checked="" type="checkbox"/>	Pager	Cellular Phone
<input type="text" value="911"/>	<input type="text" value="919-393-3948"/>	<input type="text"/>

Step 2:

Click on the drop down arrow and choose your **Location**. The **Area** you may leave blank. Make sure to **type** in your **Room Number**.

Step 2 **Location**

-- Select Location --

Area

Area/Room Number

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

Step 3:

Select the "Problem Type" that best describes your request/issue.

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.

Adware	Antenna Work	Benchmark Assessment System	CD Drive
Computer Monitor	Computer Services	Core Administrative Systems	Courier Service

Step 4:

Enter a description of the problem.

Step 4 Please describe your problem or request.

Step 5:

Enter device Tag Number (Blue Tags found on computers, printers, interactive boards, etc.)

Step 5 Tag Number

Step 6:

Add an attachment (OPTIONAL).

Step 6 Attachment

[Attach New File](#) (Maximum allowed is two attachments with a size of 3MB or less per file.)

Step 7:

Please enter the Submittal Password. The password is **techsupport**.

Step 7 Submittal Password

[Forgot Password?](#)

Step 8:

Click Submit.

Step 8

Your new requests are automatically shown as approved by you on submit.

NOTE: You will receive the following notifications.

You will be notified of request assignment.

You will be notified of status changes to your request.

You will be notified if this request is completed.

To view the requests that you have submitted, go to the **My Request** Tab. You can access the "My Requests" section at anytime. On this screen you will see up-to-date information on your requests including the status, incident number and action taken notes. You can search for any incident request by typing in a key word in the **Search** box and clicking on **GO**. This will pull up any of your requests with that word in it.

The screenshot shows a web interface for managing requests. At the top, there are navigation tabs for 'Maint Request', 'IT Request', 'Schedule Request', and 'Inventory Request'. Below these, there are links for 'My Maint Requests', 'My IT Requests', 'My Schedule Requests', and 'My Inventory Requests'. The main heading is 'My IT Requests'. A note states: 'Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the current assigned person name to send email and request changes on your request.' There is a search bar with the text 'Search for "' and a 'GO' button. Below the search bar, it says 'Search this results for:' followed by an empty input field, a 'GO' button, and a 'Show All' link. A printer icon is also present. Below this, it says '1 - 1 of total 1 listed'. There are navigation arrows for 'Previous 10' and 'Next 10'. The main content is a table with four columns: 'Status', 'Location', 'Action Taken', and 'Complete Date'. The table contains one row of data for a 'New Request' with ID '199' and '123', located at 'Dude High School', with a description of 'Computer not working'. The 'Action Taken' column contains 'No Action Note', 'Mike K', and the request date '10/28/2008 3:12:00 PM'. The 'Complete Date' column is empty. There is a printer icon at the bottom left and navigation arrows at the bottom right.

My Maint Requests | My IT Requests | My Schedule Requests | My Inventory Requests |

My IT Requests

Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the current assigned person name to send email and request changes on your request.

Search for "

Search this results for: **GO** Show All

1 - 1 of total 1 listed

◀ Previous 10 Next 10 ▶

<input type="checkbox"/> Status	<input type="checkbox"/> Location	<input type="checkbox"/> Action Taken	<input type="checkbox"/> Complete Date
<input checked="" type="checkbox"/> Incident ID <input type="checkbox"/> Area Number <input type="checkbox"/> Area <input type="checkbox"/> Purpose	<input type="checkbox"/> Building <input type="checkbox"/> Description	<input type="checkbox"/> Assigned To <input type="checkbox"/> Request Date <input type="checkbox"/> Type	
New Request 199 123 LCD Monitor	Dude High School Computer not working	No Action Note Mike K 10/28/2008 3:12:00 PM Computer Monitor	

◀ Previous 10 Next 10 ▶