

New Technology request system: (Click link to go to page)

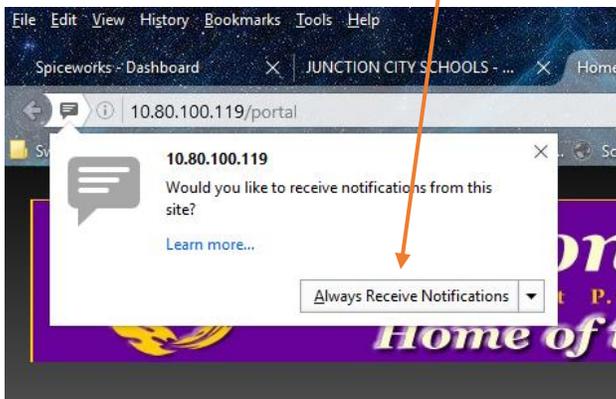
- [How to access new requests](#)
- [How to enter a new work order](#)
- [To view status of open work orders, or add comments to work orders](#)
- [Reopen a closed order that wasn't completed or has happened again.](#)

How to access new requests

1. Go to school website and click [Maint/Tech Requests](#), then click [Technology Request – Trent DeLoach](#) or look for the following icon on your desktop:



2. Click **Always Receive Notificatoins:**



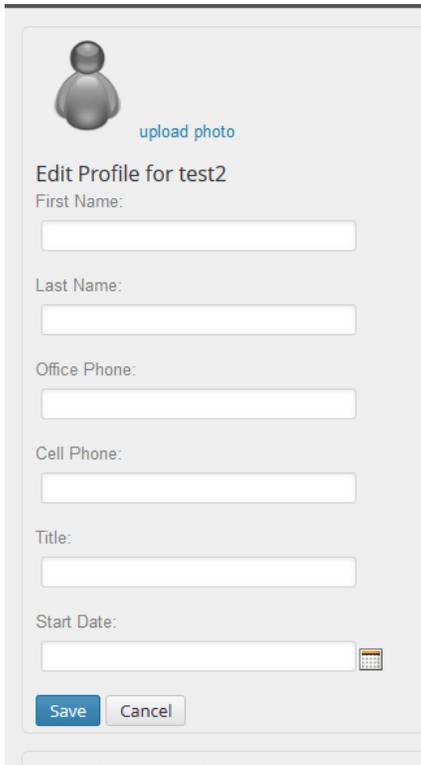
3. Enter your email int the **Complete form below to get started box and click LOGIN**

Complete the form below to get started.

Email:

4. Continued on next page

5. Enter your **First name, Last name, and a phone number if you want and click save.**



The image shows a screenshot of a web application's profile editing interface. At the top left, there is a grey silhouette of a person's head and shoulders, with the text "upload photo" in blue below it. The main heading is "Edit Profile for test2". Below this, there are several input fields: "First Name:" with a white text box; "Last Name:" with a white text box; "Office Phone:" with a white text box; "Cell Phone:" with a white text box; "Title:" with a white text box; and "Start Date:" with a white text box and a small calendar icon to its right. At the bottom of the form, there are two buttons: a blue "Save" button and a grey "Cancel" button.

[ON to enter new work order.](#)

How to enter a new work order:

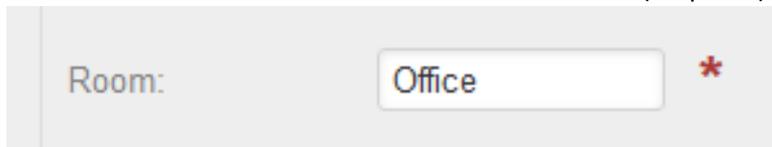
I have included a **FAQ** section for common problems and their fixes. Please check these out first before entering a work order because your fix may be addressed there and you won't have to wait on me.

1. Choose your building (Required)



Please choose a building: 2-3 *

2. Enter the room of the area the work order is needed in. (Required)



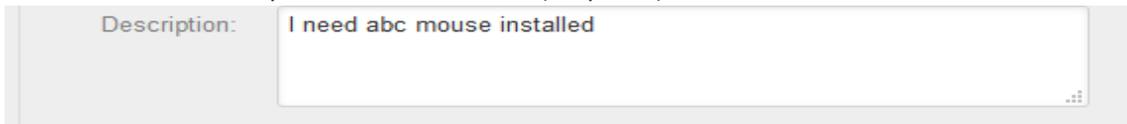
Room: Office *

3. Enter a summary (Required)



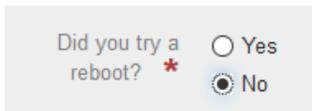
Summary: need new software *

4. Enter a detailed description of work needed. (Required)



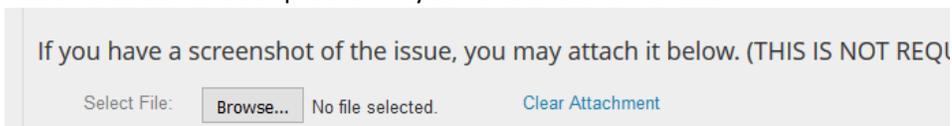
Description: I need abc mouse installed

5. Check the radio button of whether or not you have tried a restart to fix problem.



Did you try a reboot? * Yes No

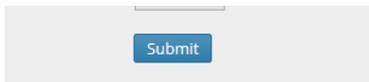
6. Attach a screen shot of problem if you have one and want to.



If you have a screenshot of the issue, you may attach it below. (THIS IS NOT REQUIRED)

Select File: No file selected. [Clear Attachment](#)

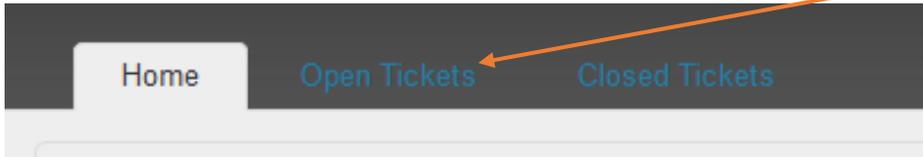
7. Click the submit button.



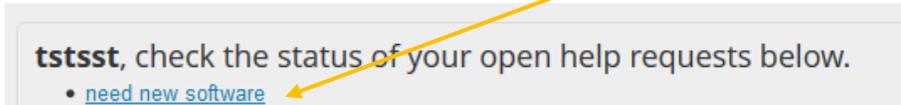
[At any time, you may go back in and view the status of your work orders.](#)

View status of open work orders or comment on open orders

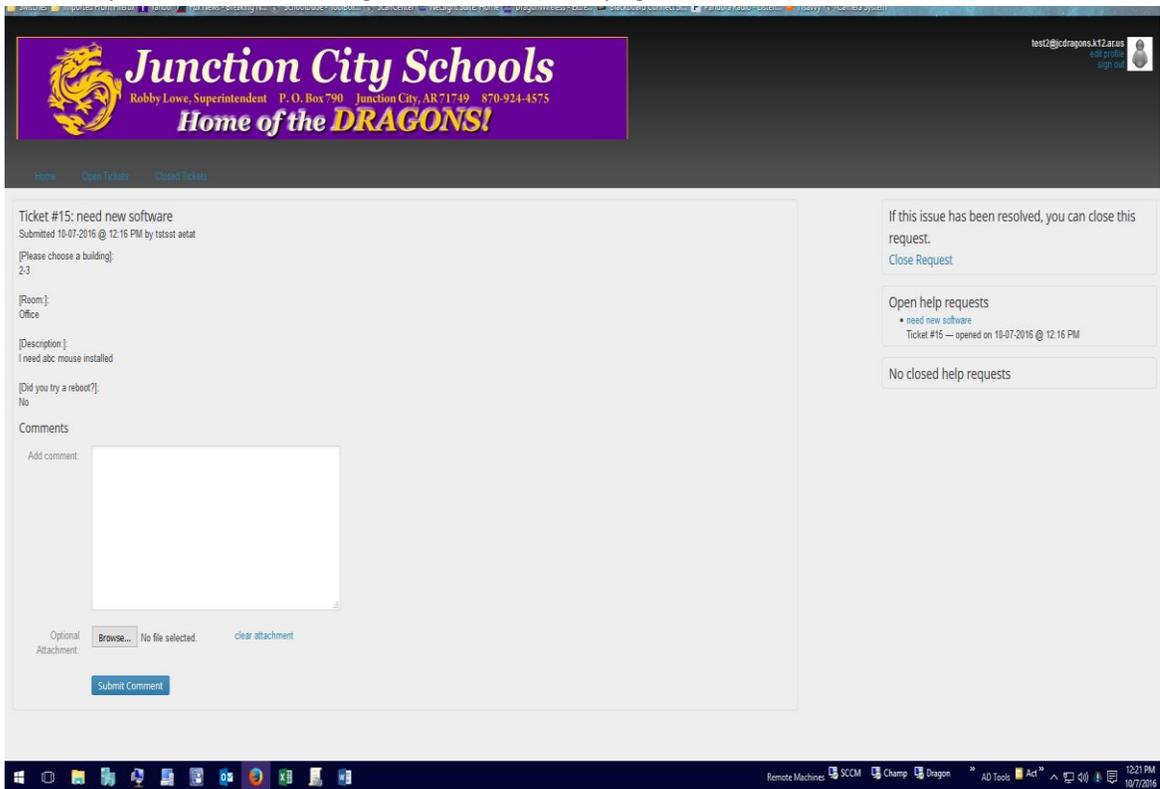
1. From help desk home screen, click on Open tickets beside HOME tab.



2. Click on the link of the ticket you want to view.

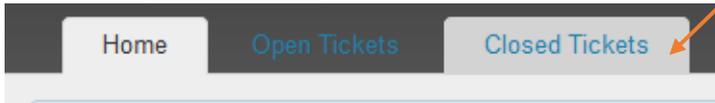


3. From the following screen, you may add comments about the issue, or even Close the work order yourself if you fixed it or it fixes itself. To close your work order on your own, click the Close request button on the right hand side of the page.

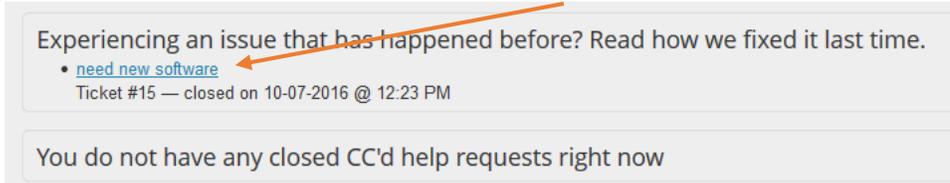


To reopen a closed order.

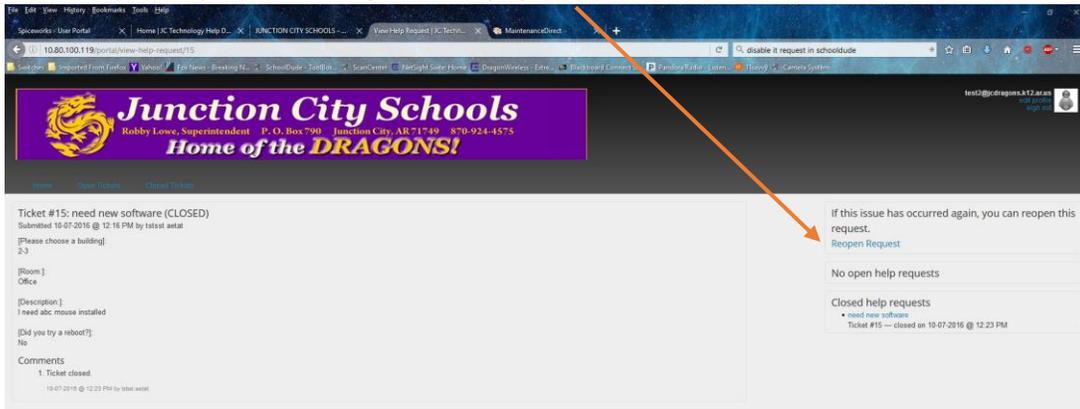
1. Click on the **Closed Tickets** tab next to the Open tickets tab.



2. Click the link of the ticket you wish to re-open



3. Click re-open request on the right of the page.



4. Add a comment saying what has happened to make you reopen, and click submit comment.

