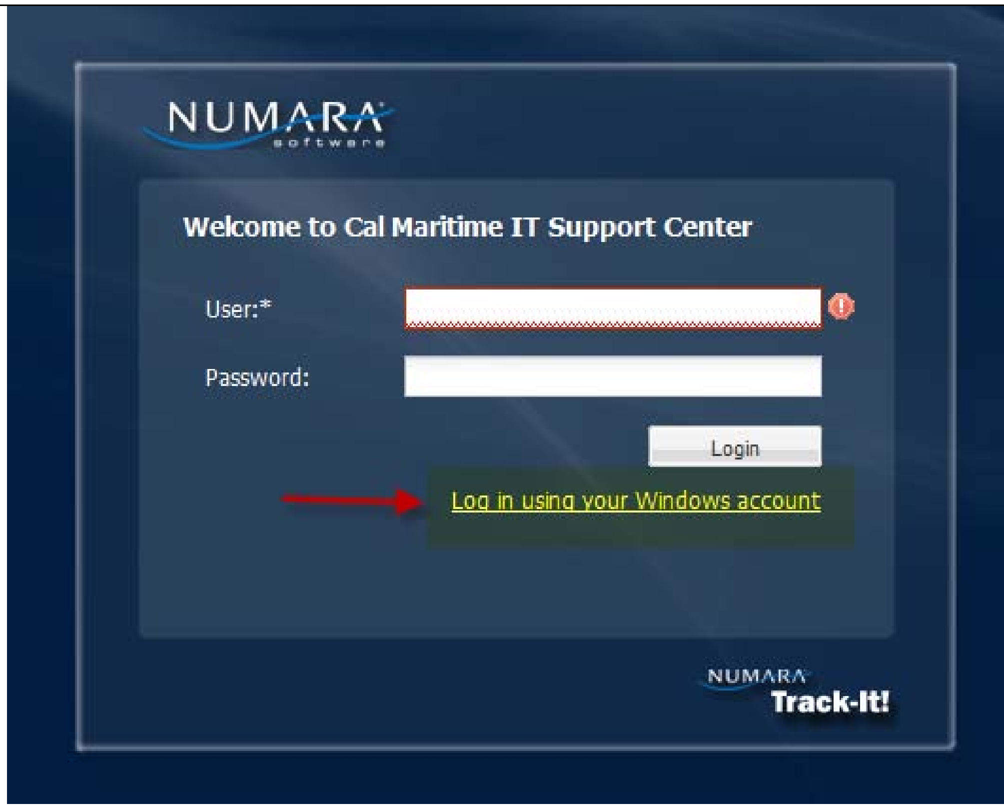
IT SUPPORT CENTER

TRACK-IT

QUICK REFERENCE GUIDE

Log into Track-IT!	http://cma-supportweb/TrackItWeb/SelfService/Application/Main
If you are not automatically logged in you will see the following window appear. Click the link Log in using your Windows account (network username and password)	

<table>
<tr>
<td>After successfully logging in you will see the following screen.</td>
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<td>Left Menu:</td>
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- **Home:** brings you back to the current page.
- **Solutions:** you can search for solutions to common problems to see if you can resolve your issue before entering a work order.
- **My Work Orders:** here you can see all the work orders you have entered and view them 3 ways, Open Work Orders, Closed Work Orders or All Work Orders.
- **My Assets:** this is tied in with an inventory feature that will show all equipment you have assigned to you from the IT department. We do not currently use this function.
- **My Profile:** lists user information for your account.
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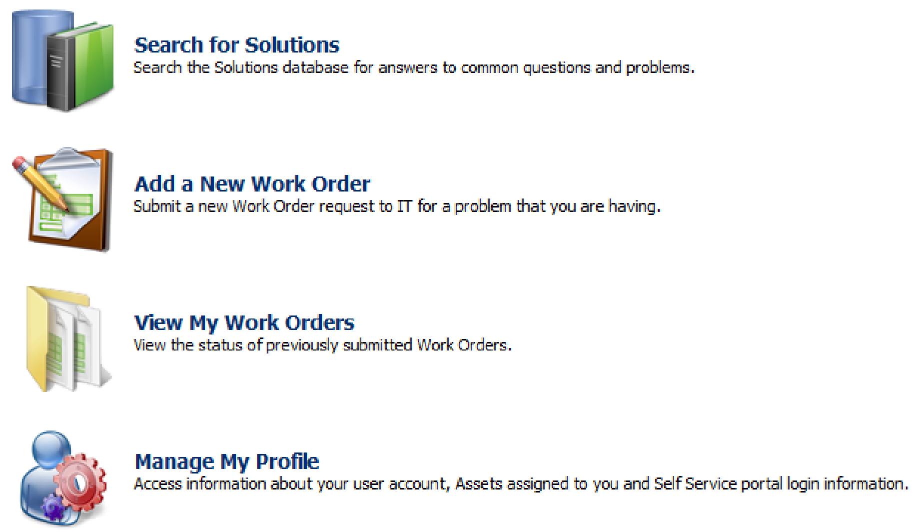
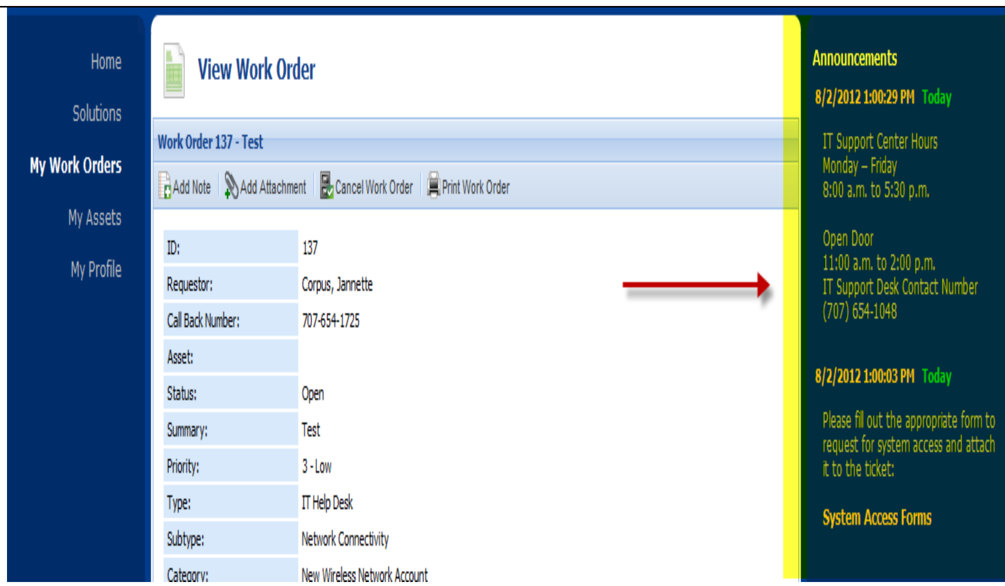
Center Menu:

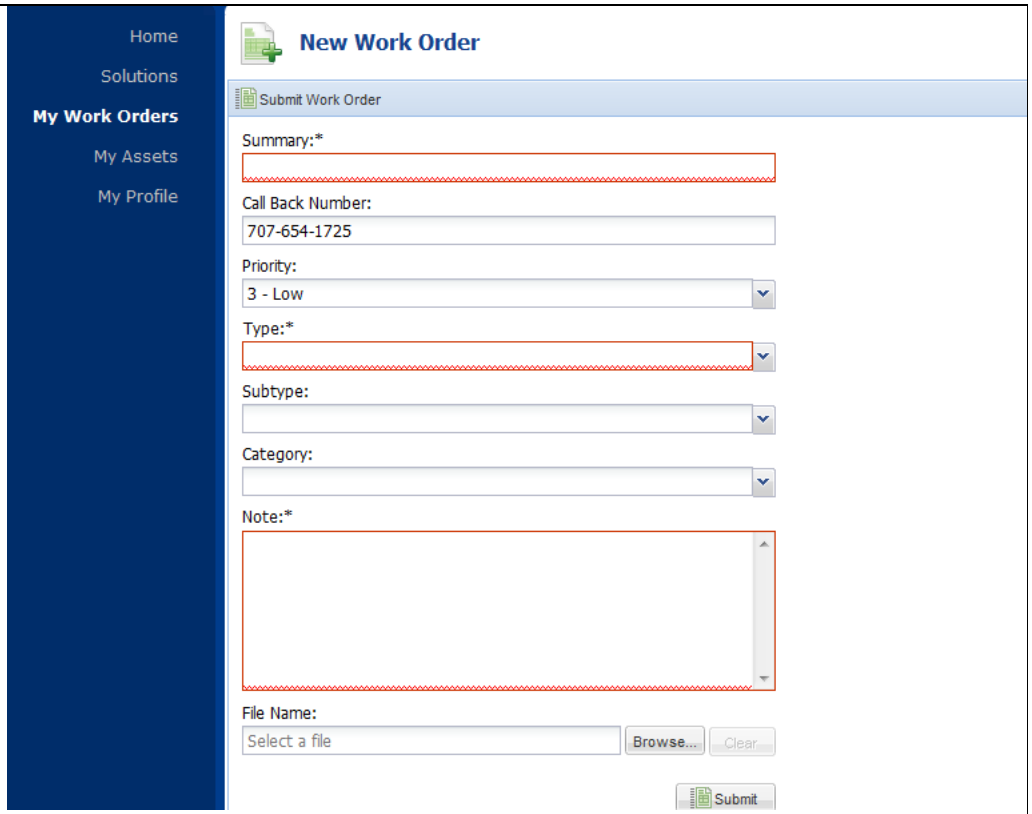


Right Menu:



- This is where Announcements and Instructions are displayed.

To Add a New Work Order:



1. **Summary:** Enter a short summary of the problem in the field. You can add more details in the **Notes** textbox at the bottom of the form.
2. **Call Back Number** field will automatically be populated.
3. **Priority:** Enter the priority of the work order:
    1) Urgent
    2) High
    3) Medium
    4) Low

URGENT

- An incident affecting a business-critical application.
- Time sensitive.
- Direct and immediate impact to the end user.
- Significant burden on multiple end users and/or operations.
- No known work-around available.

HIGH

- An incident affecting a business-critical application.
- The incident is time-sensitive and/or reoccurring and has indirect impact to the end user.
- An interim work-around solution is available.

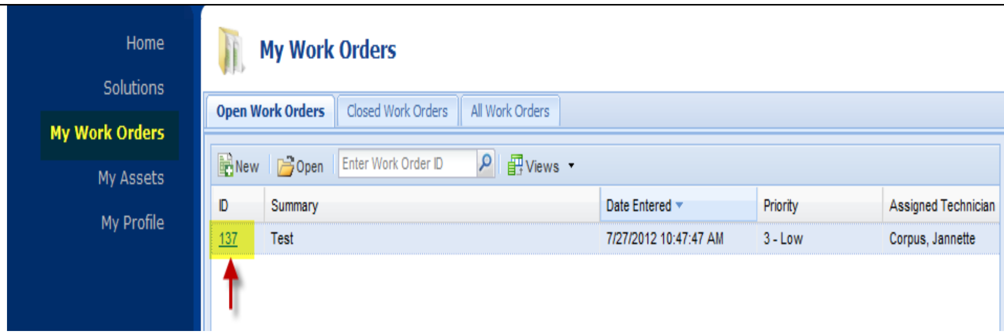
MEDIUM

- An incident affecting the end user's ability to perform normal operations and inhibiting productivity.
- There is a work-around available.
- The problem is not time-sensitive.

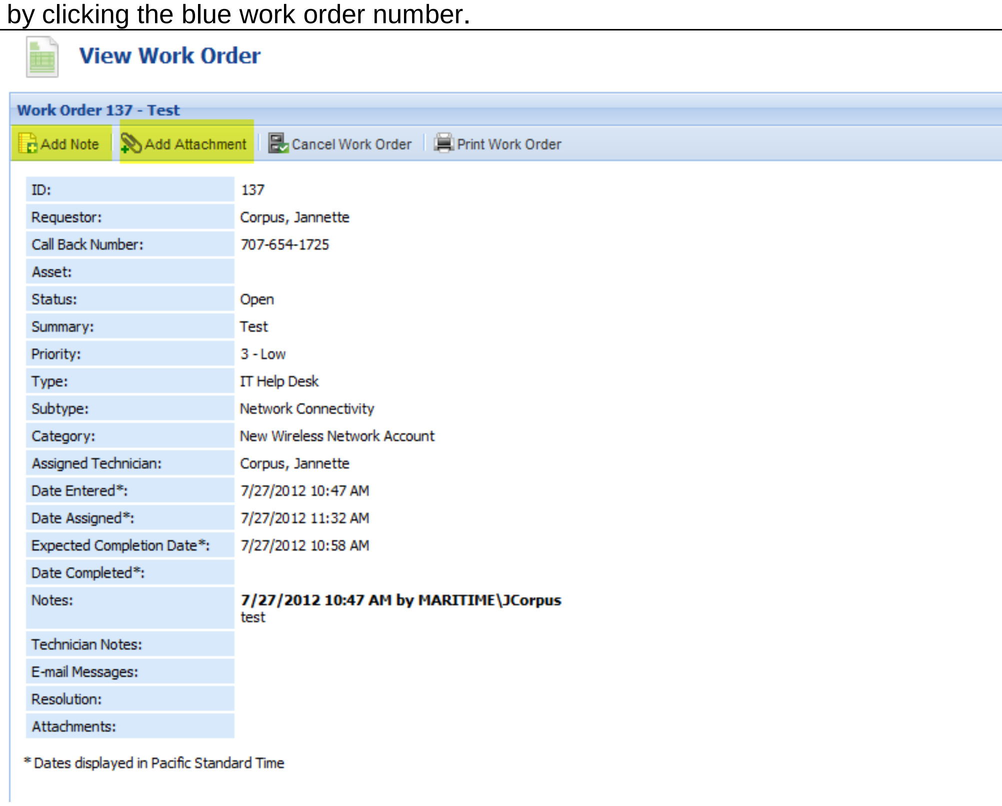
LOW

- An incident affecting documentation, process or procedures.
- Does not impact the end user's ability to perform normal operations.
- Scheduled Activity

4. **Type:** Select the type of issue from the dropdown that matches your problem.
5. **Subtype:** Select the subtype of the problem you are having (If available).
6. **Category**: Select from the dropdown box the appropriate category (if applicable)
7. In the **Notes** textbox, enter detailed information about the problem including any error messages you receive or steps you have taken to resolve the issue yourself.
8. If you want to **Add Attachment** (screen capture, document, or anything else that may help explain your issue): Click the **File Name Browse** button to locate the file that you want to attach.
9. In the **Choose File to Upload** dialog, navigate to and select the desired file, then click the **Open** button. The file name displays in the **File Name** field.
10. Click the **Submit** button. Your Work Order is now sent to the helpdesk and assigned to a technician. You can now view the work order in the My Work Orders page.

<table>
<tr><td></td><td></td></tr>
<tr><td>Digital Approvals:</td><td>If you are requesting for system access, please fill out the appropriate form and attach it to the ticket. You can scan a copy with the manager’s approval or the manager must submit the ticket with his approval in the Notes section. The link the forms are located on the Announcement side of the main page.</td></tr>
<tr><td>View My Work Orders:</td><td>

Once you've submitted a Work Order, you can add a note, but you won't be able to edit any of the information.

On the View My Work Orders page, open the work order you want to add notes to by clicking the blue work order number.</td></tr>
<tr><td>Add notes or attachments to Work Order:</td><td>

Click on the Add Note button to enter additional information or updates to the work order
On the Add Notes dialog, enter the information in the Notes textbox, then click the OK button
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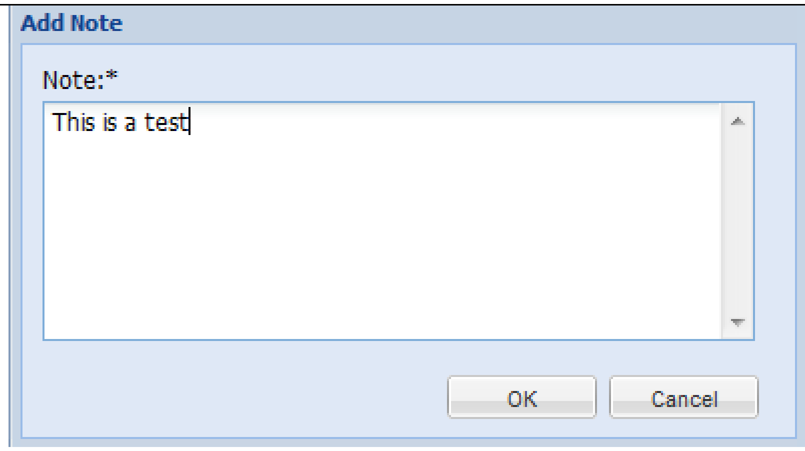

➢ Click on the **Add Attachment** button to attach a file:

➢ Click on the **Browse** button to select a file to attach to the work order then the **OK** button
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<td>Cancel Work Order:</td>
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➢ Click on the Cancel Work Order button to cancel your work order:

➢ You will be prompt to enter a Resolution on why action is no longer required

➢ You can close your own Work Orders if you've found your own solutions, or if you want to cancel your Work Order because a problem no longer exists. If you cancel a work order the Technician will be notified.
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	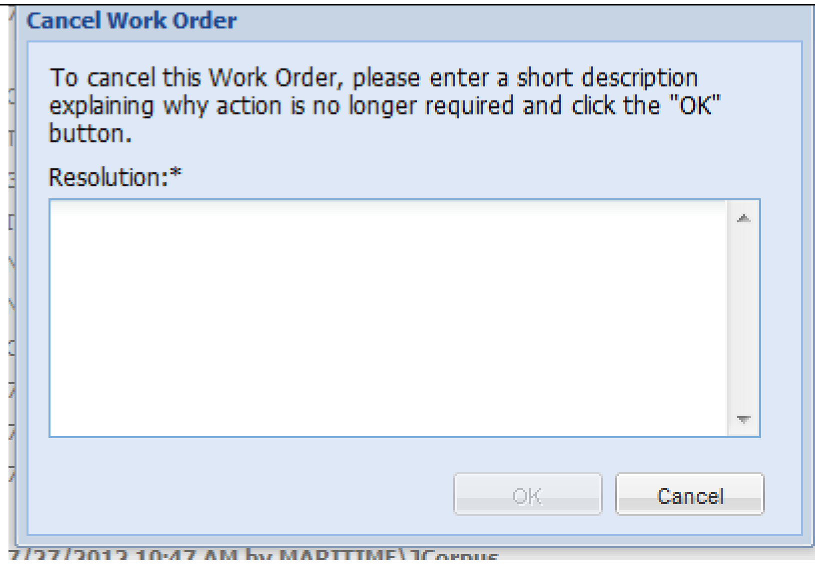
Print Work Order	➢ Click on the Print Work Order button, if you want a hard copy of your ticket