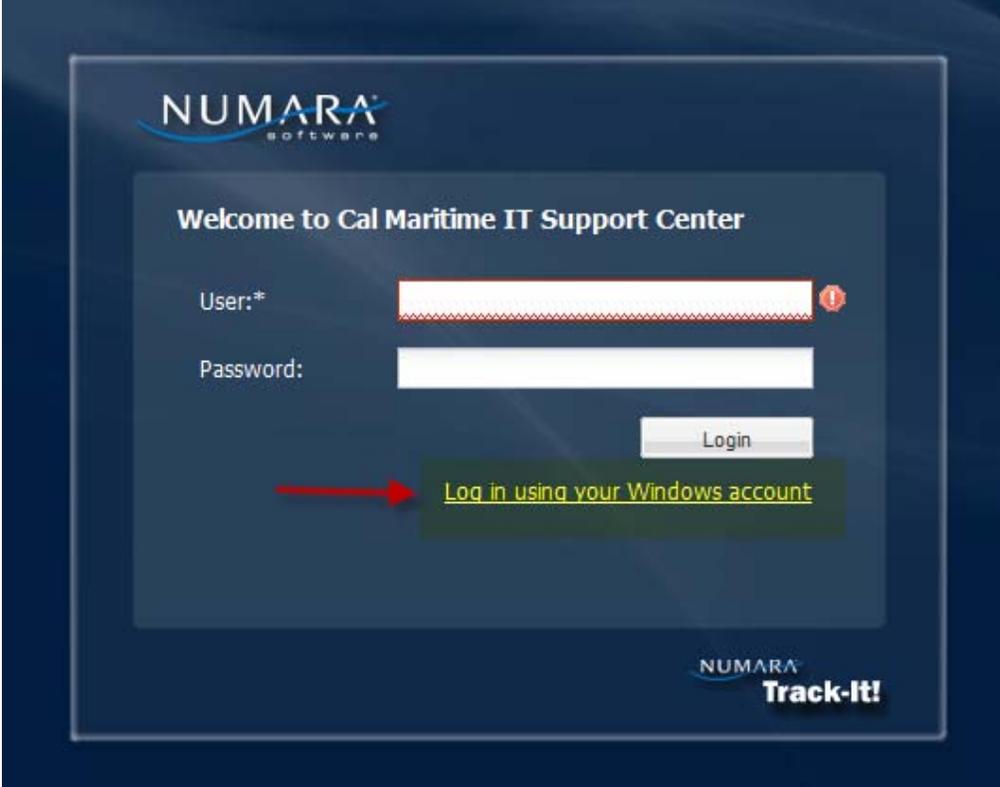


IT SUPPORT CENTER
TRACK-IT

QUICK REFERENCE GUIDE

<p>Log into Track-IT!</p>	<p>http://cma-supportweb/TrackItWeb/SelfService/Application/Main</p>
<p>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)</p>	

After successfully logging in you will see the following screen.



Left Menu:



- **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.

Center Menu:



Search for Solutions

Search the Solutions database for answers to common questions and problems.



Add a New Work Order

Submit a new Work Order request to IT for a problem that you are having.



View My Work Orders

View the status of previously submitted Work Orders.



Manage My Profile

Access information about your user account, Assets assigned to you and Self Service portal login information.

Right Menu:

Home

Solutions

My Work Orders

My Assets

My Profile

View Work Order

Work Order 137 - Test

Add Note Add Attachment Cancel Work Order Print Work Order

ID: 137

Requestor: Corpus, Jannette

Call Back Number: 707-654-1725

Asset:

Status: Open

Summary: Test

Priority: 3 - Low

Type: IT Help Desk

Subtype: Network Connectivity

Category: New Wireless Network Account

Announcements

8/2/2012 1:00:29 PM Today

IT Support Center Hours
Monday – Friday
8:00 a.m. to 5:30 p.m.

Open Door
11:00 a.m. to 2:00 p.m.
IT Support Desk Contact Number
(707) 654-1048

8/2/2012 1:00:03 PM Today

Please fill out the appropriate form to request for system access and attach it to the ticket.

System Access Forms

➤ This is where Announcements and Instructions are displayed.

To Add a New Work Order:

The screenshot shows a web application interface for creating a new work order. On the left is a dark blue navigation sidebar with links for Home, Solutions, My Work Orders (highlighted), My Assets, and My Profile. The main content area is titled 'New Work Order' and contains a 'Submit Work Order' form. The form fields are: Summary:* (text input), Call Back Number: (text input with value 707-654-1725), Priority: (dropdown menu with value 3 - Low), Type:* (dropdown menu), Subtype: (dropdown menu), Category: (dropdown menu), Note:* (text area), and File Name: (text input with value Select a file, a Browse... button, and a Clear button). A Submit button is located at the bottom right of the form.

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.

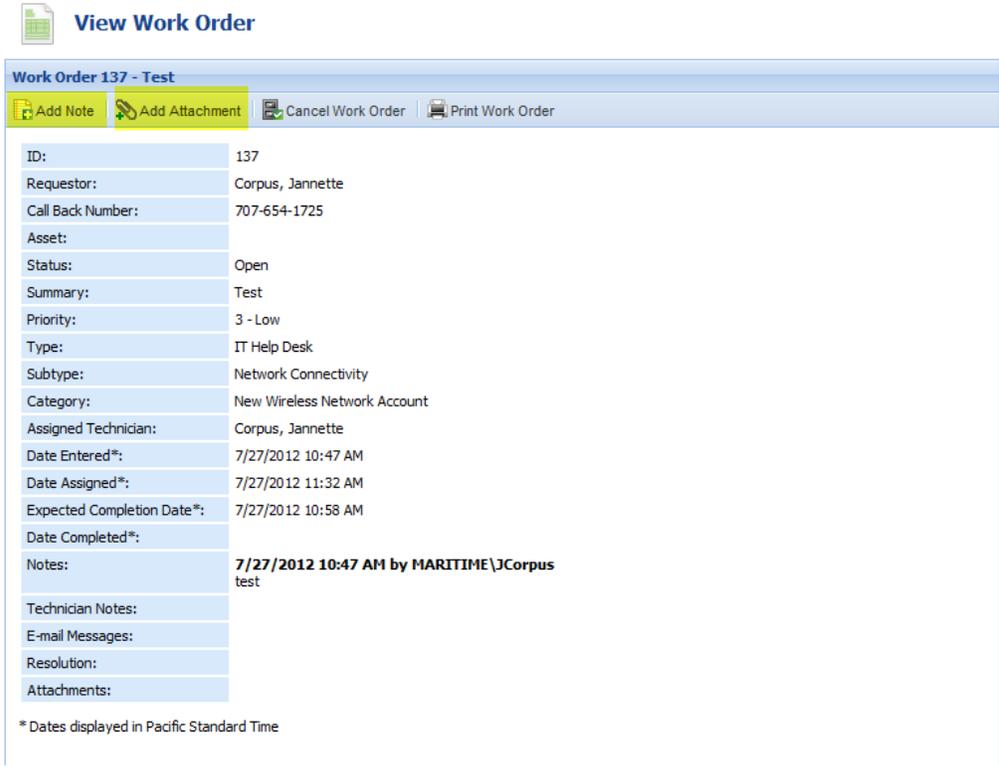
MEDIUM

- 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.

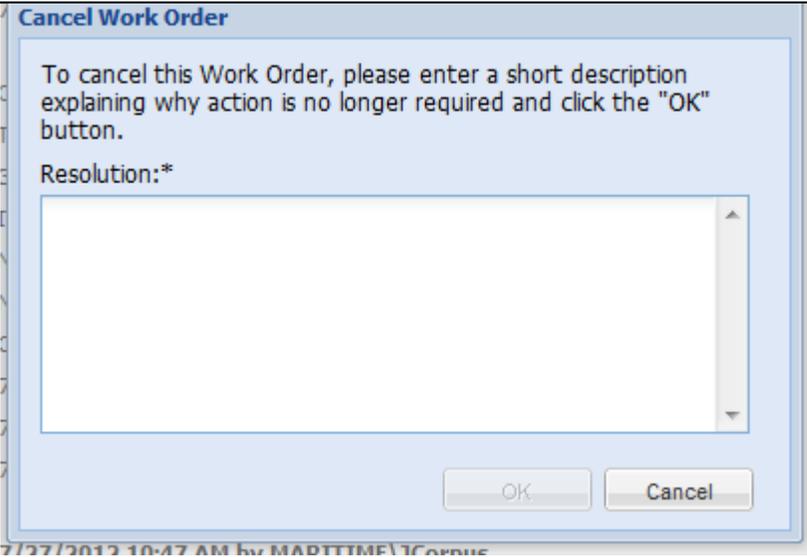
LOW

- 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.

<p>Digital Approvals:</p>	<p>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.</p>
<p>View My Work Orders:</p>	 <p>Once you've submitted a Work Order, you can add a note, but you won't be able to edit any of the information.</p> <p>On the View My Work Orders page, open the work order you want to add notes to by clicking the blue work order number.</p>  <ul style="list-style-type: none"> ➤ 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

	<div data-bbox="527 94 1323 535" data-label="Image"> </div> <p data-bbox="479 598 1144 630">➤ Click on the Add Attachment button to attach a file:</p> <div data-bbox="527 661 1421 924" data-label="Image"> </div> <p data-bbox="479 955 1396 1018">➤ Click on the Browse button to select a file to attach to the work order then the OK button</p>
<p data-bbox="186 1092 349 1155">Cancel Work Order:</p>	<ul style="list-style-type: none"> <li data-bbox="479 1092 1315 1123">➤ Click on the Cancel Work Order button to cancel your work order: <li data-bbox="479 1144 1315 1207">➤ You will be prompted to enter a Resolution on why action is no longer required <li data-bbox="479 1239 1437 1333">➤ 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.

	
Print Work Order	➤ Click on the Print Work Order button, if you want a hard copy of your ticket