

How to Create a Work Order

...and What to Expect!

We are sorry you are experiencing a problem with your classroom technology. We understand that you have carefully planned out your lessons each day and that many (if not most) plans require that your instructional technology tools be functioning. Our goal with the work order system is to learn where and when the problems occur and to fix the issues as quickly and efficiently as possible.

The following are instructions for how to create a technology work order and what to expect from the time you create the order until you are satisfied the work is complete.

Step 1: Log in to eduphoria. The eduphoria *myapplications* page will open.

Step 2: Click on **helpdesk** and the “*What are you having problems with?*” page will open.

Step 3: Click on the appropriate icon that corresponds to the issue you are having.

For example, if you are having trouble with *GroupWise*, select the **User Accounts** icon. If you are having trouble with your projector, select the **Peripherals** icon and so on.

Step 4: Click on the icon that corresponds with the more specific issue you are having.

For example, if your projector isn't working, select the **Projector** icon from the “*What type of Peripheral's*” page.

Step 5: Enter the details of your request/issue in the appropriate fields:

Campus: Select your campus from the drop-down menu.

Room: Enter your room number (ex: 326; 47) OR a room description (ex: “office between rooms 606 and 608”; “main office”).

Priority: Select the appropriate priority level of your request by clicking on the **Low, Normal, or High** icon. Please note that this selection may be descriptive of how urgent you feel the issue is, but may be subject to review – see below).

Service Tag: Optional (you may leave this blank).

Model: Enter the *Computer Name*.

You find the computer name from the desktop by right-clicking **My Computer**, then selecting **Properties**. From the *System Properties* menu, select the *Computer Name* tab and it is listed next to *Full computer name*. Copy and paste the section before the “.eaneslocal” tag into your work order to help expedite your request.

Extension: Enter your phone extension here at work.

Detailed Request: Describe the issue as specifically as possible.

Let us know if your computer is powering on but not displaying anything, or is taking 15 minutes to recognize your mouse, or making a funny noise and shutting down when it boots. Please try to be as descriptive as possible. This way, the technicians will have a better idea of what to look for should you not be present when they evaluate your issue.

If possible, also include the **Adapter address** for all desktop machines. On the toolbar at the bottom of the screen, double click the blue question mark icon to display the *IP Configuration* menu. Copy and paste the information listed in the *Adapter Address* field into your work order as well.

Step 6: Click on **Submit Request**.

The “*You’re Done!*” screen will appear to let you know your request has been submitted.

Step 7: Click **Finish** to close the screen. You will see your request posted in the *My Open Requests* list on the *helpdesk* screen.

What to Expect now

Your request has now been sent to Information Services. Once your request is reviewed, it will be assigned to a technician who is dispatched to your location as soon as possible. You can view the status of your request at any time by logging into *eduphoria* and navigating to the *helpdesk*. The Request Details will include who your request has been assigned to and any notes from them regarding progress of the request (ie: if parts need to be ordered, etc.).

Work orders are prioritized based on a number of different variables. How you self-select the priority of the work order when you create it gives us a better sense of how urgent the issue is to you, but may be re-categorized depending on the issue’s impact to instruction and the number of students impacted. For example, if two work orders are entered into the system at the same time, but one is for a classroom projector and one is for a student computer (where others are present), the projector would get a higher priority status. This is because the

projector affects the entire classroom and the student computer, when other computers are available, may only affect a handful of students.

From October to May, we strive to complete 50% of our work orders within 1 day, 75% within 3 days and 90% within 5 days. These rates are sometimes affected by circumstances out of our control or other priorities involved. For example, parts may be on order that are needed to repair an item or the installation of a projector might involve not only our team, but maintenance and operations, an electrician, a vendor who sells the merchandise, the money available to make the repair, and so on.

Q: A few days have passed since I submitted my work order and the work is not done...what do I do?

Please **DO NOT** create a new work order!

A: Duplicating a work order creates confusion within the system regarding which is the current work order and important comments and/or updates could be missed.

Q: What is the best thing to do when I have not heard updates on my status?

A: Log into eduphoria and review your work order. Add a note regarding your inquiry about the work order status or adding any new information that you might have regarding it. You will receive an automatic email anytime there is a status update or comment added to your request. We receive an email anytime you add a note, as well. You are also more than welcome to call the Help Desk at #20777 between 7:00 am and 5:00 pm to obtain the status of your work order.

Q: What should I do when a work order is closed by the technician, but I don't feel it is complete?

A: The work order is not considered complete until you are satisfied with the result. If you feel the work order was closed without completion, you may add a note to the closed work order explaining the situation and asking us to reopen it and we will receive an email alert to look into the request.

Q: Can I use the work order system to request a new piece of equipment?

A: No - the work order system is only used for requests to repair *existing* equipment. New equipment requests must be made through your TIP (Technology Instructional Partner).