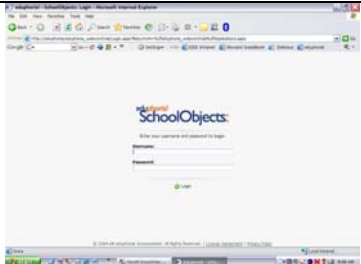

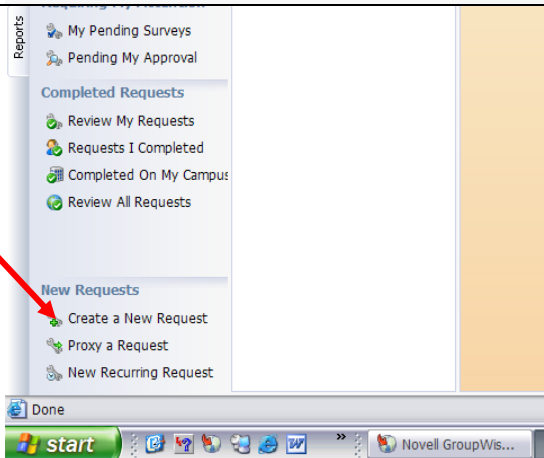


Take Charge of Your Technology!

You have a hotline right to IS (Information Services) when things aren't working.

Here's how to enter work orders:

<p>Log in to Eduphoria</p>	
<p>Click on Help Desk</p>	
<p>In the bottom left corner, click Create a New Request.</p>	

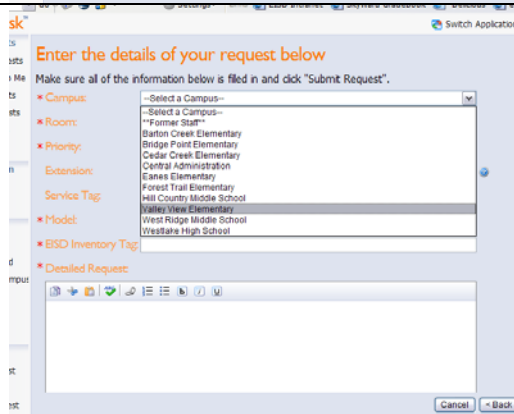
Click on a picture that is closest to what you are work ordering.



Click again on whatever is closest to what you are work ordering. Don't worry if you can't find the exact thing...

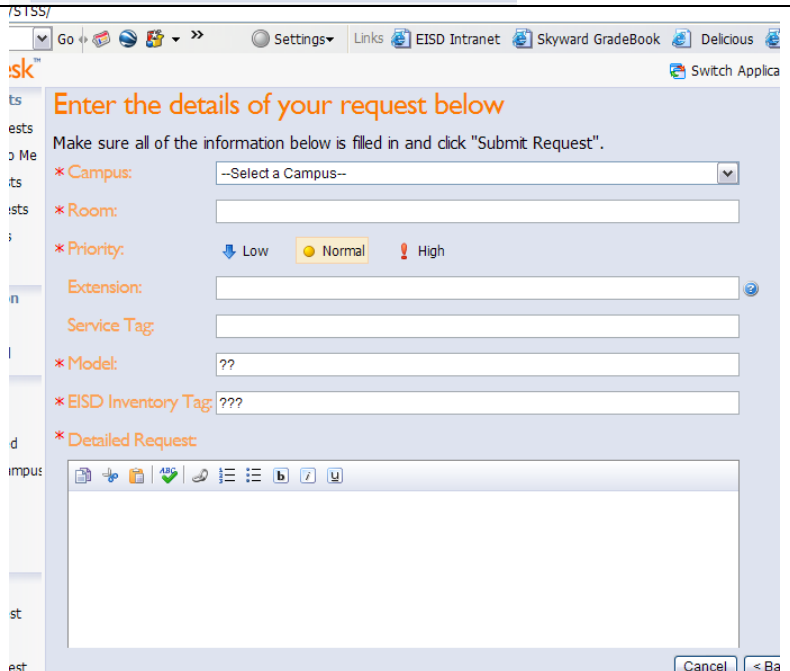


Use the drop down menu to select HCMS.



Type in your room number. Set your priority, High is only for something that has stopped your teaching-like projector out or desktop computer not working.

You can put a question mark for model and EISD Inventory tag. But in the bottom box, describe the problem with as much information as you can.



Bottom right hand corner, click Submit Request

The screenshot shows a web application interface with a sidebar on the left and a main content area. The sidebar contains a list of menu items: 'ueets', 'Attention', 'umneys', 'approval', 'ueets', 'requests', 'Completed', 'My Campus', 'requests', 'Request', 'est', and 'g Request'. The main content area has a form with the following fields: 'Service Tag' (empty), '* Model:' (value '??'), and '* BSD Inventory Tag:' (value '???'). Below these is a section titled '* Detailed Request:' with a large empty text area and a toolbar containing icons for undo, redo, bold, italic, and link. At the bottom right of the form are three buttons: 'Cancel', '< Back', and 'Submit Request'. A red arrow originates from the text 'Bottom right hand corner, click Submit Request' and points directly to the 'Submit Request' button.

If you don't click the exact symbol for what you need, don't worry, Joe (at IS) reads and assigns all work orders and he will make sure it gets to the right person.

Turn around time is about 1-3 days.