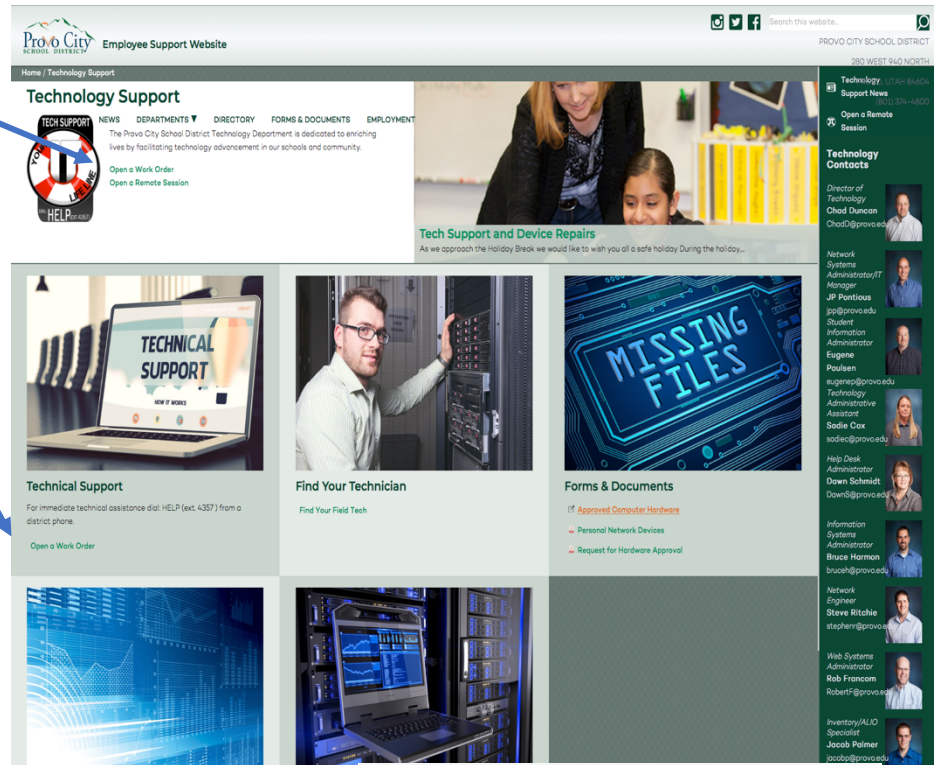


PCSD Technology Web Help Desk

How to put in a work order for technology issues

1. Select 'Open a Work Order' to get to the login screen.



2. On the Help Desk homepage, type in your PCSD email address. The password will be the same as your district e-mail password. If that password doesn't work, default it will be your employee id number and your last name all lowercase. (012345smith) If these don't work or if you don't remember your password, click on the arms.provo.edu link to reset it.

***Please note that resetting your help desk password will also reset your email, Internet filter login (iBoss), and network storage passwords.**

i If you're here to submit a work order, the username is your district email address. i.e. **username@provo.edu**.

If you have forgotten your help desk password, you may use **http://arms.provo.edu** to reset your password.

****Please note this will also reset your email password, internet filter login password, and network storage password.**

The login form is titled 'Log In' and has a dark background. It contains two input fields: 'E-Mail' and 'Password'. Below the 'Password' field is a checkbox labeled 'Remember me'. At the bottom is a blue 'Log In' button. A blue arrow points from the 'Open a Work Order' button in the screenshot above to the 'E-Mail' input field. Another blue arrow points from the 'Open a Work Order' button in the screenshot above to the 'Password' input field.

3. After you login, you will be taken to the Help Request page. At this point, put in all pertinent information for the issue.

PROVO CITY SCHOOL DISTRICT

Request History Assets FAQs Messages Profile

Help Request

Request Type

Subject

Request Detail

Carbon Copy (Cc:) ☐ Enabled

Location Room

Save Cancel

a. From the Request Type dropdown menu, choose the area that matches the issue.

b. Under Subject, type the main problem, e.g. Computer battery won't charge.

c. Under Request Detail, type the details of the issue including any attempts to resolve the issue, anything that might have caused the issue, the name of the user if not you, and the serial number of the item (if available).

d. Add e-mail addresses of people relevant to the issue, if any, under Carbon Copy and check Enabled.

e. Choose your location from the Location dropdown menu then type in the room number.

f. Click Save when you're finished.

4. At this point, your work order will be submitted and you'll receive an e-mail copy of it. You can check the status of a work order at anytime by logging into the Web Help Desk, clicking on the History tab, then clicking on the work order under Ticket History. You can also add notes with any further information or questions after a work order has been submitted. You'll also receive an update e-mail when notes are added to the work order by a technician.

PROVO CITY SCHOOL DISTRICT

Request History Assets FAQs Messages Profile

Dawn Schmidt

Ticket History

Ticket No. Status Back to Help Desk Contains

No.	Date Updated Status	Request Detail	Survey	URL
« < 0 items > »				

Tickets Per Page 10

5. To log out, click the green plug icon next to your name.