



# NLRSD Technology Department

## STEP # 1:

Locate the icon on your Desktop.

Double click this icon to begin the new Help Desk process.



## How to create a Technology Work Order

Help us to help you.

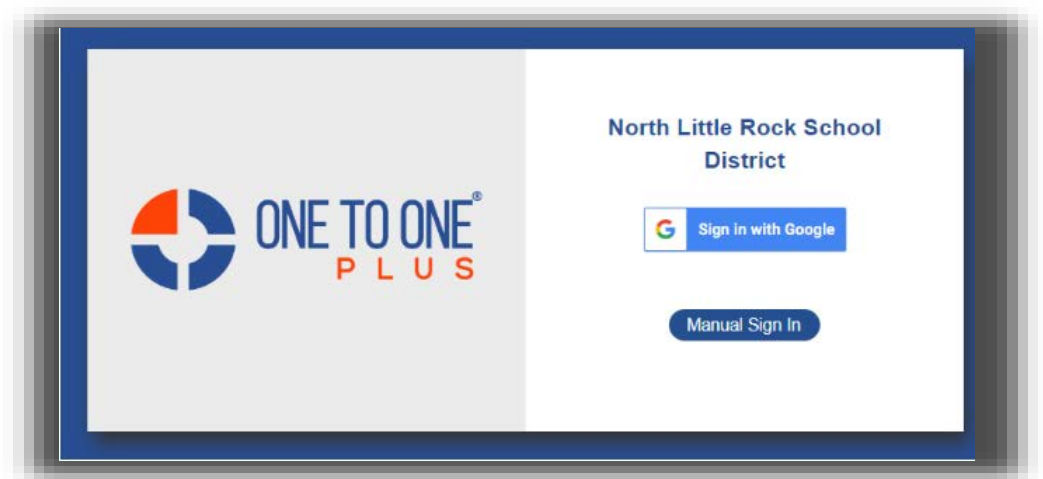


Locate this icon on your Desktop. (**Again, pay close attention to the wording of the name.**)

**If you do not see this icon click [here](#)**

## STEP # 2:

This is the login screen for the new Technology Help Desk. You are able to log into it from any computer within the NLR School District. Once on the One To One Plus Webpage Click "Sign in With Google"




## What to do next...



### Submit Ticket


Please fill out the following fields.

Click on this button to open a new Technology Work Order.




### Submit Ticket

Please fill out the following fields.

 What is the issue or request?

Description \*


Types \*

 Who is being affected?


Availability \*

From\* To\*

Contact Phone Number


 What asset does this affect?

Asset Tag/Serial Number


 Where is this occurring?

Site \*

Room Number \*

 Who should be notified on update?

Email Addresses

 Attach an optional file

Files

Click to choose files or drag here

Save

### STEP # 3:

Click "Submit Ticket"



### STEP # 4:

Fill out the form with as much information as you can. **(Remember, the more information we have the better prepared we will be when we come to perform the repair.)** Look at the image on the next page for a description of each field.

### STEP # 5:

Once you have all of the information input into the form, click Save at the bottom of the page. You will receive email confirmation and can check the status of your ticket from the link in the email. From there we will get to you just as soon as we can.



### Tips for quick service:

Be as thorough as you can. The more information, the better we can serve you.

ALWAYS put a ticket in. This helps us to keep issues from reoccurring.

## Filling Out the Form

1. **Status** – this field automatically set the status for you. No change needed.
2. **Room Number** – this will be the room number where the device is located
3. **Asset Tag/Serial Number** – this number can be found on the bottom of your machine or listed as Serial on your computer home screen. **\*Please note\*** This field is not required but is extremely helpful to your technician.
4. **Technician** – this field will be automatically populated once the work order is submitted. No action is required.
5. **Building** – please select your building from the drop down list.
6. **Type of Equipment** – this is a drop down menu allowing you to select the device needed to be serviced.
7. **Description of problem** – here you will describe the problem with as much detail as you can.

At the bottom of the page, there is also a place where you can upload attachments. These may be screenshots of the problem or error codes, photos, or documents relating to the work order.

After all the required information has been filled out click save and the ticket has been submitted.