

Entering Print Shop Orders

Log in to KACE as follows:

- User Name: District email
- Password: Same password you use for email

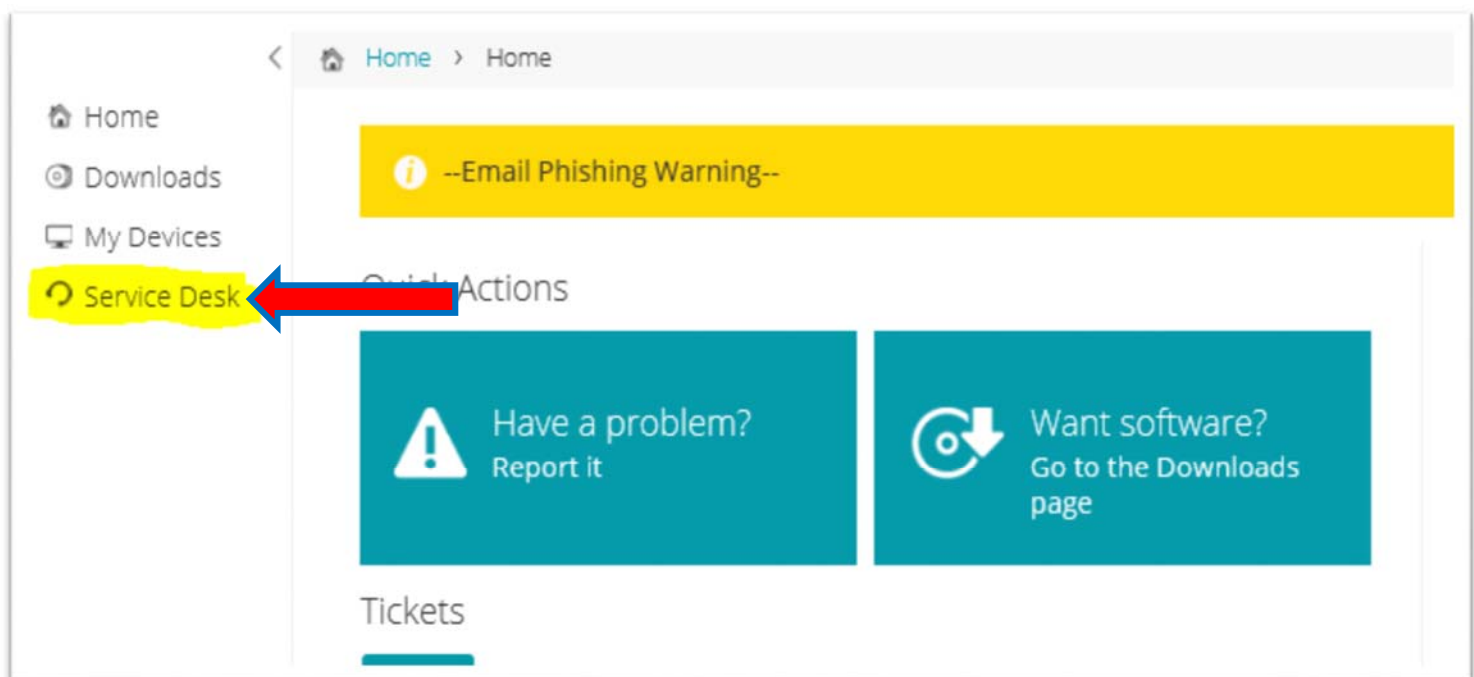


The image shows the login page for the McAllen ISD KACE User Portal. At the top is the McAllen Independent School District logo. Below it, the text reads "Welcome to the McAllen ISD KACE User Portal". A paragraph of text explains the portal's features: "There are many great facets to KACE. KACE provides you with: User Console Library, The User Console Library tab contains software available for you to download and install. You can search for software by title, vendor, or label. Please only download and install software that you require. Knowledge Base, The Knowledge Base tab provides you with some possible solutions to your issue. Computer Information, The Computer Information tab provides you with a breakdown of the computer you are using. Have an awesome experience. You must login to KACE to leverage it's features. If you have problems logging in, please contact the Department of Technology Helpdesk at 956-632-3238. To login please enter your district email address (i.e. kaceuser@mcallenisd.net) and the password you use to access your email account below."

Below the text are two input fields: "Login (user name):" and "Password:". The user name field contains the email address "elizabeth.cabrera@mcallenisd.net". The password field is masked with dots. A red arrow points to the password field. Below the fields is a "Login" button. A note at the bottom states: "(Note: Credentials will be saved on this computer between sessions unless you explicitly 'Log Out')".

"Home" page will appear.

- Click on "Service Desk" (highlighted in yellow):



New page will appear:

- Select drop down menu on “Choose Action”
- Select “New Ticket From Queue”
- Click on “Kace - Print Shop”

The screenshot shows the McAllen Service Desk interface. The header includes the McAllen logo, IP address (10.90.2.62), company name (McAllen Independent School District), organization (Default), user (Elizabeth.Cabrera@mcallenisd.net), and session timeout (00:58:35). The main heading is 'Tickets | All Queues'. The left sidebar contains navigation links: Home, Downloads, My Devices, and Service Desk. The top right shows 'List Refreshed: 08/12/2019 17:55:57' and 'Auto Refresh: OFF'. A search bar is labeled 'Search List'. The 'Choose Action' dropdown menu is open, showing options: 'New Ticket From Queue', 'New Ticket From Process', 'Set Default Queue', and 'Set Default View'. The 'New Ticket From Queue' option is selected, and its submenu is open, showing 'KACE - MISD PD', 'Kace - Print Shop' (highlighted with a red arrow), 'KACE - Technology Service Desk', and 'KACE - Warehouse Service Desk'. The main table lists tickets with columns: Ticket ID, Status, Description, Campus/Department, Time Open, Owner, Queue, and Category. The first ticket is 56818, Closed, 'Pickup items for disposal - Employee Benefits (Child)', Human Resources, 2 hours, 40 minutes ago, Cabrera, Elizabeth - Purchasing, KACE - Technology Service Desk. The second ticket is 56819, Closed, 'Pick up tagged equipment (Child)', Human Resources, ---, Cabrera, Elizabeth - Purchasing, KACE - Technology Service Desk. The third ticket is 56828, Closed, 'NEED TABLES AND CHAIRS AT DE LEON MIDDLE SCHOOL ON THURSDAY, AUGUST', Human Resources, ---, Cabrera, Elizabeth - Purchasing, KACE - Technology Service Desk. The bottom of the page shows '1 to 32 of 32' and navigation links: First, Previous, Next, Last. A 'Show 1000' dropdown is also present.

McALLEN
INDEPENDENT SCHOOL DISTRICT

IP Address: 10.90.2.62 (Microsoft Windows NT) • Company: McAllen Independent School District • Organization: Default Elizabeth.Cabrera@mcallenisd.net
Session Timeout: 00:58:35 • 08/12/2019 17:58:56

Service Desk > Tickets | All Queues

Home
Downloads
My Devices
Service Desk

Tickets | All Queues

List Refreshed: 08/12/2019 17:55:57 Auto Refresh: OFF

Queue: All Queues View By: All My Tickets Search List

New Choose Action Advanced Search

☐ TICKET New Ticket From Queue KACE - MISD PD Campus/Department Time Open Owner Queue Category

☐ 56818 New Ticket From Process Kace - Print Shop KACE - Technology Service Desk

☐ 56819 Set Default Queue KACE - Warehouse Service Desk

☐ 56819 Closed Pickup items for disposal - Employee Benefits (Child) Blanco, Lilia - Dept. of Technology Human Resources 2 hours, 40 minutes ago Cabrera, Elizabeth - Purchasing KACE - Technology Service Desk

☐ 56828 Closed Pick up tagged equipment (Child) Rodriguez, Priscilla A. - Employee Benefits Human Resources --- Cabrera, Elizabeth - Purchasing KACE - Technology Service Desk

NEED TABLES AND CHAIRS AT DE LEON MIDDLE SCHOOL ON THURSDAY, AUGUST Salinas, Norma Cabrera, Elizabeth - Purchasing KACE - Technology Service Desk

1 to 32 of 32 First Previous 1 Next Last Show 1000

After selecting “Kace – Print Shop you will now be able to enter the new work order for Print Shop. The following information must be entered on the “New Ticket” (see the following three (3) screenshots). **NOTE: Information that is highlighted is mandatory information. If the information is not provided your ticket will not be processed.**

1. SCREEN SHOT NO. 1

- “Title” area: Enter brief description and include the **Store Issue number (SI no.)**
- “Summary” area: Enter **detailed description** of the print job (to include **Quantity, Product ID, Account number, and description**)

2. SCREEN SHOT NO. 2

- **Due Date must be entered.**

3. SCREEN SHOT NO. 3

- Print job is a new form, newsletter, file, etc. then the **file must be attached**. After attaching file then you will click on **“Save”**.

Screen Shot No. 1:

Service Desk > New Ticket | Kace - Print Shop

Home
Downloads
My Devices
Service Desk

New Ticket | Kace - Print Shop [Back to Tickets](#)

Title: (required)
Print Newsletter - SI no. S2X00000X

Summary:

Print 500 each newsletters. Shall be double sided and color. See attached file.
Product ID PS8511W20C2S
Account No. 199-xx-6299-XX-XXX-Y-XX-XX-XX

SCREEN SHOT NO. 2

Home
Downloads
My Devices
Service Desk

Impact:
1 person cannot work

Status:
New

Owner:
Unassigned

Asset:
Unassigned
☐ Filter on submitter assigned assets

CC List:
[+ Add CC List](#)

Category:
Printing Only


Priority:
Medium


Device:
Unassigned
☐ Filter on submitter assigned devices

Due Date:
☒ 08/20/2019 00 : 00 [Clear](#)
☐ None


Submitter:
Cabrera, Elizabeth - Purchasing





Attachments:

C:\Users\elizabethl Browse... 

 Add Another Attachment


Screenshots:

 Paste Screenshot

Once you have clicked on “Save” then a ticket number will be issued. See the following example:

 [Service Desk](#) > [Tickets](#) | [All Queues](#)

 Your ticket has been saved as TICK:151224.