

Dear Faculty and Staff,

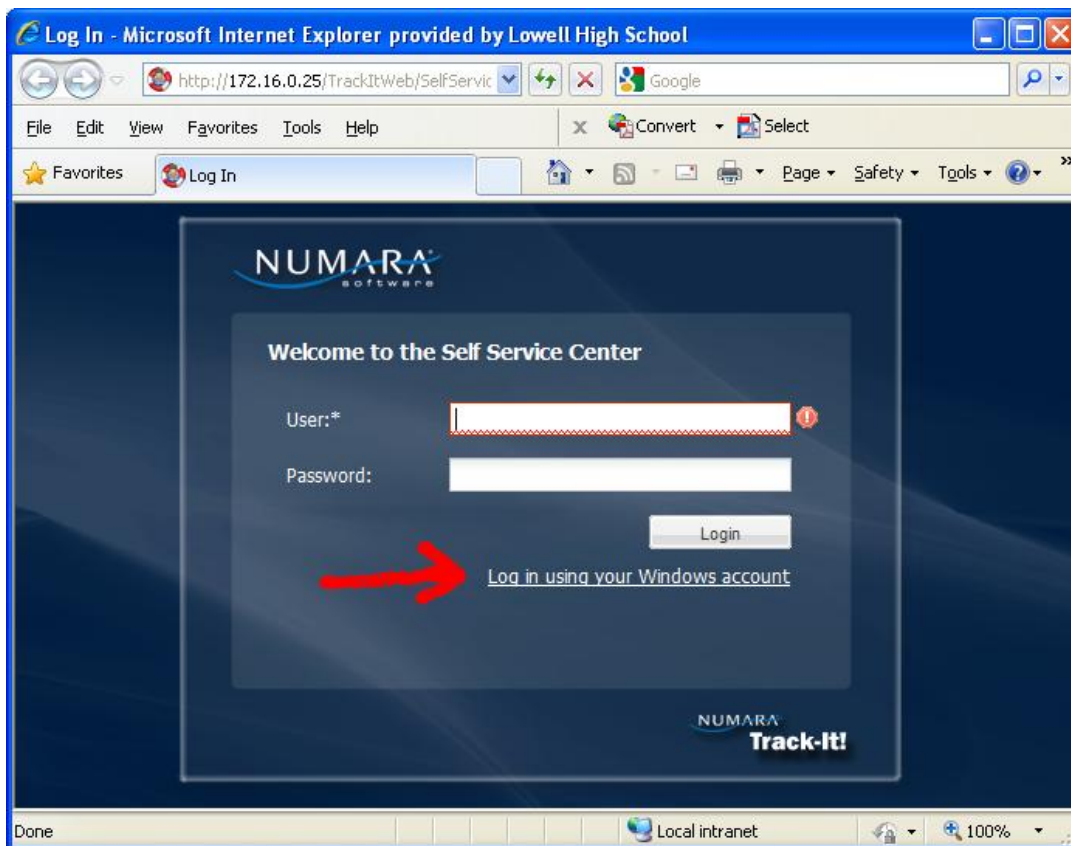
The MIS department has implemented new Helpdesk Software (Track-It!) to manage technology related problems and requests (Work Orders) throughout the district. The types of Work Orders handled by the helpdesk include: computer hardware, software, monitors, email, file recovery, internet, network, printers, user accounts, viruses or spam and phones on the new phone system. Lowell High School user will still report AV equipment, custodial issues and HVAC issues.

Track-It Self Service Directions:

On the **Helpdesk** page of the Lowell High School website (<http://lhs.lowell.k12.ma.us>), click the **Track-It Self Service link**, the link in your internet favorites on Windows computers or follow this link:

<http://172.16.0.25/trackitweb/selfservice/login>

If you are not automatically logged in you will see the following window appear. Click the link **Log in using your Windows account**



MAC users will see a username and password box appear at the top of your browser, enter your network username and password (the same as your email).

After successfully logging in you will see the following screen.



In the **left** pane you see the following links:

- **“Home”**, brings you back to the current page.
- **“Solutions”**, you can search for solutions to common problems to see if you can resolve your issue before entering a work order.
- **“My Work Orders”**, here you can see all the work orders you have entered and view them 3 ways, Open Work Orders, Closed Work Orders or All Work Orders.
- **“My Assets”**, this is tied in with an inventory feature that will show all equipment you have assigned to you from the MIS department. We do not currently use this feature district wide but some HS users may see items listed.
- **“My Profile”**, lists user information for your account.

The **center** pane you see the following links:

- **“Search for Solutions”**, this is the same as the “Solutions” link on the left.
- **“Add a New Work Order”**, this is where you will enter a work order and submit it to the helpdesk. See the detailed instructions below.
- **“View My Work Orders”**, this is that same as the “My Work Orders” link on the left.
- **“Manage My Profile”**, this is the same as the “My Profile” link on the left.

The **right** pane has a space for announcements posted by the MIS department.

To add a Work Order:

Login to **Track-It Self Service** and select **Add a New Work Order** from the center pane. You will see the following screen.

The screenshot shows a Microsoft Internet Explorer browser window displaying the Track-It! Self Service Web application. The browser's address bar shows the URL: <http://172.16.0.25/TrackItWeb/SelfService/Application/Main>. The application header includes the NUMARA logo and the text "Nelson, K.C., welcome to Lowell High School Self Service Center!". On the right side of the header, there are links for "Help", "About", and "Log Out".

The main content area is titled "New Work Order" and contains a "Submit Work Order" button. Below the button is a form with the following fields:

- Work Order Summary: A text input field.
- School: A dropdown menu.
- Call Back Number: A text input field.
- Room No: A text input field.
- Work Order Type: A dropdown menu.
- Work Order Subtype: A dropdown menu.
- Asset No: A text input field.
- Serial No: A text input field.
- Note: A text input field.

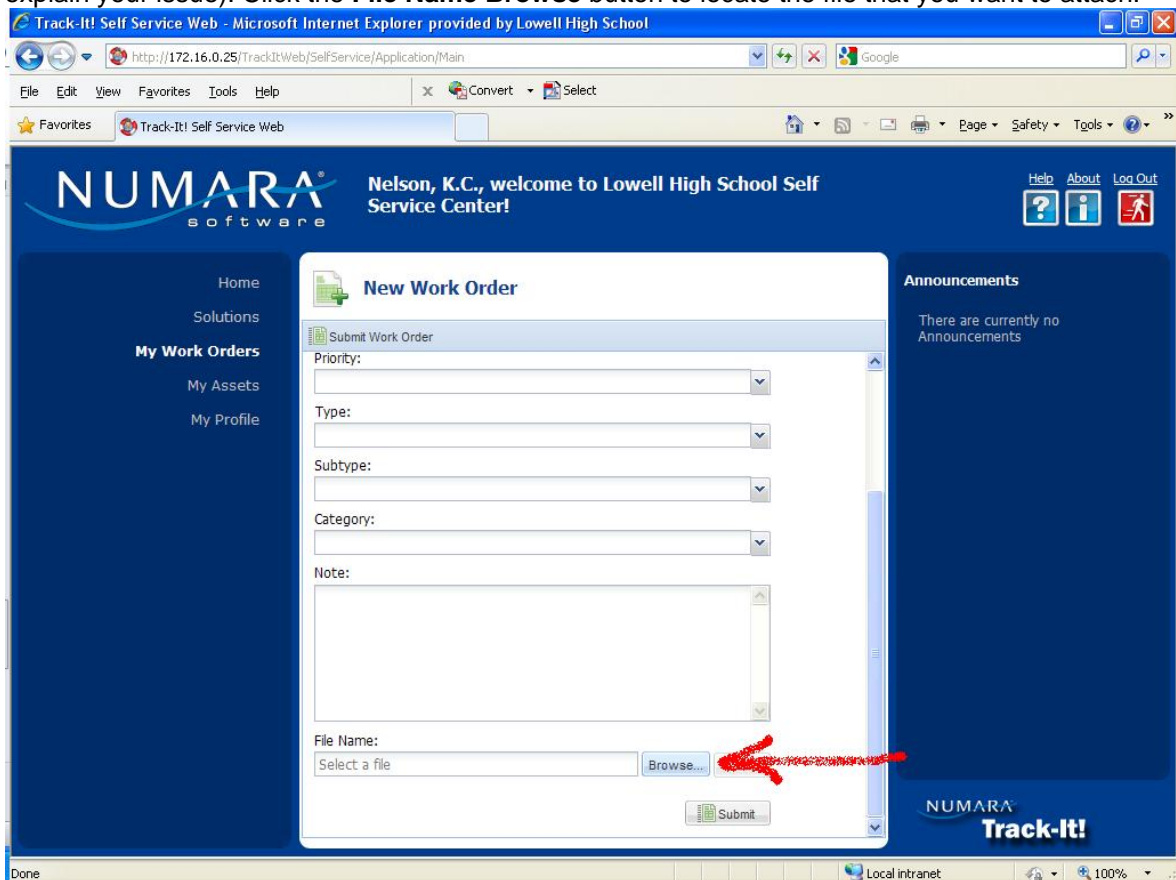
On the right side of the form, there is an "Announcements" section with two entries:

- 11/17/2011 3:56:32 PM**: The MIS department will not email or send you to a weblink requesting your username and passwords. If you do receive an email asking for a username and password or directing you to a website requesting this information, please delete the email. Thanks.
- 11/17/2011 3:53:04 PM**: Welcome to the Lowell public School Helpdesk System. For detailed instructions on using this Self Service application, please go to <http://lhs.lowell.k12.ma.us/techctr/p>

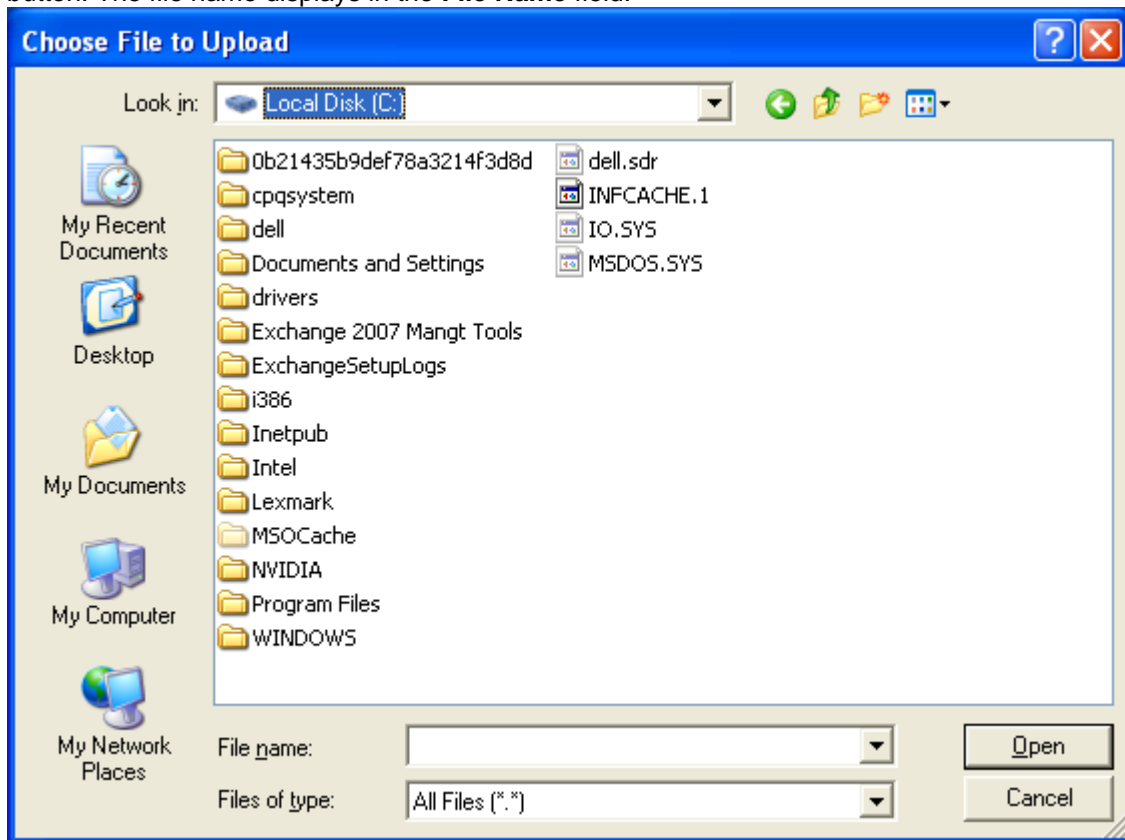
The application footer includes the NUMARA logo and the text "Track-It!". The browser's status bar at the bottom shows "Local intranet" and "100%".

1. Enter a short summary of the problem in the **Work Order Summary** field. You can add more details in the **Notes** textbox at the bottom of the form.
2. Select your school from the **School** drop down box (Note: there are 2 pages of schools listed).
3. Enter a phone number in the **Call Back Number** field. (This should be a number where the technician can reach you at during business hours.)
4. Enter the room number of the problem or request in the **Room No** field.
5. In the **Work Order Type** dropdown box, select the type of issue that matches your problem.
6. In the **Work Order Subtype** dropdown box, select the sub type of the problem you are having (If available).

7. In the **Asset No** field, type the asset # of the equipment in question (if available).
8. In the **Serial No** field, type the Serial # of the equipment in question (if available).
9. In the **Notes** textbox, enter detailed information about the problem including any error messages you receive or steps you have taken to resolve the issue yourself.
10. If you want to add an attachment (screen capture, document, or anything else that may help explain your issue): Click the **File Name Browse** button to locate the file that you want to attach.



11. In the **Choose File to Upload** dialog, navigate to and select the desired file, then click the **Open** button. The file name displays in the **File Name** field.



12. Click the **Submit** button. Your Work Order is now sent to the helpdesk and assigned to a technician. You can now view the work order in the My Work Orders page.

To Add Information to an Open Work Order:

Once you've submitted a Work Order, you can add a note, but you won't be able to edit any of the information.

1. On the **View My Work Orders** page, open the work order you want to add notes to by clicking the blue work order number, click the **Add Note** button. (If the View Work Order page is not open, open it from the **My Work Orders** link on the left pane of the **Self Service Center**, then click the Work Order ID.)
2. On the **Add Notes** dialog, enter the information in the Notes textbox, then click the **OK** button.

Closing or Canceling your own Work Order:

You can close your own Work Orders if you've found your own solutions, or if you want to cancel your Work Order because a problem no longer exists.

1. Open the desired Work Order from the **My Work Orders** link.

2. Click the **Cancel Work Order** button, enter the information about the resolution in the textbox and click OK. The Work Order is now closed and the Technician will be notified.

We ask that you only enter 1 Work Order per issue. If you want to know what the status of your Work Order is, you can view the information by opening it and seeing the latest information entered by the technicians.

If you have multiple problems, please open a work order for each problem. Different problems may be assigned to different technicians.

If you are unable to open a Work Order for some reason, please ask a co-worker to open one for you. If you cannot submit a Work Order using the Self Service site you can send an email to the helpdesk (helpdesk@lowell.k12.ma.us) or leave a voice mail message at 978-674-2024 (Lowell High users please note the new phone number, the in-house phone will no longer be in use). If you need to email your request, follow these steps:

1. Open a new email to helpdesk@lowell.k12.ma.us
2. In the subject line type the school and room number with a brief description of the problem.
3. In the body of the email give a more detailed description of the problem, computer asset number and serial number, any screen shots that might help us and any steps you have taken to resolve the problem.

Please note: email and phone message will have a slower response time than the Self Service portal.

Thank you,
LPSD MIS Department