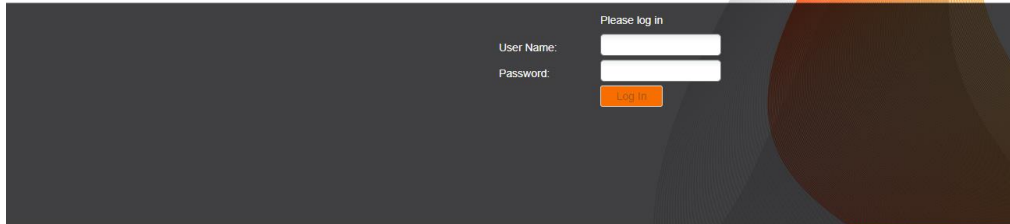


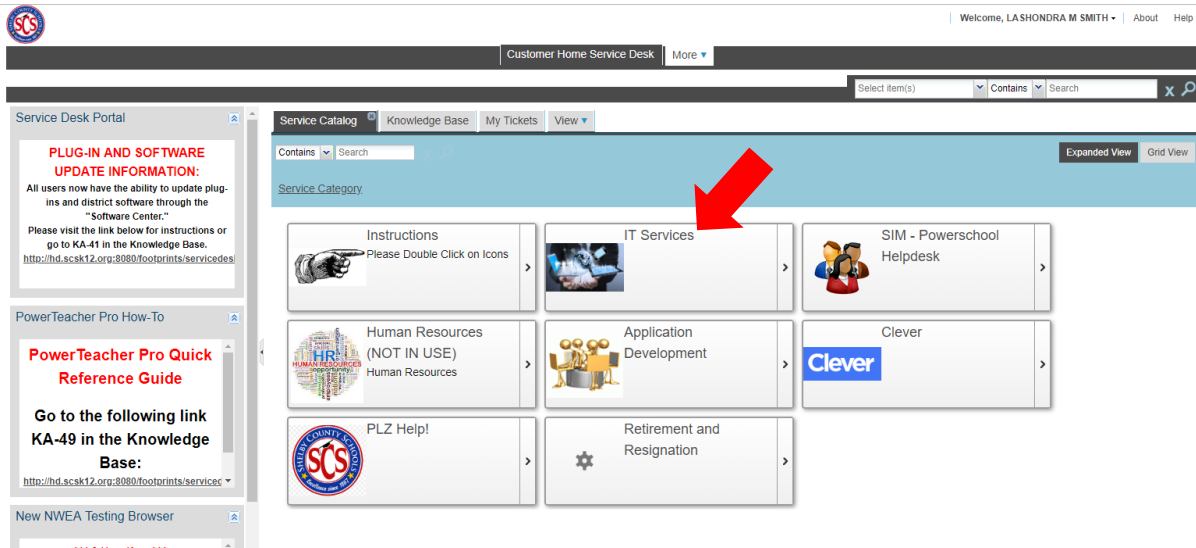
HOW TO SUBMIT A WORK ORDER

1. Go to hd.scsk12.org

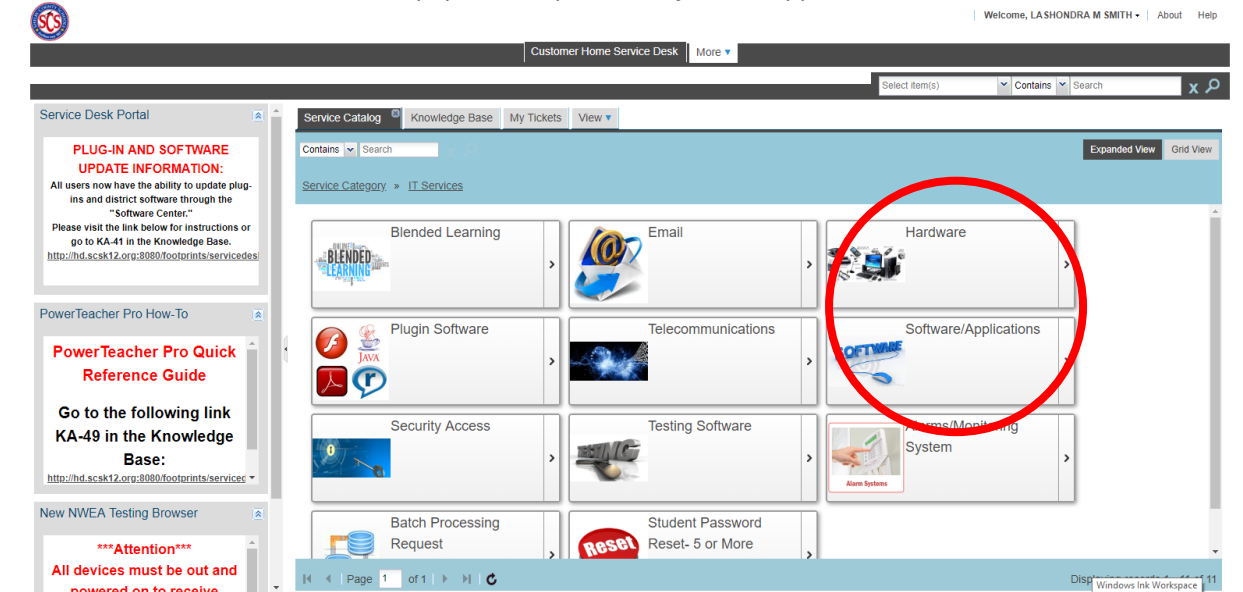


2. Log in using your Active Directory credentials (ex. SmithLM1).

3. Double-click on IT Services.

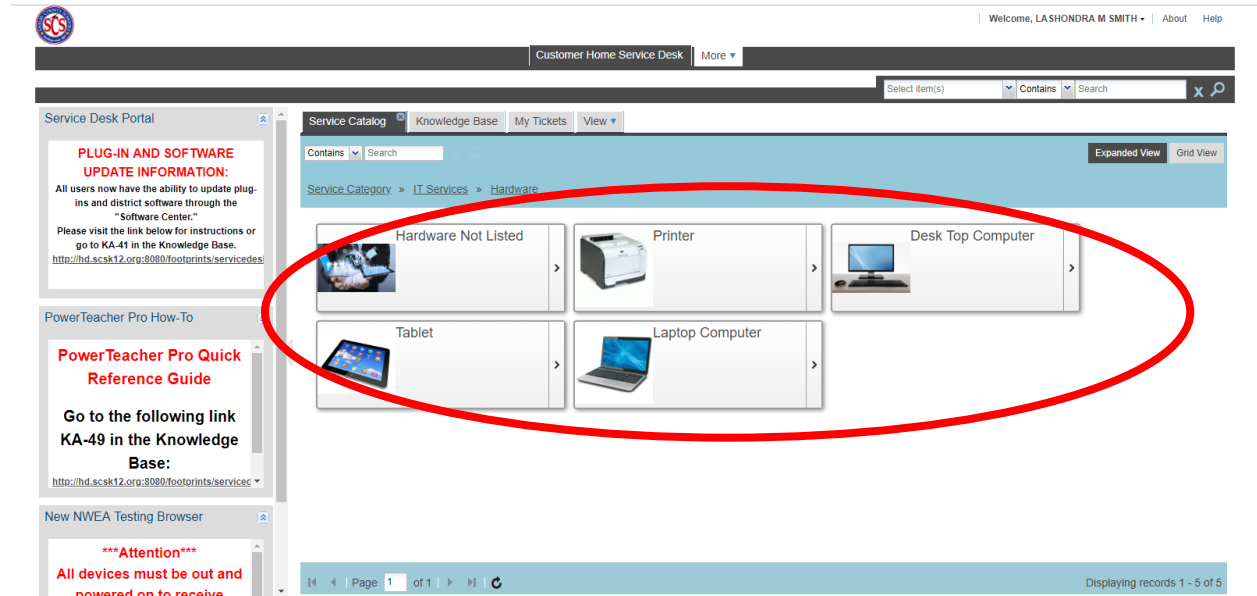


4. Double-click on *Hardware* for equipment repairs or *Software/Applications* for downloads.



HOW TO SUBMIT A WORK ORDER

5a. For Hardware, double-click on the equipment in need of repair.

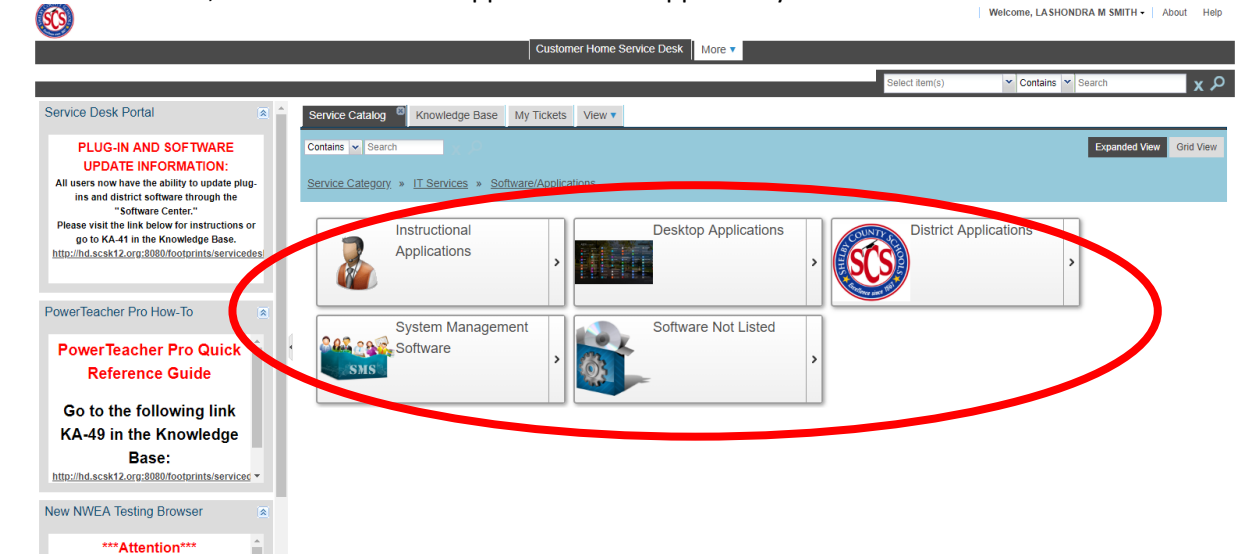


The screenshot shows the Service Catalog interface with the 'Hardware' category selected. A red oval highlights the following items:

- Hardware Not Listed
- Printer
- Desk Top Computer
- Tablet
- Laptop Computer

Each item has a right-pointing arrow indicating it can be selected. The interface includes a search bar, navigation tabs (Service Catalog, Knowledge Base, My Tickets, View), and a sidebar with various notices and guides.

5b. For Software, double-click on the application that applies to your need.

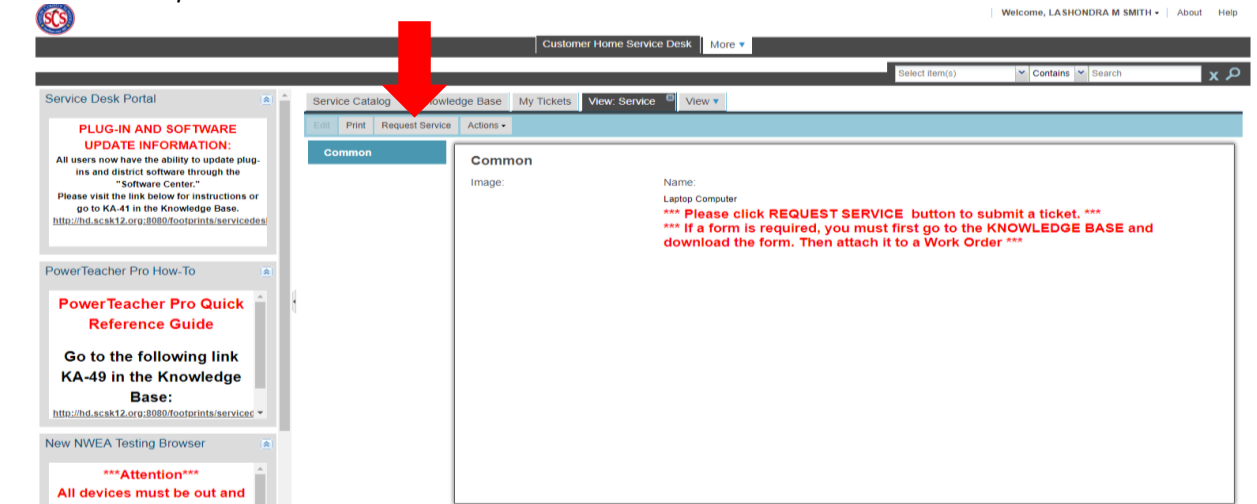


The screenshot shows the Service Catalog interface with the 'Software/Applications' category selected. A red oval highlights the following items:

- Instructional Applications
- Desktop Applications
- District Applications
- System Management Software
- Software Not Listed

Each item has a right-pointing arrow indicating it can be selected. The interface includes a search bar, navigation tabs (Service Catalog, Knowledge Base, My Tickets, View), and a sidebar with various notices and guides.

6. Click on *Request Service*.



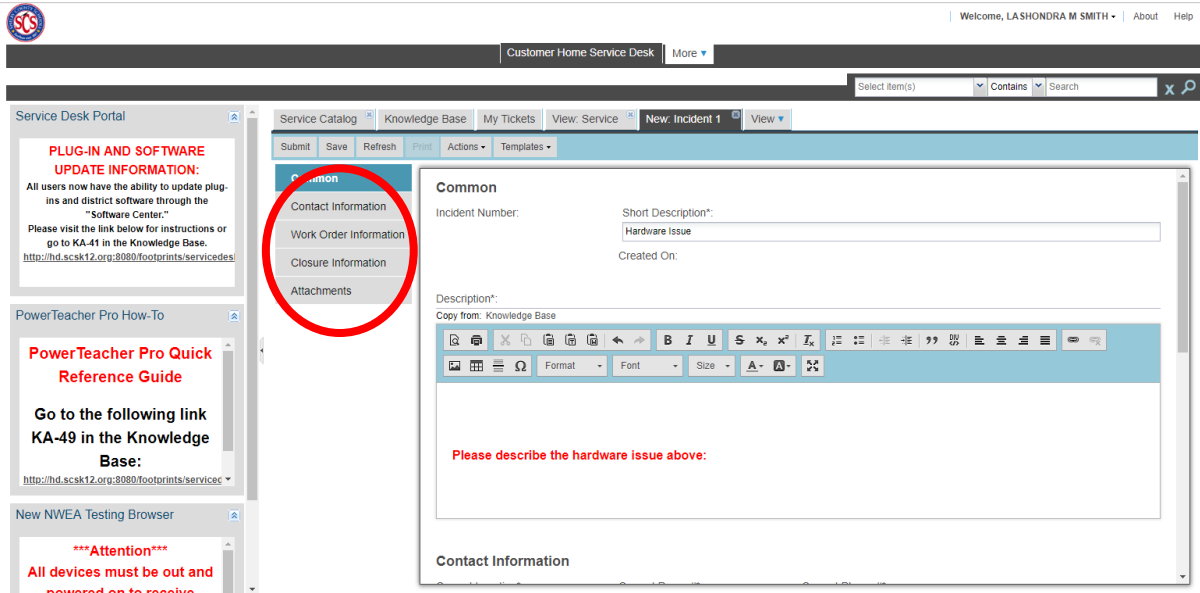
The screenshot shows the 'Request Service' form for a 'Laptop Computer'. A red arrow points to the 'Request Service' button in the top navigation bar. The form content includes:

- Common**
- Image: [Blank]
- Name: Laptop Computer
- *** Please click REQUEST SERVICE button to submit a ticket. ***
- *** If a form is required, you must first go to the KNOWLEDGE BASE and download the form. Then attach it to a Work Order ***

The interface includes a search bar, navigation tabs (Service Catalog, Knowledge Base, My Tickets, View: Service, View), and a sidebar with various notices and guides.

HOW TO SUBMIT A WORK ORDER

7. Enter information into the form. Required fields are marked with an asterisk (*).



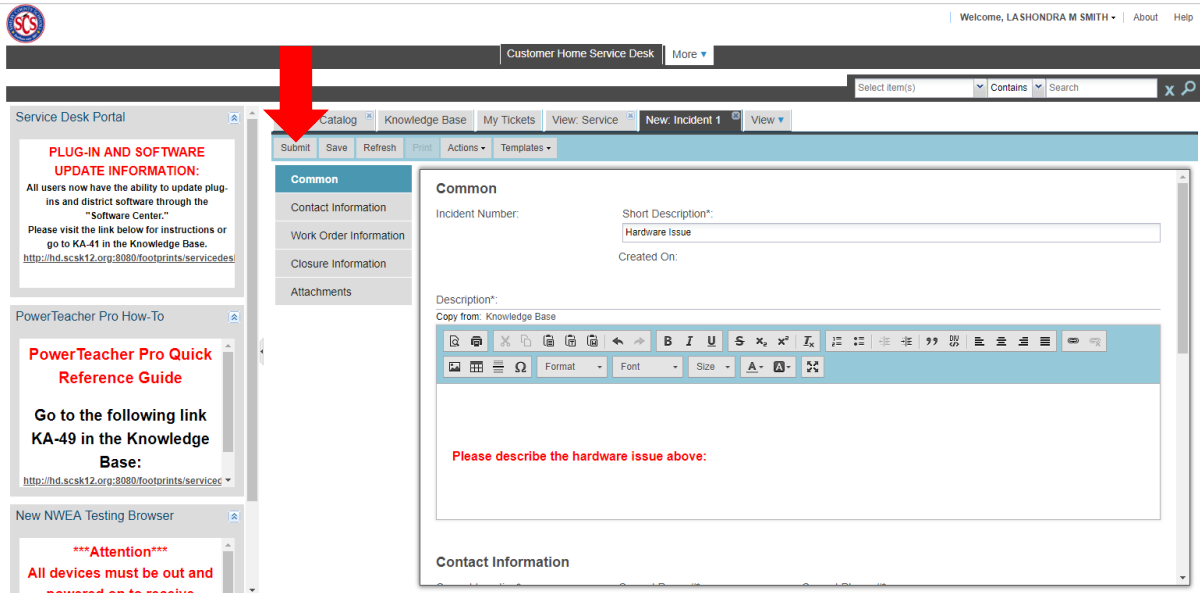
The screenshot shows the Service Desk Portal interface. The top navigation bar includes 'Customer Home Service Desk' and 'More'. The main content area is titled 'New Incident 1'. On the left sidebar, the 'Work Order Information' tab is circled in red. The main form area contains the following fields:

- Incident Number:** (Required field, marked with an asterisk)
- Short Description*:** (Required field, marked with an asterisk) with the text 'Hardware Issue' entered.
- Created On:** (Required field, marked with an asterisk)
- Description*:** (Required field, marked with an asterisk) with a rich text editor containing the text 'Please describe the hardware issue above:'.

The left sidebar also contains several informational panels:

- PLUG-IN AND SOFTWARE UPDATE INFORMATION:** All users now have the ability to update plug-ins and district software through the "Software Center." Please visit the link below for instructions or go to KA-41 in the Knowledge Base. <http://hd.scsk12.org:8080/footerprints/servicesdes>
- PowerTeacher Pro How-To**
- PowerTeacher Pro Quick Reference Guide**
- Go to the following link KA-49 in the Knowledge Base:** <http://hd.scsk12.org:8080/footerprints/servicesdes>
- New NWEA Testing Browser**
- ***Attention***** All devices must be out and powered on to receive

8. Click *Submit*.



The screenshot shows the Service Desk Portal interface. The top navigation bar includes 'Customer Home Service Desk' and 'More'. The main content area is titled 'New Incident 1'. A red arrow points to the 'Submit' button in the top navigation bar. The main form area contains the following fields:

- Incident Number:** (Required field, marked with an asterisk)
- Short Description*:** (Required field, marked with an asterisk) with the text 'Hardware Issue' entered.
- Created On:** (Required field, marked with an asterisk)
- Description*:** (Required field, marked with an asterisk) with a rich text editor containing the text 'Please describe the hardware issue above:'.

The left sidebar contains several informational panels:

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- New NWEA Testing Browser**
- ***Attention***** All devices must be out and powered on to receive