

Durham Tech Work Orders

Introduction

The Durham Tech work order system is used to request various services at Durham Tech. In addition, the work order system also has a knowledge base in which you can search for answers to your technology questions. Currently, the system is used only for Information Technology Services (ITS) later it will expand to other service areas.

You should use the work order system to search the knowledge base or to request assistance with the following areas: reporting issues with ITS supplied equipment (PCs, printers, projectors, keyboards, mice, etc...) and software, classroom technology issues, requesting technology for employees, software installation, software updates, Colleague password resets, reporting WebAdvisor login issues, VOIP issues, wireless access issues, etc...

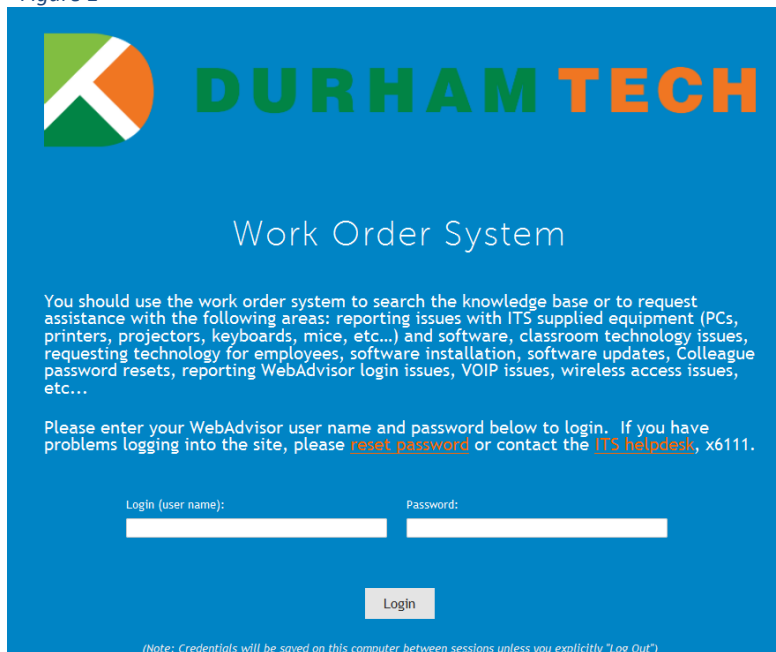
This document has been prepared to help you get started using this system.

To ACCESS the Work Orders website:

- 1) Click on the link below OR Type the web address listed below into your address bar (without the www. or html://). You can also access the website from the Durham Tech website by going to the “Resources for” area and click on “Faculty and Staff.” In the green navigation bar, click on “ITS” and in the first paragraph on that page, click on the words, “work order.”

workorders.durhamtech.edu

Figure 1



DURHAM TECH

Work Order System

You should use the work order system to search the knowledge base or to request assistance with the following areas: reporting issues with ITS supplied equipment (PCs, printers, projectors, keyboards, mice, etc...) and software, classroom technology issues, requesting technology for employees, software installation, software updates, Colleague password resets, reporting WebAdvisor login issues, VOIP issues, wireless access issues, etc...

Please enter your WebAdvisor user name and password below to login. If you have problems logging into the site, please [reset password](#) or contact the [ITS helpdesk](#), x6111.

Login (user name): Password:

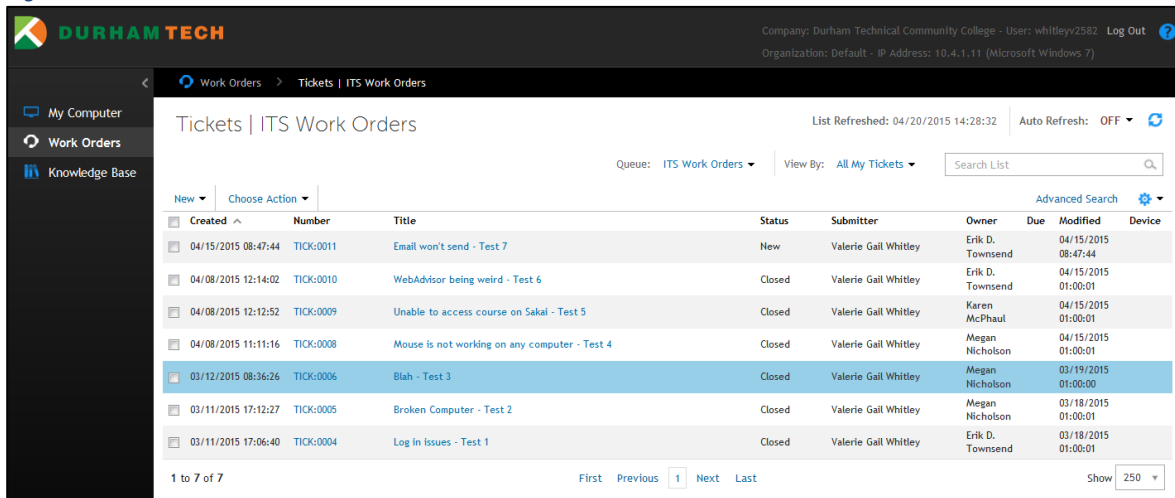
Login

(Note: Credentials will be saved on this computer between sessions unless you explicitly "Log Out")

As noted on this screen, you will log in with your WebAdvisor username and password.

By default, you will be taken to the Work Orders main page, which will show any previous tickets you have submitted to ITS in the middle pane and a navigation pane on the left side of the window as shown below.

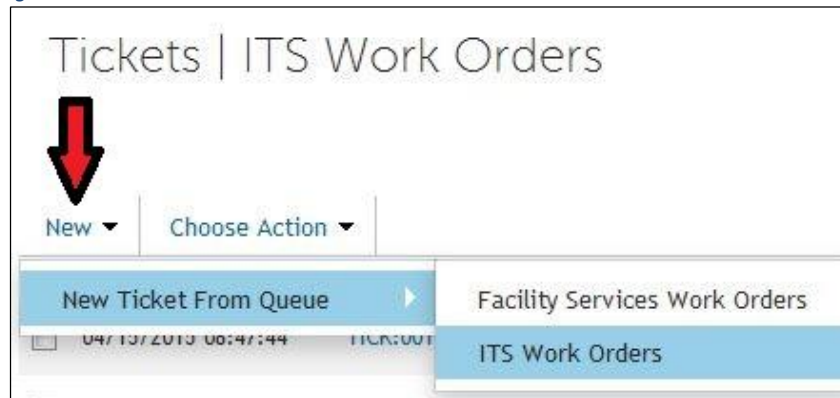
Figure 2



To submit a NEW work order ticket:

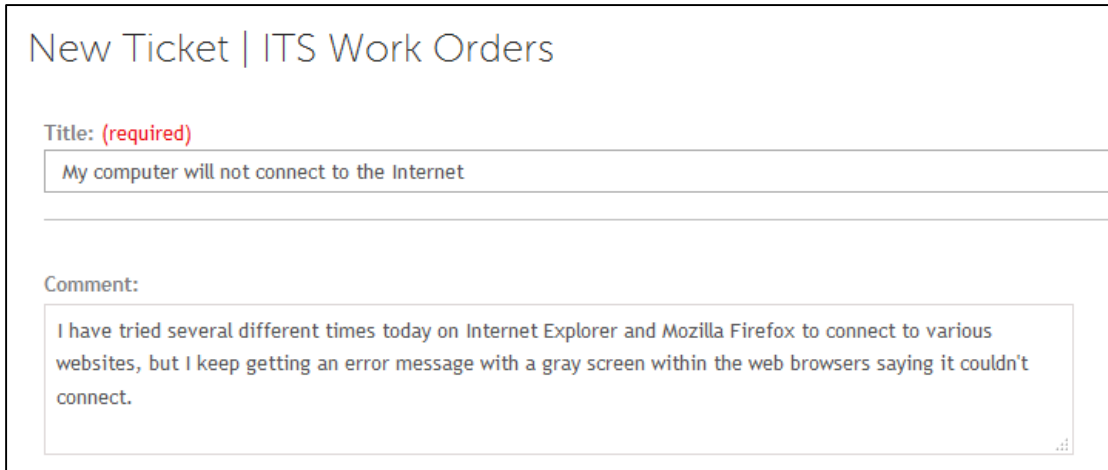
- 1) Click on the “New” link in the middle pane.
- 2) Hover over the “New Ticket From Queue” option, and then click the “ITS Work Orders” option as demonstrated below.

Figure 3



- 3) At the “New Ticket | ITS Work Orders” screen, you will need to fill in all of the **(required)** fields as indicated, and any optional information that would be deemed helpful for us to resolve your issue.
 - a. The first field entitled “Title:” is simply the nature of your problem.
 - b. The second field entitled “Comment:” is a description of the issue you are experiencing. An example ticket with these two fields is below:

Figure 4



New Ticket | ITS Work Orders

Title: **(required)**

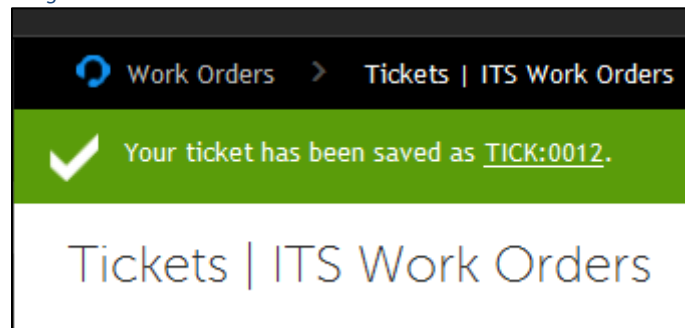
My computer will not connect to the Internet

Comment:

I have tried several different times today on Internet Explorer and Mozilla Firefox to connect to various websites, but I keep getting an error message with a gray screen within the web browsers saying it couldn't connect.

- 4) Once you have completed all of the **(required)** fields and any optional fields, click on the “Save” blue button at the bottom of that screen.
- 5) You will then be taken back to the Work Orders main page, but a green bar with a white check mark will appear at the top indicating that you have submitted your ticket as follows:

Figure 5



To check the status of a SUBMITTED work order ticket:

- 1) If you are not already logged into the New Work Order website, please do so and on the Work Order main page you will see your tickets listed in a default order by the date they were created. In the fourth column from the left, you will see the status of your tickets.

Figure 6

Created	Number	Title	Status	Submitter	Owner	Due	Modified	Device
04/08/2015 11:11:16	TICK:0008	Mouse is not working on any computer - Test 4	New	Valerie Gail Whitley	Megan Nicholson		04/08/2015 11:11:16	

There are 4 main status categories your work order ticket(s) can have that is either automatically assigned when a work order ticket is created or assigned by the ITS technician (listed below):

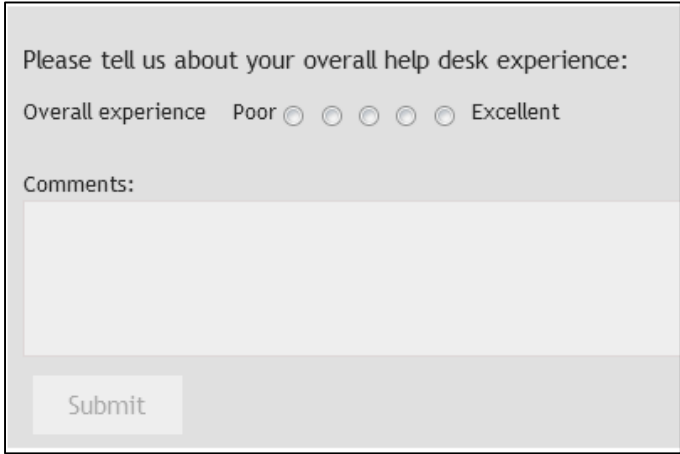
- 1) New (automatically generated on new work order tickets)
- 2) Emergency
- 3) Pending – which has multiple subcategories
- 4) Closed

Note: Once a work order ticket is submitted, anytime the status changes on a work order ticket, the “Submitter” of the ticket will be notified via email.

To complete a survey on your work order experience:

- 1) Make sure you are logged into the New Work Order website and on the main page.
- 2) Once your work order ticket’s status has been switched to “Closed,” you can then click on the title or ticket number of your work order ticket to be taken to the survey about your experience.
- 3) Rate your overall experience with the radio button options and leave comments if you like before you click on the “Submit” button as shown in the figure below.

Figure 7



Please tell us about your overall help desk experience:

Overall experience Poor Excellent

Comments:

Submit

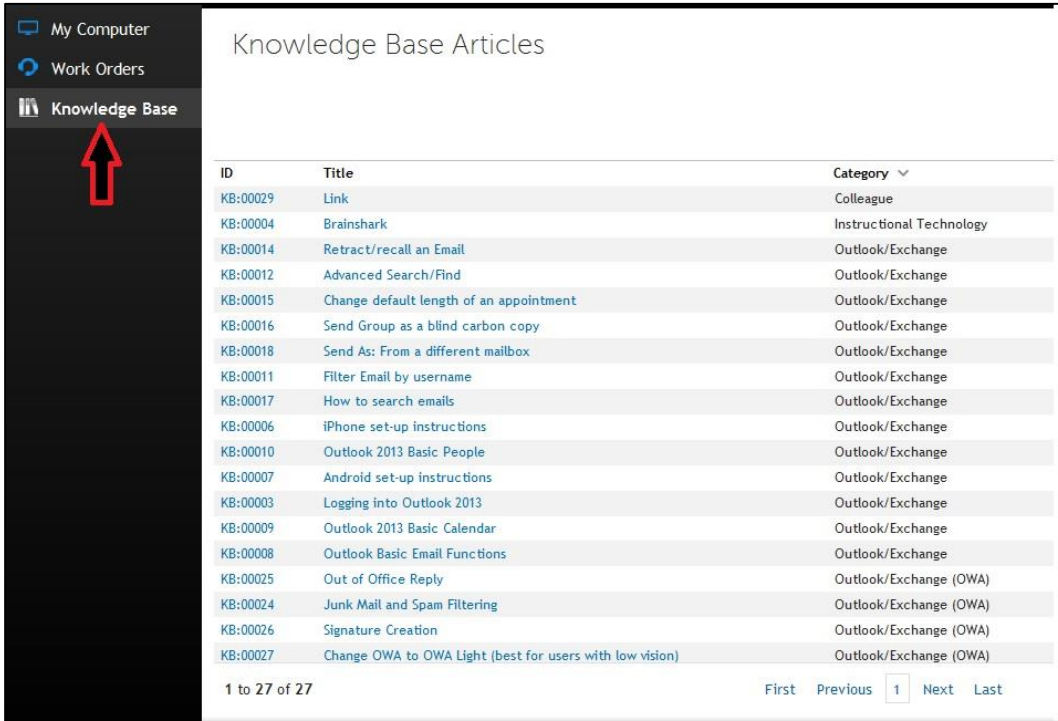
Note: Once a work order ticket has a “Closed” status, the “Submitter” of the ticket will be notified via email to complete a survey.

To use the Knowledge Base feature:

- 1) If you are not already logged into the New Work Order website, please do so and on the Work Order main page you will see in the navigation pane to the left the “Knowledge Base” feature.

- Simply click on the words, “Knowledge Base,” and you will see all of the current documentation available to help you complete common tasks on various software (these documents are consistently being updated and added).

Figure 8



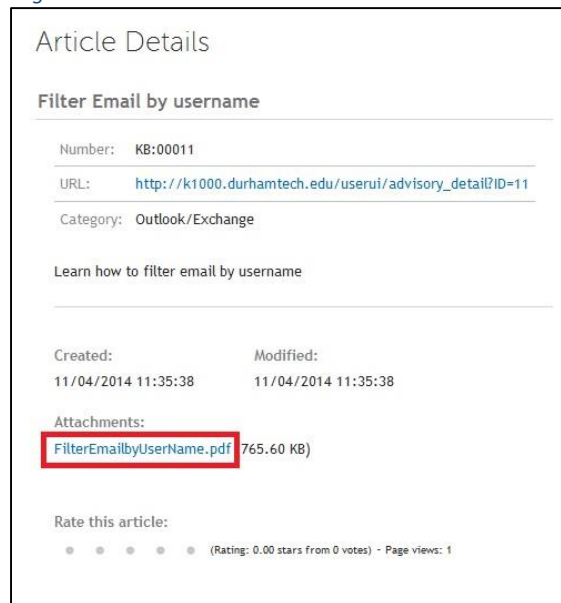
ID	Title	Category
KB:00029	Link	Colleague
KB:00004	Brainshark	Instructional Technology
KB:00014	Retract/recall an Email	Outlook/Exchange
KB:00012	Advanced Search/Find	Outlook/Exchange
KB:00015	Change default length of an appointment	Outlook/Exchange
KB:00016	Send Group as a blind carbon copy	Outlook/Exchange
KB:00018	Send As: From a different mailbox	Outlook/Exchange
KB:00011	Filter Email by username	Outlook/Exchange
KB:00017	How to search emails	Outlook/Exchange
KB:00006	iPhone set-up instructions	Outlook/Exchange
KB:00010	Outlook 2013 Basic People	Outlook/Exchange
KB:00007	Android set-up instructions	Outlook/Exchange
KB:00003	Logging into Outlook 2013	Outlook/Exchange
KB:00009	Outlook 2013 Basic Calendar	Outlook/Exchange
KB:00008	Outlook Basic Email Functions	Outlook/Exchange
KB:00025	Out of Office Reply	Outlook/Exchange (OWA)
KB:00024	Junk Mail and Spam Filtering	Outlook/Exchange (OWA)
KB:00026	Signature Creation	Outlook/Exchange (OWA)
KB:00027	Change OWA to OWA Light (best for users with low vision)	Outlook/Exchange (OWA)

1 to 27 of 27

First Previous 1 Next Last

- Once you select the document you would like to view, click on the “ID” or “Title” of the document, and at the “Article Details” screen click on the “Attachments:” name highlighted in blue as shown below:

Figure 9



Article Details

Filter Email by username

Number: **KB:00011**

URL: http://k1000.durhamtech.edu/userui/advisory_detail?ID=11

Category: Outlook/Exchange

Learn how to filter email by username

Created: 11/04/2014 11:35:38 Modified: 11/04/2014 11:35:38

Attachments: **FilterEmailbyUserName.pdf** 765.60 KB

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