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

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**

![Image of Work Orders main page](image_url)

**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**

![Image of New Ticket From Queue](image_url)

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:
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:

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**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.
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](image)

*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.
2) 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).

![Knowledge Base Articles](image)

3) 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:

![Article Details](image)