

Quick-Reference Guide to SchoolDude ETIS Problem Types

Accounts	Used when employees transfer sites, have a name change, or change roles at their current site.
Accounts/New	Used to establish an employees' network credentials upon employment.
Adware	Used to report a problem suspected to be adware- or spyware-related.
Cabling	Used to report a problem with existing network cabling in which damage to the cabling, jack, or faceplate is visible. Not to be used to request adds/moves/changes to data outlets. Please contact ETIS with those requests.
CD Drive	Used to report a problem specific to the CD/DVD drive.
CPU/Computer	Used to report a general problem affecting the computer that doesn't fit any other categories.
Core Administrative Systems	Used to report a problem with QSS, QCC or SIRE.
Email	Used to report a problem with an eMail client or configuration. Not to be used to establish an eMail account (use "Accounts or Accounts/New")
Keyboard	Used to report a problem with the keyboard.
Monitor	Used to report a problem with the monitor.
Mouse	Used to report a problem with the mouse.
Network Connectivity	Used to report a problem affecting network connectivity (Novell, Internet, GroupWise, etc.) for one or more PCs. Not to be used to generate a user's network credentials or to request adds/moves/changes to data outlets.
Password	Used to report a problem with a password or to request a password change.
Peripherals	Used to report a general problem affecting a peripheral that doesn't fit into a more specific category.
Printers	Used to report a problem with a local or network printer or to have print drivers installed on a PC.
SmartBoard	Used to report a problem with an installed SmartBoard.
Software Application	Used to request a new software installation/update or to report a problem with a previously-installed piece of software. This includes both locally-installed and network software.
Telephone Services	Used to report a problem with a phone at Carl Sundahl, Russell Ranch, Navigator, or Vista del Lago only. All other phone issues should be submitted as a Maintenance Direct incident.
Wireless Connection	Used to report a problem with wireless access. Not to be used to request a new wireless installation. Please contact ETIS with those requests and questions.
Workstation Setup	Used to setup new PCs or PCs that have been repurposed from other areas.