

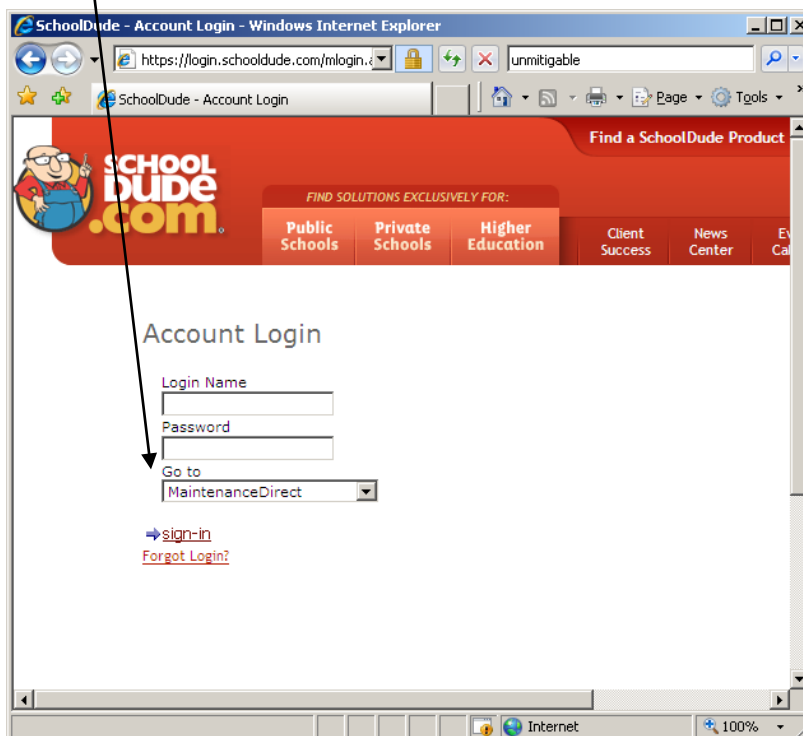
Submitting ETIS Work Orders for Site Technology Managers

The ETIS department has transitioned to a new work order system which now allows all staff to submit work orders. For example, a teacher may submit a work order request to have a print driver installed. The request will route to you and you'll either complete the work or forward it to the ETIS department if you're unable to resolve the problem.

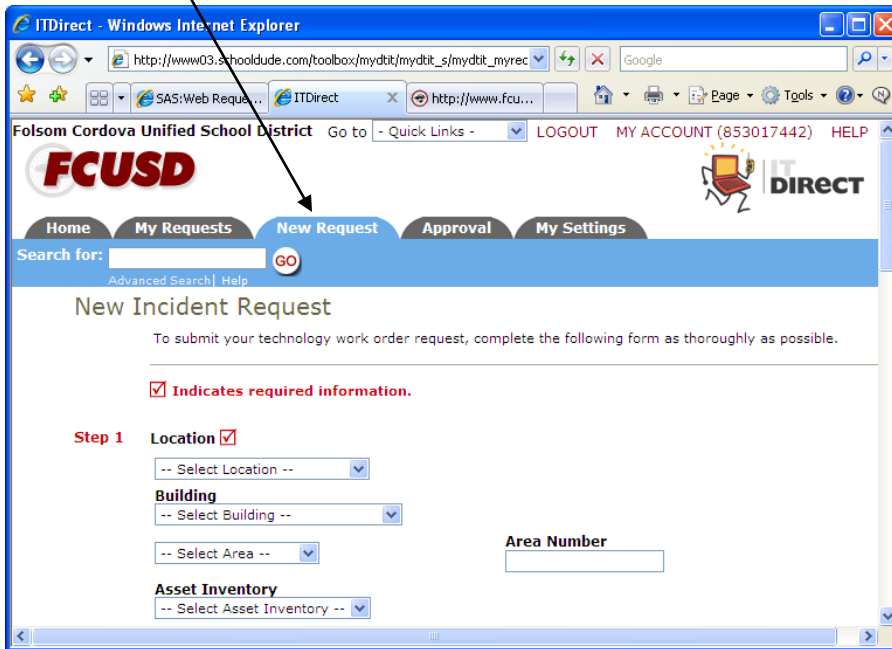
This document is broken into two sections, one for submitting your own work orders and another for handling work orders submitted by other site personnel. By default, you'll receive eMail notification of all work orders you submit as well as routing notifications. These settings may be changed, as desired.

Part I – Submitting a New ETIS Request

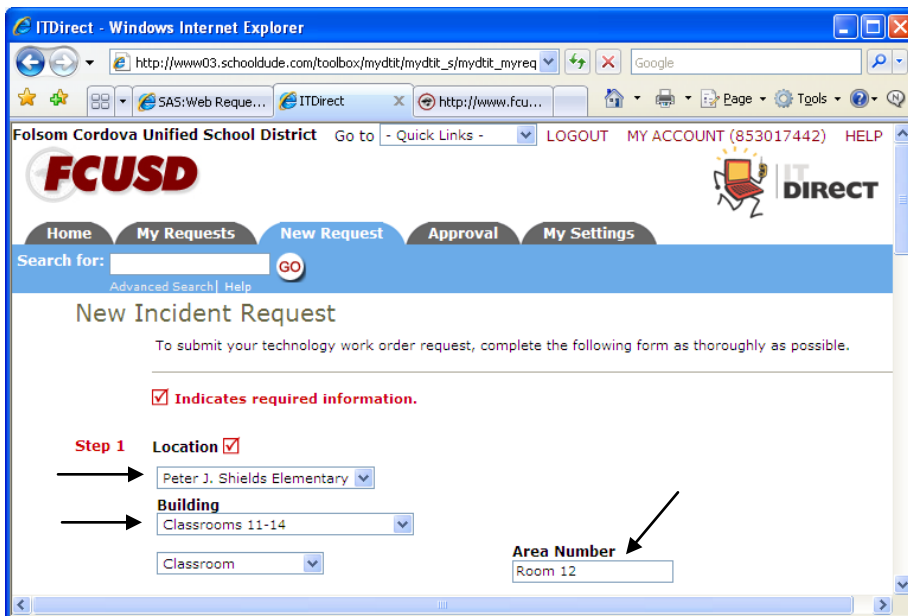
1. In a web browser, (Internet Explorer, Firefox, etc.), open <http://www.fcusd.org/schooldude> and click the **Site Tech Managers – Submit an ETIS Work Order** link.
2. Enter your login name (i.e., your eMail address) and password in the fields shown. Select **ITDirect** from the pulldown menu and click **sign-in**.



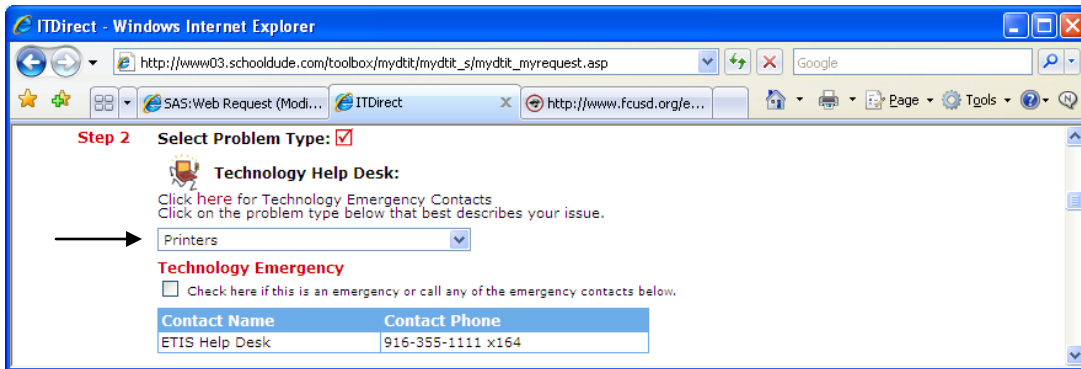
3. Click the **New Request** tab.



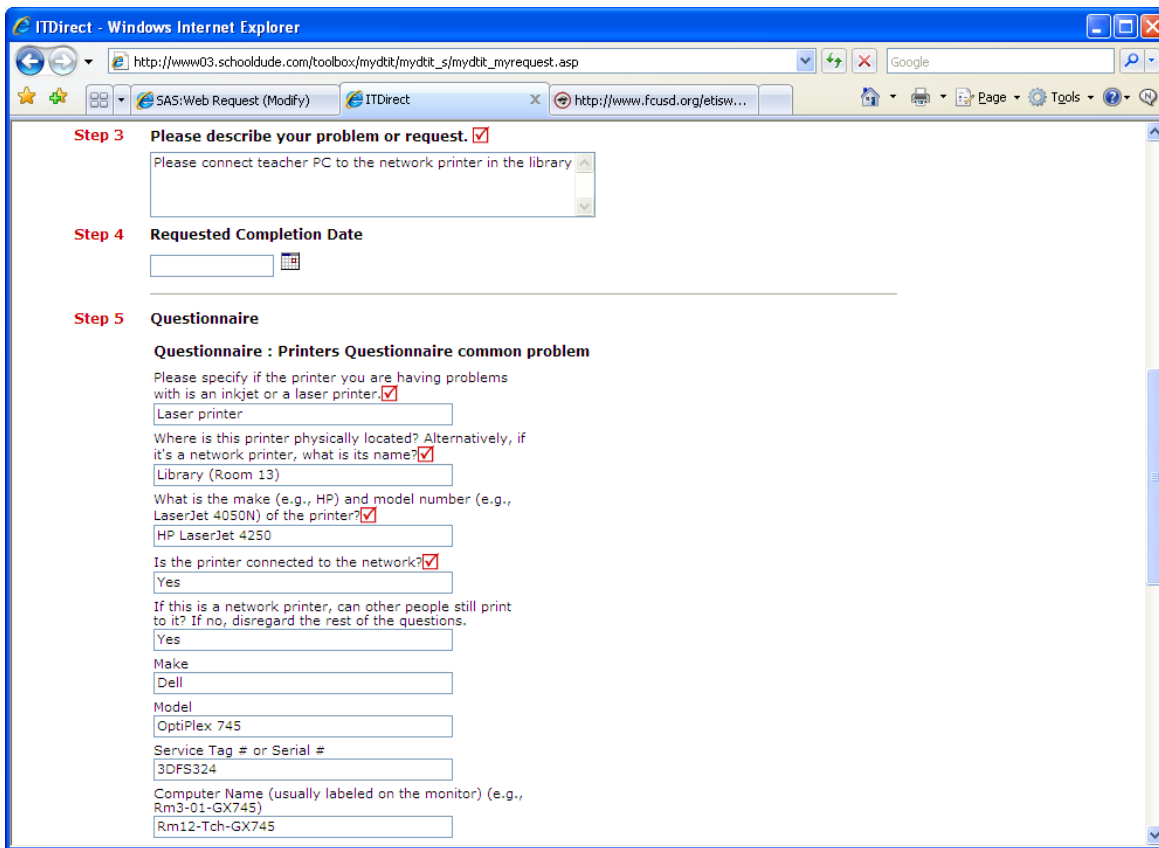
4. Under **Step 1**, verify the **Location** (change if necessary) and use the drop-down boxes to select the **Building**. Select the **Area** that best matches the description of the location needing service and use the **Area Number** field to specify the exact location (e.g., the room number, office name, etc.). An example appears below:



5. Scroll down to **Step 2** and select the **Problem Type** that best matches the issue you're reporting. You may only select one type.



6. Scroll down to **Step 3** and type the exact request, being as specific as possible.



Under **Step 5**, a questionnaire will appear that varies with the problem type selected. Please complete all information as accurately and completely as possible. The above example is to have an existing network printer setup on a teacher's PC.

- Under **Step 6**, please verify your information. If you're submitting a work order for another user, please use the drop-down list to select them or select "Other User" and input their information.

Step 6 Please provide contact information for follow-up questions and notifications.

Requested By
 McClure, Lisa
 (Select "OTHER" if requester not in list and type their name in field below.)

First Name Lisa
Last Name McClure
Email lmcclure@fcusd.org

Phone 916-635-5152
Pager
Cellular Phone

Step 7 **Action Taken**
 Action taken communicates your action reason to those involved with this work request. It is optional.

Step 8 **Attachment**
 Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

Step 9

Note any steps you've taken to troubleshoot the problem under **Step 7**. If necessary, you can attach a file under **Step 8**.

- Click the **Submit** button to open the work order.

Follow-Up

You can log back into SchoolDude at any time to check the status of open or closed work orders. Just click the **My Requests** link to view work orders you've submitted or approved.

Folsom Cordova Unified School District **FCUSD** **IT DIRECT**

Home **My Requests** New Request Approval My Settings

Search for:

Analysis Shortcuts
 My Requests Approved Incidents Incident List

Legend: Click to sort table by that column. A second click on the same label will reverse the sort.

Filtering
 View incidents starting by location:
 0 1 2 3 4 5 6 7 8 9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z ALL

My Requests
 1 - 0 of total 0 listed
 First Previous 20 Next 20 Last

Incident ID	Deferred Until	Status	Location	Requested	Labor Hours
Priority	Deferred By	Requester	Description	Target	
Incident Date	Reason	Assigned To	Action Taken	Complete	

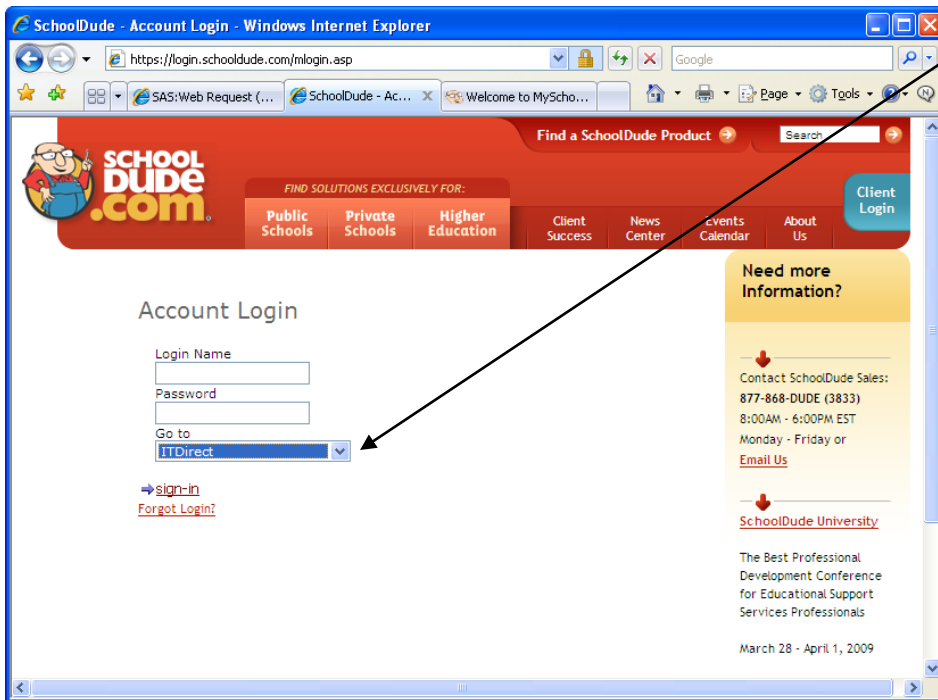
No Incidents found.
 First Previous 20 Next 20 Last

Print This
 *Calculations shown on this page represent costs through yesterday. For up-to-date calculations use "Print My Costs" options.

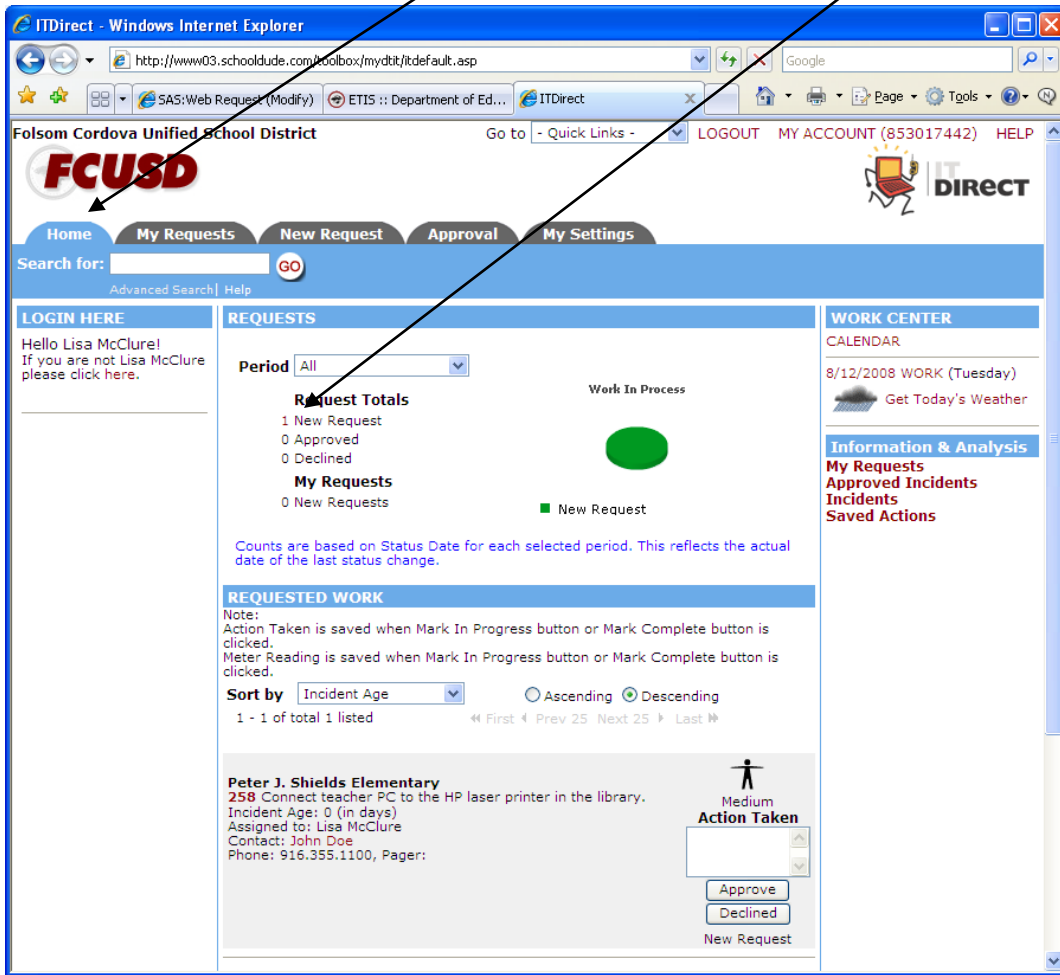
Part II – Servicing Work Orders Submitted by Site Staff

As mentioned in the introduction, personnel at your site may submit work orders for a variety of needs. Some of these requests will be legitimate ETIS work orders but you can take care of most of them yourself. You'll automatically receive an eMail message notifying you of any requests. The following procedure shows you how to handle those.

1. In a web browser, (Internet Explorer, Firefox, etc.), open <http://www.fcusd.org/schooldude> and click the **Site Tech Managers – Submit an ETIS Work Order** link.
2. Enter your login name (i.e., your eMail address) and password in the fields shown. Select **ITDirect** from the pulldown menu and click **sign-in**.



- The initial SchoolDude page, your **Home** page, shows that you have a new request.



The new request is shown (above) under **Requested Work**. In this example, the work order number is **258** and indicates that the teacher has requested a printer be installed.

- If you're able to fix the problem, indicate that in the **Action Taken** field and click the **Decline** button. ("Decline" prevents it from being forwarded to ETIS – since you've already solved the problem, ETIS doesn't need to be involved.)
- If you are unable to fix the problem, type any work you attempted in the **Action Taken** field and click the **Approve** button. ("Approve" indicates your approval of the work order and forwards it to ETIS.)

Updated: August 12, 2008