

Making A Work Order

IT Services

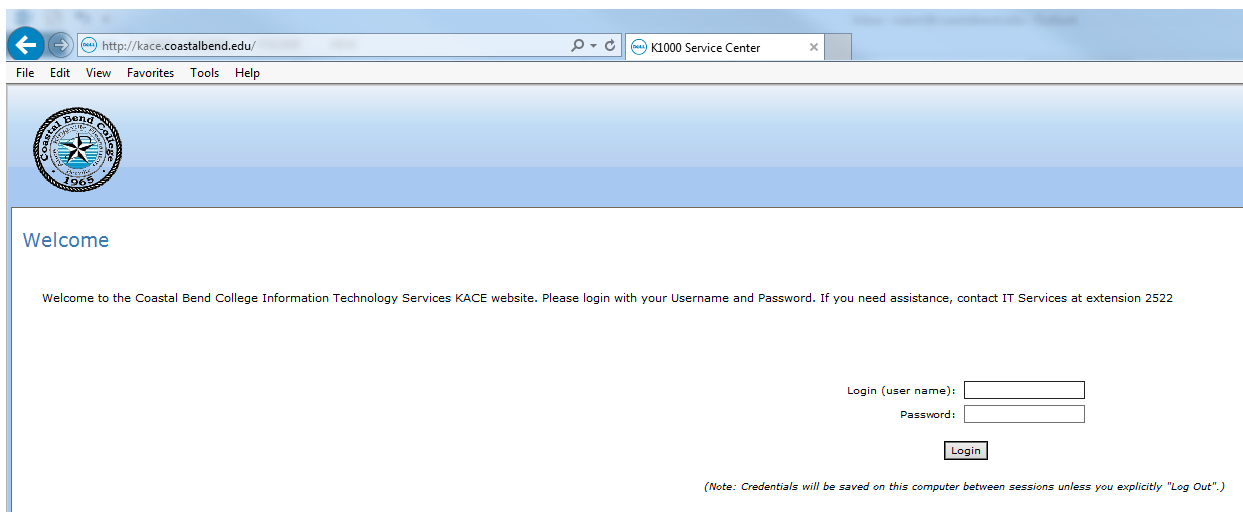
Getting There

Using a working computer with internet access, Login to the KACE Service Center.

In the URL field **type** <http://kace.coastalbend.edu>

Press the **Enter** Button on your keyboard.

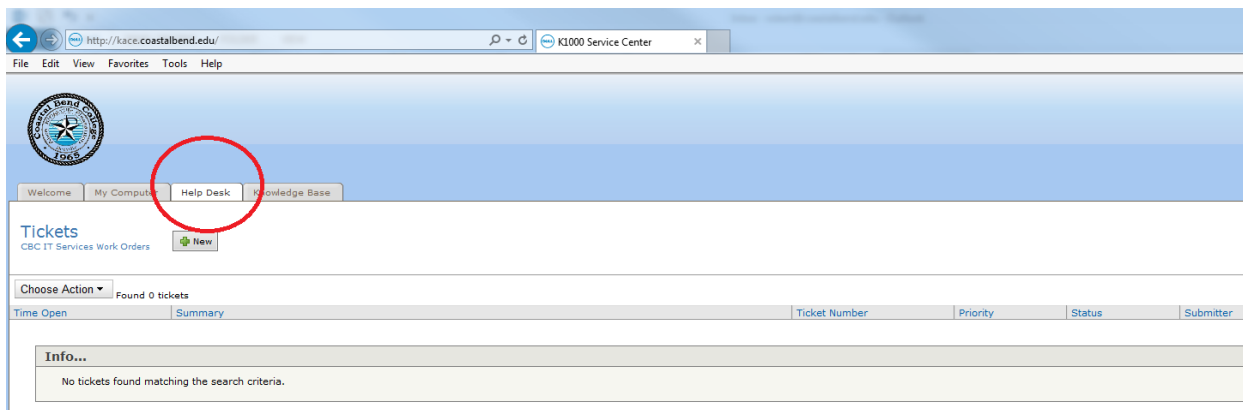
The K1000 Service Center Login window will open.



Login using your personal User Name and Password.

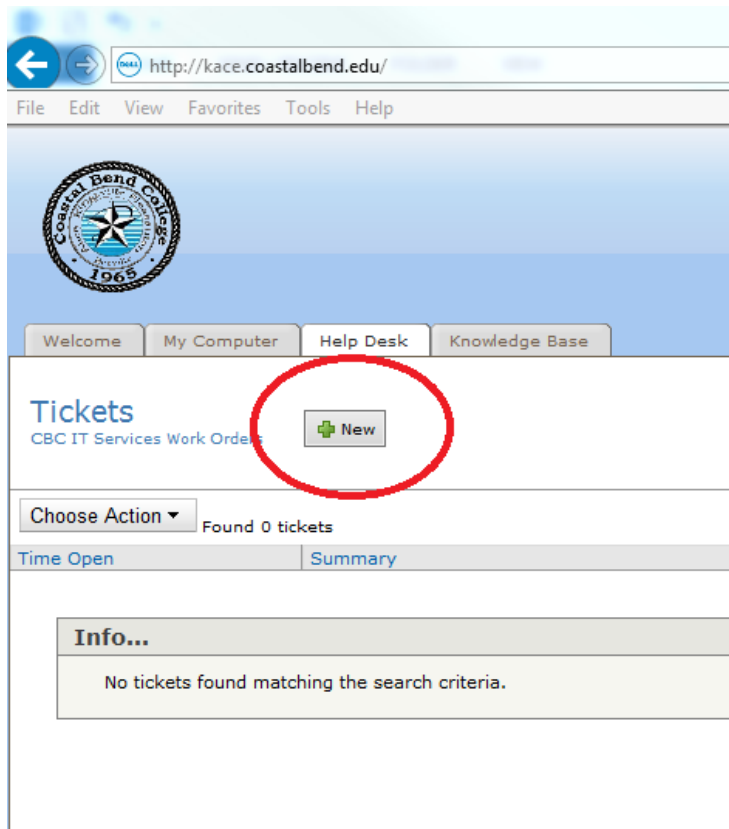
Once logged in you will be at one of four tabs.

Make sure the **Help Desk** Tab is selected

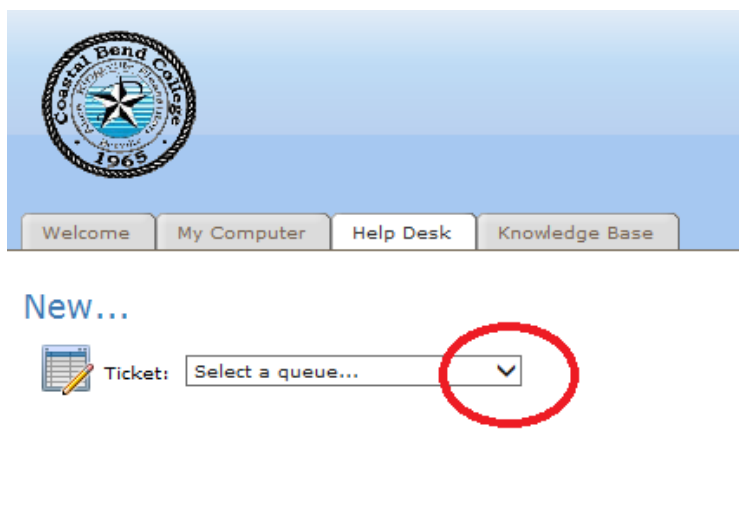


Making Your First Work Order

Click on the "New" button.

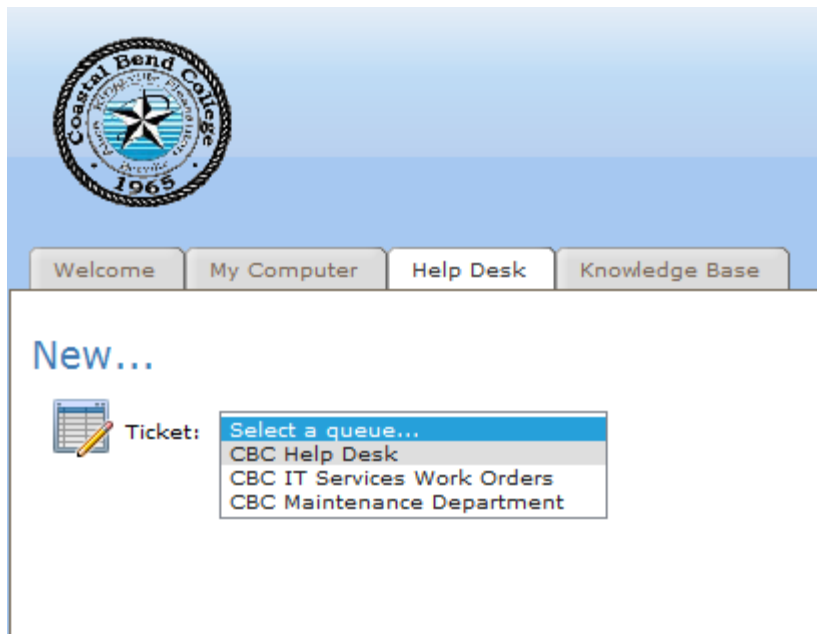


The **Select a queue** window opens



Click on the **Drop Down Button** on the right side of the Ticket box.

The drop down menu appears giving you three queue choices.



Select the appropriate choice that meets your needs.

CBC Facility Request – (**not available, under construction**) – used to request the use of any building, classroom, or location.

CBC Help Desk – used for Help Desk assistance on programs such as Blackboard or Distance Learning.

CBC IT Services Work Orders – used to place a **work order** for the computer technicians. Work Orders are for Computers, Laptops, Printers, Projectors, Software, Campus Connect, Wireless, Email, Pharos System, Library Resources, etc.

CBC Maintenance Department – used to place a **maintenance request**.

To make a **work order**, choose **CBC IT Services Work Orders**.



The **New Ticket** window opens (if you chose the wrong queue, simply select the **Back to Tickets** button on the top right hand of the Window, just above **Ticket Notes**)

[Welcome](#)[My Computer](#)[Help Desk](#)[Knowledge Base](#)

New Ticket

CBC IT Services Work Orders

Summary:	<input type="text"/>	(required)
Impact:	<input type="text" value="User"/>	
Category:	<input type="text" value="Hardware"/>	
Callback Number:	<input type="text"/>	
CBC Tags:	<input type="text"/>	(required)
CBC Tag Information:	CBC Tag # or 1 - Beeville, 2 - Alice, 3 - Kingsville, 4 - Pleasanton (Project or more than 1 machine), or for phones use CBC Extension	
Username:	<input type="text"/>	(required)
Room Location:	<input type="text"/>	(required)
Submitter:	<input checked="" type="checkbox"/> Robert Cantu [X2503]	
Comment:	<input type="text"/>	
Attachment:	<input type="text"/>	<input type="button" value="Browse..."/>

Notice: there are several fields that are **required** fields. These fields must be filled properly for a successful submission to occur.

Filling Out The Fields

Summary: (required) This is a brief **but precise** description of the problem.

Impact: (optional) The drop down box identifies who will be impacted by the work order (students, lab, college, group, user, classroom)

Category: (optional, but important) The drop down box identifies the category of the problem/work order (CBC Email, Media Setup, Computer Backup, Wireless, Server, Computer, Projector, Printer, Phone, Software, Hardware, Network, Other)

Sub Categories: (optional, but important) When selecting a Category, most selection will automatically open a new drop down box for the sub category.

CBC Tags: (required) COMPUTER, PRINTER, PROJECTOR PERIPHERAL - Input the inventory tag number of the hardware. The hardware will have one of the following scenarios:

1. Silver and Blue Label – it will have 6 digit number and a bar code, and/or
2. Silver Metal Tag – it will have a 5 digit number and have “Property of Bee County College” and/or
3. White Label – it will have a 5 digit number and a bar code.
4. If it does not have one of the above, use the tag number of the computer it is attached to or the computer found in the same room as this hardware

CBC Tags: (required) PHONE - Input the 4 digit extension to your phone.

CBC Tags: (required) When more than one computer is involved either in a lab or in different campuses, use the following project numbers: 1 – Beeville, 2 – Alice, 3 – Kingsville, 4 – Pleasanton

Username: (required) If you are the person needing technical support, put your name in the box. If you are submitting a work order for someone else, put **their name** in the box.

Room Location: (required) Place the **Campus, Building,** and **Room Number** of the location of the problem. If you are submitting for a lab or classroom, do not put your office location. Use the room number of the lab or classroom.

Submitter: Automatically filled when you log in.

Comment: (very important) Describe fully what the problem is and what you did to try to fix the problem.

Examples of Good/Bad Comments

Bad	Better	Best
My computer doesn't work	My computer turns on but it hangs up before it gets to the Desktop	My computer turns on and I have video but it never gets to the desktop (icons). I have rebooted twice and each time it hangs in the same place. There were no error messages
My email has problems	When I go to outlook I get an error message telling me email failed to download	When I click send/save in Outlook, I get the following error message. "insert error message here" I have reopened Outlook and rebooted my computer. This problem started at about 1:00p
I can't print	I am unable to print but others are able to print. The printer is an HP4000	I am unable to print but others are able to print. The printer is an HP4000. I have rebooted my computer and I have turned off and on the printer. I did recently move my furniture in my office
Internet is not working	I am unable to go to www.xxx.com but I am able to go to other sites	I am unable to go to www.xxx.com but I am able to go to other sites. I have rebooted my computer and used another browser with no luck.
My computer is running slow	My computer seems to be running slower than normal. Even early in the morning before there is a lot of traffic.	My computer seems to be running slower than normal. Even early in the morning before there is a lot of traffic. I am getting a lot of popups. This all occurred right about the time I downloaded weatherbug.

Attachment: This is to attach any documentation for the user and technician to exchange. If the user is getting an error message, it is a best practice to do a Print Screen, the save the file, and send to ITS as an attachment.

Save Button: When you save the work order it will be submitted to ITS

Once saved a summary of the work order is displayed with all the previous information submitted along with the Tick Number and notification the ticket was created.



The screenshot displays the Coastal Bend College Help Desk interface. At the top left is the college's logo, a circular seal with a star and the text "Coastal Bend College" and "1965". Below the logo are navigation tabs: "Welcome", "My Computer", "Help Desk", and "Knowledge Base". The main content area is titled "Ticket TICK:0050" and includes several links: "[Printer Friendly]", "[Find Related Articles]", "[Email Ticket]", and "[New Ticket For Submitter]". A list of ticket details follows:

Summary:	Need knowledge base document on making work orders
Impact:	College
Category:	Other
Status:	New - Not Started
Technician:	Unassigned
Callback Number:	2503
CBC Tags:	1
CBC Tag Information:	CBC Tag # or 1 - Beeville, 2 - Alice, 3 - Kingsville, 4 - Pleasanton (Project or more than 1 machine), or
Username:	Robert Cantu
Room Location:	1-132
Created:	04/02/2014 16:33:41
Modified:	04/02/2014 16:33:41
Submitter:	Robert Cantu [X2503] 
Resolution:	None

Below the details are three buttons: "Add Comment", "Save", and "Cancel". A grey horizontal bar contains the text "Robert Cantu - 04/02/2014 16:33:41" followed by a bullet point: "Ticket Created". At the bottom, a note reads: "This was a test sample for making a work order".

That's it you are done.

All you need to do is either go **Back to Tickets** (on right side) to make another work order or to **Log Out** (on upper right side).