Making A Work Order

IT Services

Getting There

Using a working computer with internet access, open your Browser (Internet Explorer, Firefox, etc.)

Login to the KACE Service Center by typing in http://kace.coastalbend.edu In the URL address box of your browser.

Press the Enter Button on your keyboard and the K1000 Service Center Login window will open.

Helpful Hint #1 – Creating a shortcut on your desktop:

Once you get to the login screen (see above), place your cursor somewhere in the KACE window and Right Click. A menu screen will appear with several choices. Select, Create Shortcut. The following window should open:

Click on Yes. The shortcut should appear on your desktop.

Helpful Hint #2 – Save this site on your favorites. Instructions are dependent on the browser you use.
Getting There (continued)

To login type in your User Name and Password in the appropriate boxes.

Once logged in you will be in a window with four tabs.

Make sure the Help Desk Tab is selected.

Making Your First Work Order

Click on the “New” button.
Making Your First Work Order (continued)

The Select a queue window opens

![Select a queue window](image)

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

The drop down menu appears giving you three queue choices.

![Drop Down Button](image)

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 and 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.
Making Your First Work Order (continued)

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)

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 selections will automatically open a new drop down box for the sub category.

**CBC Tags:** *(required)* Filling out CBC Tags depends on what equipment needs to be serviced. If it is a:

- COMPUTER, PRINTER, PROJECTOR, or 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

- PHONE - Input the 4 digit extension to your phone.

- PROJECT - When multiple computers at the same location such as a lab or a department, use the following project numbers as the CBC Tag:
  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 where the work order is to be done. 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

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

**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 then send to ITS as an attachment in the work order.

**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.

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).

**Checking on the Progress of your Work Order**

Follow the procedures for logging in.

Once logged in, make sure you are in the Help Desk tab.

You should be able to see all your work orders (tickets).

**Updated Work Order**

Each time your work order is updated, you will receive an email letting you know that an update was made.

If you have any questions, contact ITS at x2522