

Track-It! Help Desk Instructions

1. Navigate to Track-It! By using your desktop



icon.

2. Enter your username and password. If you are unsure what your username or password is, please contact the help desk.

A screenshot of the Track-It! Self Service Center login page. The page has a dark blue background with a lighter blue central panel. At the top left of the panel is the NUMARA software logo. Below it, the text "Welcome to the Self Service Center" is displayed. There are two input fields: "User:*" with the text "jdoe" and "Password:" with four dots. A "Login" button is positioned to the right of the password field. Below the button, there is a link that says "Log in using your Windows account". At the bottom right of the panel, the NUMARA Track-It! logo is visible.

3. After successfully logging in you will be taken to the dashboard. Here you can do 3 important actions highlight in the image below.

A screenshot of the Track-It! Self Service Center dashboard. The top navigation bar is dark blue and contains the NUMARA software logo on the left and the text "John Doe, welcome to In-Shore Technologies Self Service Center!" on the right. Below the navigation bar is a sidebar with a dark blue background and white text, listing "Home", "Solutions", "My Work Orders", "My Assets", and "My Profile". The main content area is white and contains four action items, each with an icon and a description. Red arrows point to each item with a red underlined heading: "1. Verify this is your account!" points to the "Search for Solutions" item; "2. Create a work order!" points to the "Add a New Work Order" item; "3. View your open or closed work orders!" points to the "View My Work Orders" item. The "Manage My Profile" item is also visible at the bottom.

4. When creating a work order there are only 2 fields that are important. Summary and Note

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John Doe, welcome to In-Shore Technologies Self Service Center!

Home
Solutions
My Work Orders
My Assets
My Profile

New Work Order

Submit Work Order

Summary:
Desktop Computer DVD's

Brief title of issue.

Call Back Number:
Priority:
Type:
Subtype:
Category:

Note:
One of the computers in my room #3 will not play DVD's when I insert the disc. Any assistance would be appreciated!

Description of the issue.

File Name:
Select a file Browse... Clear

Submit

5. You can view your work orders by going to the Dashboard and selecting "View My Work Orders".

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John Doe, welcome to In-Shore Technologies Self Service Center!

Home
Solutions
My Work Orders
My Assets
My Profile

My Work Orders

1. Filter your work orders by Open, Closed and All.

Open Work Orders Closed Work Orders All Work Orders

New Open Enter Work Order ID Views

ID	Summary	Date Entered	Priority	Assigned Technician
213066	Document Camera	8/23/2016 1:39:00 PM		Shawn Hostetler

2. List of work orders dependent upon filter type.

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Displaying Work Orders 1 - 1 of 1