









How To: Create a Work Order in Eduphoria!

Upon entering helpdesk as an end-user, you will be prompted with a selection of different departments or categories for you to submit a support request. These departments and categories will vary, based on Campus and Access Rights. In addition, this screen will alert you to any surveys you may have pending.

The screenshot displays a dashboard with eight service categories arranged in a grid. Each category includes an icon, a title, and a brief description. The 'Helpdesk' category is highlighted with a green border.

 Facilities&Events Manage inventory, reservations, and public calendars	 Forethought District wide curriculum management and lesson planner.
 Formspace Create and submit online forms.	 Helpdesk Request support and manage all of your requests.
 PDAS Texas Professional Development and Appraisal System.	 Workshop Professional development course registration and portfolio.
 Management Manage global settings for Eduphoria.	 Help Need Help? Find out how to Eduphoria!

What are you having problems with?

Select the type of request you need to submit from the list below.

Technology



my computer system

If you're having problems with your computer, the monitor or the keyboard or mouse use this request.



a printer

If paper is jammed in the printer or it just won't print use this request.



something attached to my computer

This would include anything besides the monitor that is connected to the computer like a scanner, document camera, or projector.



access to a website

All requests for access to or to block a website should be requested here.



Apple Products

This Section is only for issues with Apple Products



One on One Training

Submit a work order under this tab if you require further assistance/training.



software on my computer

Use this if you need software installed on your computer or are having problems with an application.



a camera or video camera

Problems with any digital or video camera should use this request.



my phone or voicemail

Use this request for any problems with a phone, voicemail, or phone number.



Password Reset



Google Doc's

By clicking on a category, you will be able to submit a request. This will bring up a blank request form and allow you to submit the details of your request.

Enter the details of your request below

Make sure all of the information below is filled in and click "Submit Request".

* Campus: --Select a Campus--

* Room:

* Priority: Low Normal High

* Asset Tag:

* Serial No:

* Detailed Request:

Attachments:

Browse... Browse... Browse...

You may now enter the necessary information to submit your request. Any field with an asterisk (*) is information that is required for the ticket. Be as descriptive as possible in the Detail Request area. Also when choosing a campus make sure you pick the campus the device is located and not the campus you are from. (IE. A coach from Junior High is at High School and has issues on a computer in the Field House, he/she would choose HS.)

Files can also be attached while submitting a ticket. Click the blue down arrow, next to attachments, to expand that section. The three different browse options can then be used to upload one to three files.

Once all information has been entered, *click Submit Request*. You will then be able to review the request you submitted under My Open Requests.