

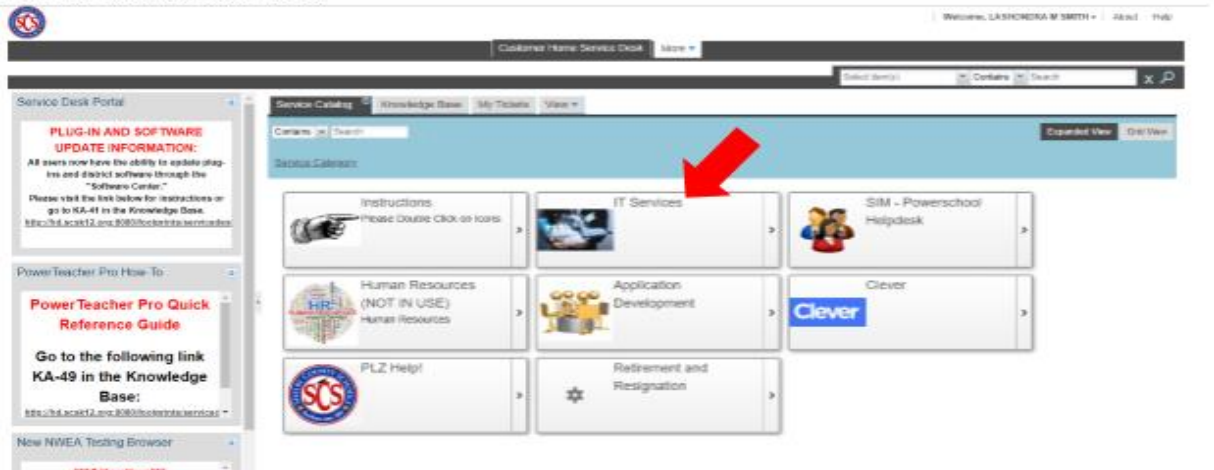
HOW TO SUBMIT A WORK ORDER

1. Go to hd.scsk12.org

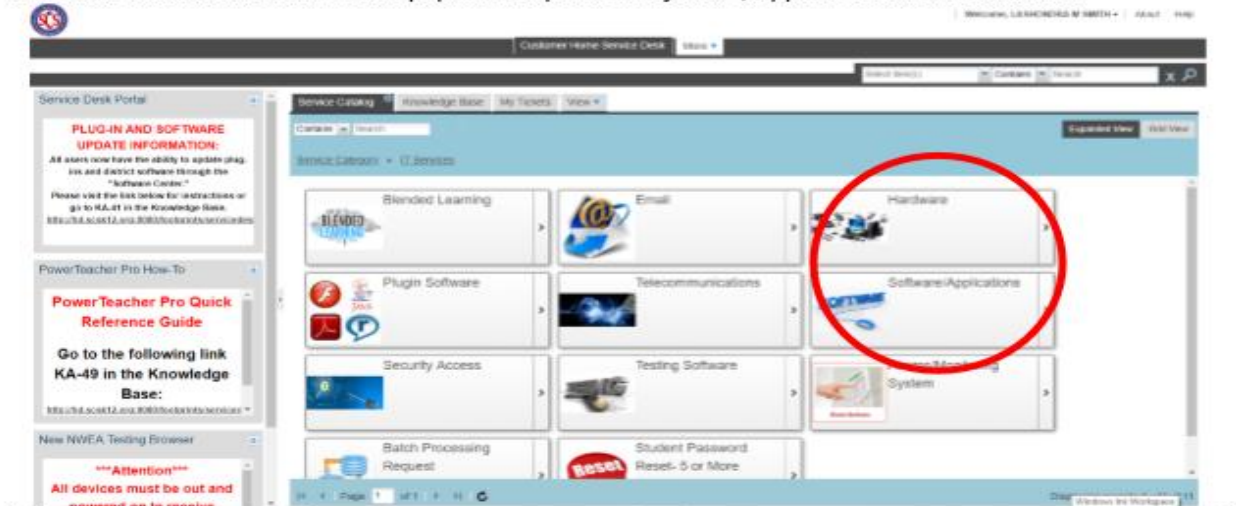


2. Log in using your Active Directory credentials (ex. SmithLM1).

3. Double-click on IT Services.

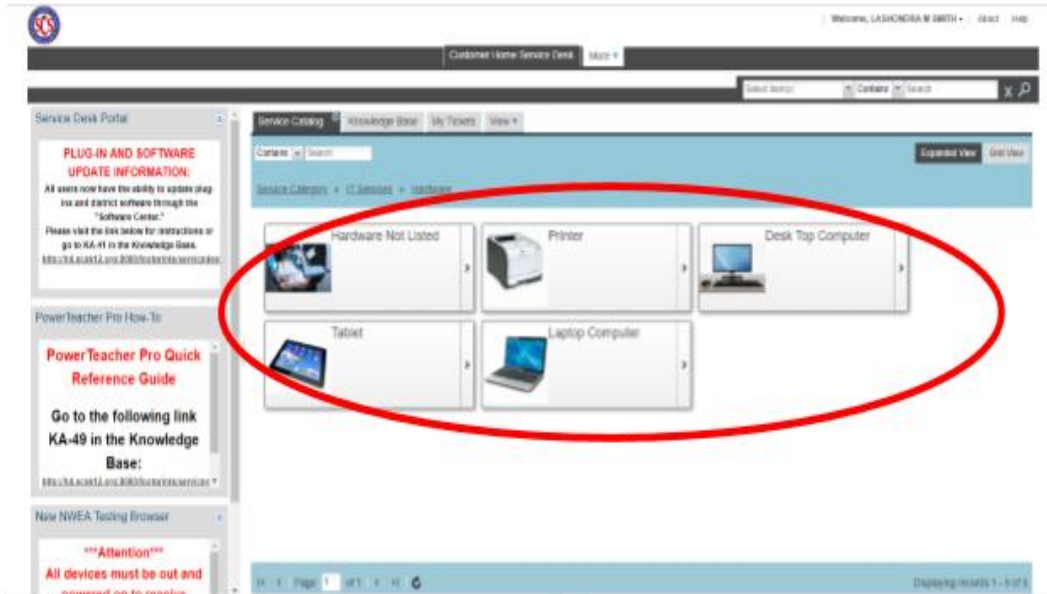


4. Double-click on *Hardware* for equipment repairs or *Software/Applications* for downloads.



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5a. For Hardware, double-click on the equipment in need of repair.



5b. For Software, double-click on the application that applies to your need.

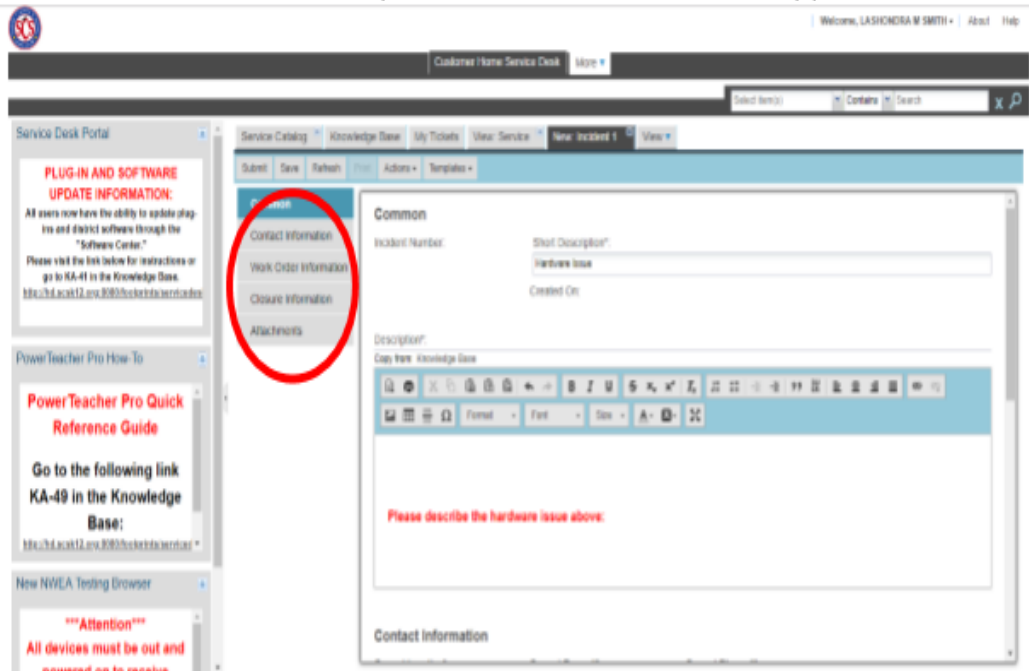


6. Click on *Request Service*.



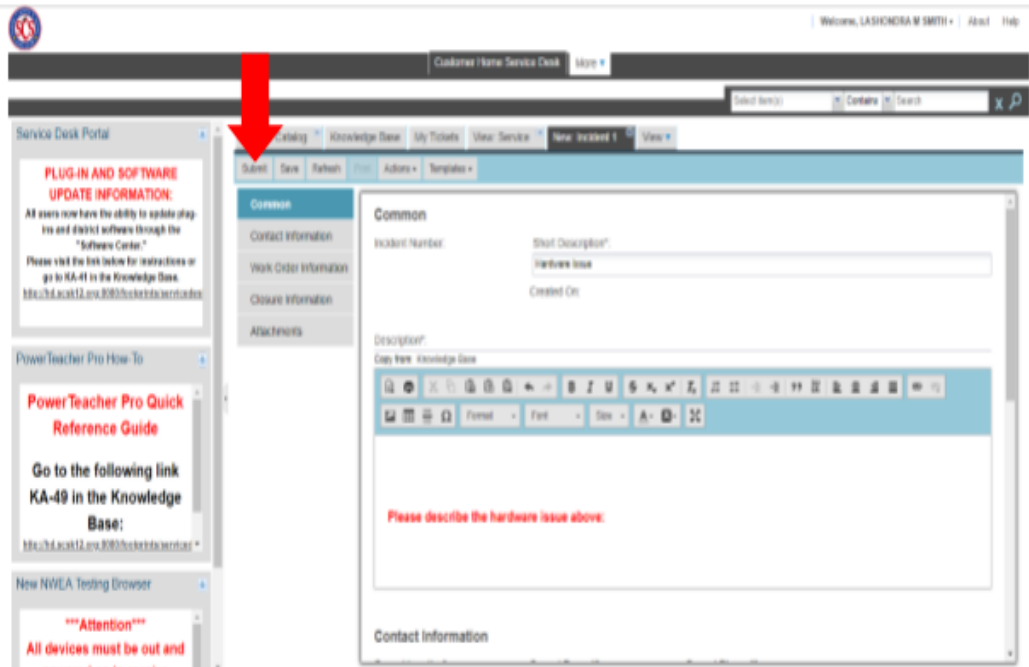
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7. Enter information into the form. Required fields are marked with an asterisk (*).



The screenshot shows the Service Desk Portal interface. The left sidebar contains several sections: "PLUG-IN AND SOFTWARE UPDATE INFORMATION", "PowerTeacher Pro How To" with a "PowerTeacher Pro Quick Reference Guide" link, and "New NWEA Testing Drowser" with an "Attention" notice. The main content area has a top navigation bar with "Service Catalog", "Knowledge Base", "My Tickets", "View Service", and "New Incident". Below this is a form with tabs: "Common", "Contact Information", "Work Order Information", "Closure Information", and "Attachments". The "Work Order Information" tab is highlighted with a red circle. The form fields include "Incident Number", "Short Description", "Hardware Issue", and "Created On". A rich text editor for "Description" is present with a red instruction: "Please describe the hardware issue above." The "Contact Information" section is partially visible at the bottom.

8. Click *Submit*.



This screenshot is identical to the previous one, but with a red arrow pointing to the "Submit" button in the top navigation bar of the form. The "Work Order Information" tab remains selected in the sidebar.