

Information Systems

Track-It! Helpdesk System Introduction

To report technology questions, requests, or problems to the Information Systems Department, you should submit a Track-It work order.

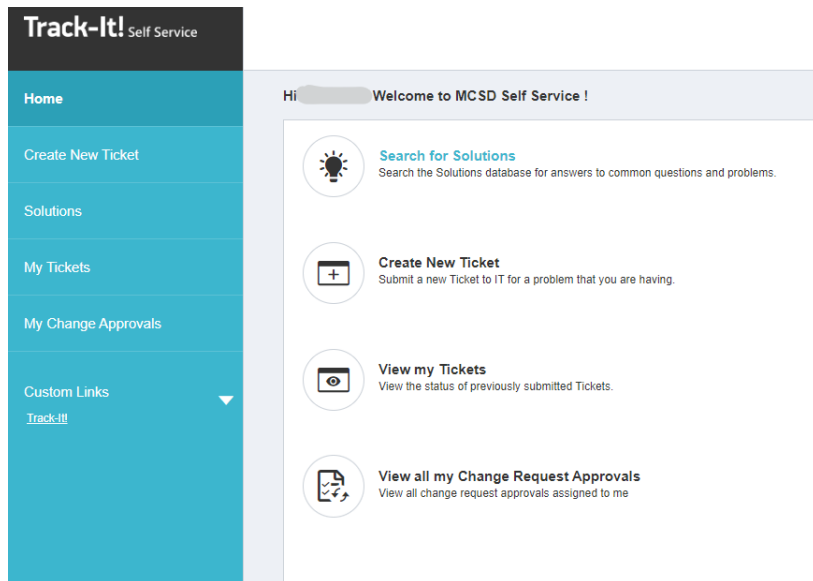
StepOne–AccessingTrack-It!

The Track-It Work Order System can be accessed by clicking the Staff link on our home page, <http://www.mcscdk12.org/>, and then Track-It!

You will need to sign in to Track-It! using your district credentials.

Upon accessing the Self-Service Center you will see this screen.

Track-It! can perform many functions. From this screen, you can choose to submit a new ticket for a technology repair or request. You can also view previously submitted tickets.



StepTwo–Entering Work Orders

Entering a new request can be done by clicking on "Create New Ticket".

Once clicking the link, you will see a screen like this:

The screenshot shows the 'New Ticket' form in the Track-It! Self Service system. The left sidebar is the same as in the previous screenshot. The main content area is titled 'New Ticket' and contains several input fields: 'Summary *' (a text box), 'Note *' (a rich text editor with various formatting icons), 'Alternate Phone' (a text box), 'Priority' (a dropdown menu), 'Category' (a dropdown menu), 'File Name' (a text box with a 'Browse...' button and a note 'Select a Local File (up to 25 MB)'), and 'Additional Information' (a text box). At the bottom right of the form is a green 'Submit Ticket' button.

When entering a new work order, please complete the form to the best of your ability. Here are a few pointers:

Summary

The "Summary" is a one sentence statement of the problem or request. Your summary should be both useful and succinct. Some examples are "The monitor on my PC no longer functions" or "I need a new toner for an HP 4550 LaserJet." Please do not submit summaries that are too vague. An example of what to avoid is "my pc doesn't work."

Alternate Phone is **reserved for the MCSD Black Number**

This field is for the entry of the MCSD black number of the equipment for which you are entering the Work Order. This number can be found on an MCSD label attached to your device. If your request does not have an associated Black Number, the field can be left blank.

Priority

Priority is your chance to give us an initial assessment of the severity of your problem. You will be able to select your priority level from the following choices:

1-Complete System Failure

1-Critical

2-High

2-Severe Impact on Work

3-Medium

3-Problem but User Can Work

4-Low

4-Request Not Impacting Work

5-Project

5-Very Low

Use your best judgment to assess the situation and how it is impacting your work or classroom.

Category

This drop-down menu allows you to "self-diagnose" your problem. Look through the options and select the category description that matches you need. This selection will assist us in routing your problem to the correct specialist more quickly.

File Name

If the problem you are experiencing is with a document, you can attach the document to the work order much like attaching a document to an email message. (Click on the "Browse..." if you wish to attach a document or picture.)

Additional Information

The "Additional Information" field at the bottom of the screen provides you a space to describe, in depth, the request you are making. Please provide any information you believe to be relevant to your problem.

Submit

When you have completed the necessary fields, you can click the “Submit Ticket” button to send us your work order.

If you do not click the Submit button, we will not receive your work order. When you click the Submit button, you will be taken to a confirmation/View Work Order screen that informs you the work order has been submitted and provides you with your work order number.

From the View Work Order screen, there are options to add a note or attachment, and print your work order.

Please Note

If you want to speak with a member of the Information Systems staff, you will need to have a work order number. Ensuring that all requests are logged allows us to be fair with our time. If you ask someone to work on your problem without a work order number you are, in effect, putting yourself ahead of everyone else who has entered a work order ahead of you. If you do not have a work order, we will ask you to submit one and then contact the person to whom it is assigned.

Step Three—Viewing My Work Orders

Once a work order is in the system you can check its progress at any time. From the menu in the far left of the screen, simply click on the “**My Tickets**” link. You can use the filter tool (right side of screen) to view “All”, “Open” and/or “Closed” tickets. Click on the ticket number to open the work order and view it.

The screenshot displays the Track-It! Self Service web application. On the left is a teal sidebar with navigation links: Home, Create New Ticket, Solutions, My Tickets (highlighted), My Change Approvals, Custom Links, and a Track-It! logo. The main content area has a light blue header with a search bar containing 'All Tickets logged by me' and a filter dropdown set to 'All'. Below the header is a list of five tickets, each with a ticket number, description, status, and timestamps for when it was opened and closed.

Ticket Number	Description	Status	Opened On	Closed On
#84691	new student cannot access Google Classroom	Closed	1/5/2022 2:24:41 PM	1/6/2022 7:07:57 AM
#84214	new student, cannot login to Google	Closed	12/5/2022 8:57:33 AM	12/6/2022 7:36:32 AM
#84112	students cannot save in student resources drive	Closed	11/29/2022 2:19:13 PM	11/30/2022 1:05:38 PM
#83659	Student laptop locked	Closed	11/2/2022 8:41:59 AM	11/2/2022 9:58:04 AM
#83290	New student cannot access Google classroom	Closed	10/17/2022 8:43:40 AM	10/18/2022 7:38:40 AM

You will then see the details of the work order. The screen will be similar to this:

The screenshot displays the Track-It! Self Service web application. On the left is a blue sidebar with navigation links: Home, Create New Ticket, Solutions, My Tickets, My Change/Approvals, Custom Links, and Track-It!. The main content area is divided into three sections. The top section shows ticket details for #84112, titled 'students cannot save in student resources drive', with a status of 'Closed' and a timestamp of 11/29/2022 2:19 PM. It lists fields for Assigned Technician (Dolson, Jr. Jon), Priority, Expected Completion Date, Requestor, Alternate Phone, Category, and Date Completed (11/30/2022 1:05 PM), with a 'More Details' link. Below this is an 'Attachments' section. The right section, titled 'Notes', contains a chronological list of messages: a system note about the ticket being closed, an email from trackit@mcsd12.org with the subject 'Re: students cannot save in student resources drive', a reply from Erica Bell, and a follow-up from Dolson, Jr. Jon asking about folder permissions. Each message includes a timestamp and a 'View More' link.

From this screen you can see when your work order was entered, the approximate date it will be worked on, the Information Systems staff member who is assigned to your work order, and the notes/conversations from the work order.

When you are done viewing the work order, simply click "Home" or click on your name in the top right corner and select "Log Out".