

TECHNOLOGY REQUEST GUIDE



Orangeburg County Consolidated School District 3 Quick Step Guide for IT Requesters

Navigate the district webpage and click on the Technology Work Order link

1. Enter your email address and click **Submit**. You may be asked to enter your first and last name if you are a new Requester.

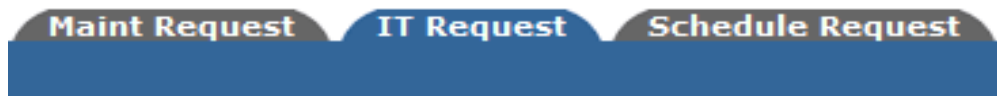
- **Refer below if you are a first time user or if asked to enter an Organization Account Number.**

- If prompted, enter the Organization Account number (**852679511**) and click **Submit Organization**.

Select Organization

Organization Account Number

2. Make sure you are on the "IT Request" tab. If not, simply click on this tab to access the IT request form. **Note: Only individuals with the proper credentials can submit a maintenance work order (Principals and Maintenance Team).**



Step 1: This will be filled in with your information from the email address you entered at the sign in screen.

Indicates required information.

Step 1 Please be yourself, click **here** if you are not Briancruz Administrator

First Name	Last Name	Email
<input type="text" value="Briancruz"/>	<input type="text" value="Administrator"/>	<input type="text" value="briancruz@bighs.com"/>
Phone <input checked="" type="checkbox"/>	Pager	Cellular Phone
<input type="text" value="911"/>	<input type="text" value="919-393-3948"/>	<input type="text"/>

Step 2: Make sure you are on the IT Request Tab. Click on the drop down arrow and highlight a **Location** that you want the work to be done at and click the mouse. Follow the same steps for **Building** and **Area** (*if selections are available). Also be sure to **type** in your Area description or Room #.

If you have any questions please feel free to contact: Daphne Walley – walleyd@obg3.k12.sc.us

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Step 3: Select the “Problem Type” that best describes your request/issue from the drop-down box. **Note: Create one ticket for each problem by repeating the work order process for multiple technology issues.**

Step 3 Select Problem Type:



Technology Help Desk:

Click [here](#) for Technology Emergency Contacts
Click on the problem type below that best describes your issue.



Adware



Antenna Work



Benchmark
Assessment
System



CD Drive



Computer
Monitor



Computer
Services



Core
Administrative
Systems



Courier Service

Step 4: Type in your description of the problem.

Step 4 Please describe your problem or request.

- Depending on how the account was setup, the remaining steps may vary. Fill then out to the best of your ability making sure you at least fill in the required fields indicated with a **red check box**.
- Type in the submittal password of: **problem**
- Click submit
- After you click submit, the screen will refresh and go to the **My Request** Tab. You can access the “My Requests” section at anytime by entering this site with your email address. On this screen you will see up to date information on your requests including the status, work order number and action taken notes. You can click on the number next the to status description to see all request marked with that status. You can search for any work order request by typing in a key word in the **Search** box and clicking on **GO**. This will pull up any of your requests with that word in it.
- Click on the **IT Request** Tab to input a new request if desired.

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