

Submitting a Technology Work Order



Instructional Technology Coach or Building Technician?

When you need technology assistance, it's important to know who to contact for help.

ITCs are responsible for making sure that the school technology provides the educational opportunities it is expected to. Ask your ITC about issues with software (Canvas, Clever, Dreambox, Skyward), lesson planning, technology integration, professional development needs, etc.

If you are unsure who your ITC is, [click here](#).

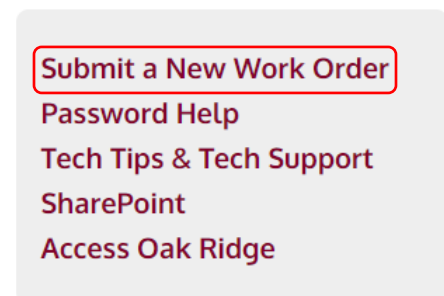
Building Technicians are responsible for everyday function of technology devices. If a piece of technology, your email or any other device is not working properly, a technician is the correct person to ask.

You can contact your building technicians by [submitting a work order](#) and putting in important information about your problem.

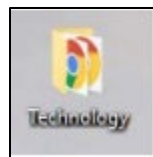
Submitting a Work Order

From the ORS home page (www.ortn.edu), select "District Services" from the menu. From there, select "Technology."

On the Technology home page, select "Submit a New Work Order" from the right-hand menu.



The work order submission page can also be accessed at www.support.ortn.edu or by clicking on the "Technology" folder loaded onto your desktop.



<input type="checkbox"/> Name	Date modified	Type	Size
Policy and Procedures	7/17/2019 2:14 PM	File folder	
Account Issues	1/30/2017 3:19 PM	Internet Shortcut	1 KB
Department Website	1/30/2017 3:17 PM	Internet Shortcut	1 KB
Frequently Asked Questions	1/30/2017 3:18 PM	Internet Shortcut	1 KB
NETID	1/30/2017 3:20 PM	Internet Shortcut	1 KB
Online @ ORS	1/30/2017 3:27 PM	Internet Shortcut	1 KB
ORTN.EDU	1/30/2017 3:16 PM	Internet Shortcut	1 KB
Tech Tips	1/30/2017 3:18 PM	Internet Shortcut	1 KB
Work Order - Review	6/26/2017 11:32 AM	Internet Shortcut	1 KB
<input checked="" type="checkbox"/> Work Order - Submit	6/26/2017 11:07 AM	Internet Shortcut	1 KB

<https://support.ortn.edu/>

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1. To submit a request for yourself, select "Incident (for me)" from the menu. Fill out all fields and click submit. Please ensure that all of the form fields under Incident Description are completed to the best of your ability. Correctly choosing your building location is especially important to expedite your request.

A screenshot of a web browser showing the "ORS Support Portal" at the URL "https://support.orts.edu/Home/Makeform". The page has a dark sidebar with a menu where "Incident (For me)" is selected. The main content area is titled "Incident (For me)" and contains a "Description" section with the text "Submit a work order to the Technology Department". Below this is an "Instructions" section with the text "Please provide a short description of the problem (100 chr)". There are two text input fields: one for a short description and one for a detailed description. Below these is a dropdown menu for "Please provide your building / location" with "Central Services" selected. There is also a text input field for "Please provide your phone extension" and a dropdown menu for "Please provide your planning period (if applicable)". At the bottom, there are three "Browse..." buttons for attaching files.

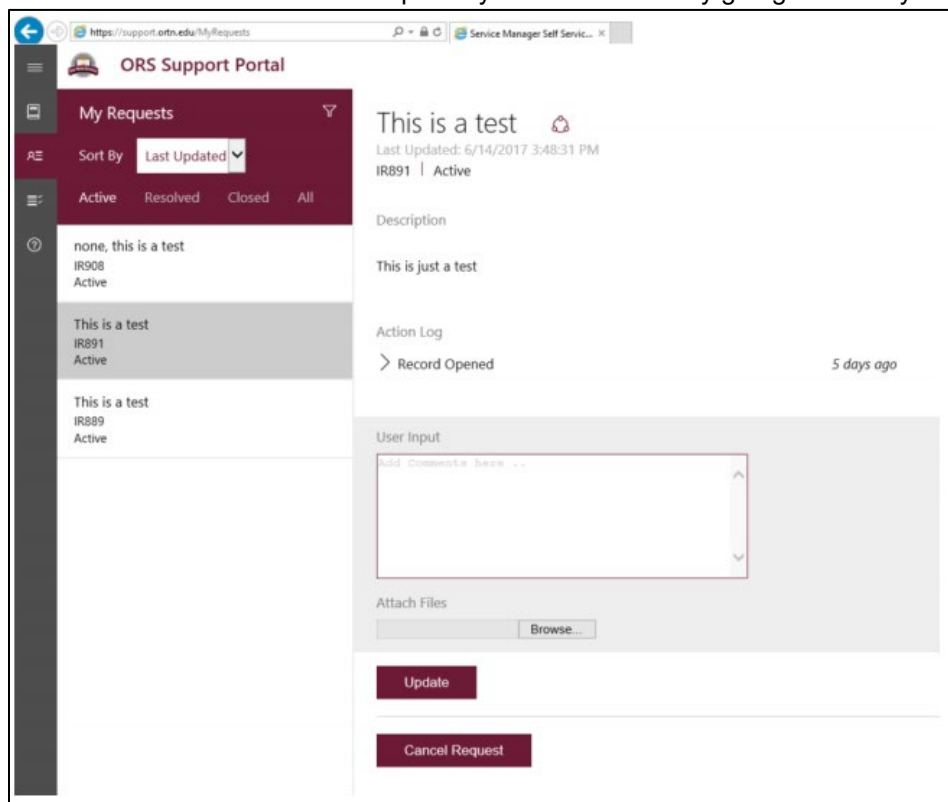
2. For each incident request, you will receive a confirmation email with an Incident Request number. Keep this number safe so that you can check in on the status of your request.

Incident (IR891) has been created	
Incident ID: IR891	
Created on	6/14/2017 3:44:28 PM
Title	This is a test
Description	This is just a test

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Open Requests

You can view the status of the requests you've submitted by going to the "My Requests" page.



Requests are listed as Active, Resolved, Closed and All. If you need to add additional information to an open request, click on that request and use the User Input field. Enter the information you need to add and click Update.

You will also be given the option to cancel your request on this page.

Incident (For someone else)

Occasionally, you will need to open a request for a supervisor or coworker. To do this, click on the "Incident (For someone else)" menu option.

Beneath the question "Who are you submitting this incident for?" click the Refresh button. A list will populate showing the names of other employees for whom you may submit a ticket. Hint: save time by searching by last name.

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A screenshot of the ORS Support Portal. The page title is "Incident (For someone else)". The description is "Submit a work order for someone else to the Technology Department". The instructions section asks "Who are you submitting this incident for?" and has a "Refresh" button highlighted with a red box. Below this is a table with columns: User Name, First Name, Last Name, and a Details link. The table lists three users: aadaugherty (ANGELA CARROLL), aavandenberg (ANTON VAN DEN BERG), and aavoyles (APRIL VOYLES).

	User Name	First Name	Last Name	
<input type="radio"/>	aadaugherty	ANGELA	CARROLL	Details
<input type="radio"/>	aavandenberg	ANTON	VAN DEN BERG	Details
<input type="radio"/>	aavoyles	APRIL	VOYLES	Details

Complete all fields and click Submit.

ITC Support Request

If you need to submit a request for your school's ITC, select the "ITC Support Request" from the menu.

A screenshot of the ORS Support Portal. The page title is "ITC Support Request". The description is "Request support from your Information Technology Coach". The instructions section asks for several details: "Please select your building *" (dropdown menu showing "Central Services"), "Please provide a short description *" (text input field), "Please provide a detailed description *" (text input field), "Please select your planning period *" (dropdown menu showing "1"), and "Please provide a phone extension if applicable *" (text input field). At the bottom are "Submit" and "Cancel" buttons.

Please select your building *

Central Services

Please provide a short description *

Please provide a detailed description *

Please select your planning period *

1

Please provide a phone extension if applicable *

Submit Cancel

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Printer Problem

Select the "Printer Problem" option from the support menu. Next, click Refresh to load a list of printers at ORS. Select the printer with which you are experiencing issues. After filling out all fields, click "Submit."

A screenshot of a web application interface for reporting a printer problem. At the top left is a red "Refresh" button. Below it is a "Show 10 Entries" dropdown menu and a search bar on the right. The main area is a table with three columns: a checkbox column, a "Printer Name" column, and a "Details" column. There are five rows of printer data. The fourth row is selected, indicated by a checked checkbox.

	Printer Name	
<input type="checkbox"/>	HS_AD116_01_RH201M	Details
<input type="checkbox"/>	HS_CS319_01_KY1370M	Details
<input type="checkbox"/>	HS_CS244_02_P6021cdn	Details
<input checked="" type="checkbox"/>	JM_206_01_KY1370M	Details
<input type="checkbox"/>	HS_C247_01_HP750C	Details

Note: Your building technician should be the first person to contact if you have an issue with a printer. This form will be used to contact them directly.

Technology Purchase Request

Select the "Technology Purchase Request" option from the support menu. Complete all required fields and click Submit.

A screenshot of the "ORS Support Portal" showing the "Technology Purchase Request" form. The form has a sidebar with navigation icons. The main content area includes a description, instructions, and several input fields. The "Please select your building / location" dropdown is set to "Central Services". The "Please provide a short description of the request" and "Please provide details for purchase request" fields are empty. The "Please provide your extension" field is also empty. At the bottom, there are three "Browse..." buttons for attaching files and "Submit" and "Cancel" buttons.

ORS Support Portal

Technology Purchase Request

Description
Submit a purchase request to the Technology Department

Instructions
Please complete the required fields below.

Please select your building / location *

Central Services

Please provide a short description of the request *

Please provide details for purchase request *

Please provide your extension

Please attach any related files

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

Submit Cancel

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Adding to Favorites

Note that each request tile has a small heart that can be used to add that request tile to your favorites. This is done by clicking on the heart.

Your favorites will be the first tiles that you see on the Service Catalog page. To remove from your favorites, click on the heart again.

Tickets from Mobile Devices

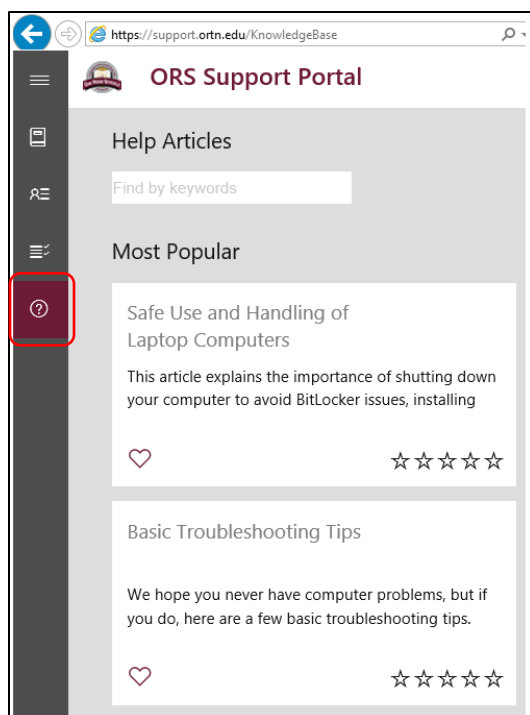
If your computer is not accessible, you can still put in an incident request from your mobile device or tablet. The process is the same on your mobile device as on your computer with one exception. The support page may appear blank when first accessed. If this happens, rotate your phone 90 degrees to the left and then back again. This will allow the page to be seen from the smaller screen.

No Email Ticket Submissions

Please note that, under this new support portal, the email addressed PSHelpdesk@ortn.edu and RMHelpdesk@ortn.edu will no longer be available. All incident requests must be submitted through the support portal at www.support.ortn.edu.

Help Articles

The ORS Support Portal contains a searchable knowledge base. Click on the “?” icon from the Support Portal home page.



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The first page only displays the Most Popular articles. To see the entire list, place your cursor in the search box and press Enter.

A screenshot of a web browser displaying the "ORS Support Portal". The browser's address bar shows the URL "https://support.orn.edu/Home/GenericSearch". The page has a dark grey sidebar on the left with a hamburger menu icon at the top, followed by icons for a document, a magnifying glass, a list, and a question mark. The main content area has a header "ORS Support Portal" with a small school icon. Below this is a section "Search Results For "" followed by "Help Articles". There are four article cards displayed in a 2x2 grid. Each card has a title, a brief description, a heart icon, and a five-star rating. The articles are: "Safe Use and Handling of Laptop Computers", "Resolving Home Wireless Issues", "How to Install a Network Printer at Oak Ridge Schools", and "How to Submit a Technology Work Order".

https://support.orn.edu/Home/GenericSearch

Service Manager Self Service P... Welcome to the Oak

ORS Support Portal

Search Results For "

Help Articles

Safe Use and Handling of Laptop Computers

This article explains the importance of shutting down your computer to avoid BitLocker issues, installing

☆☆☆☆☆

Resolving Home Wireless Issues

This article explains how to diagnose and correct home wireless connection issues

☆☆☆☆☆

How to Install a Network Printer at Oak Ridge Schools

This article will show you how to install a printer at ORS. Note: This tip applies to computers running the

☆☆☆☆☆

How to Submit a Technology Work Order

This article will show you how to submit a technology work order

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