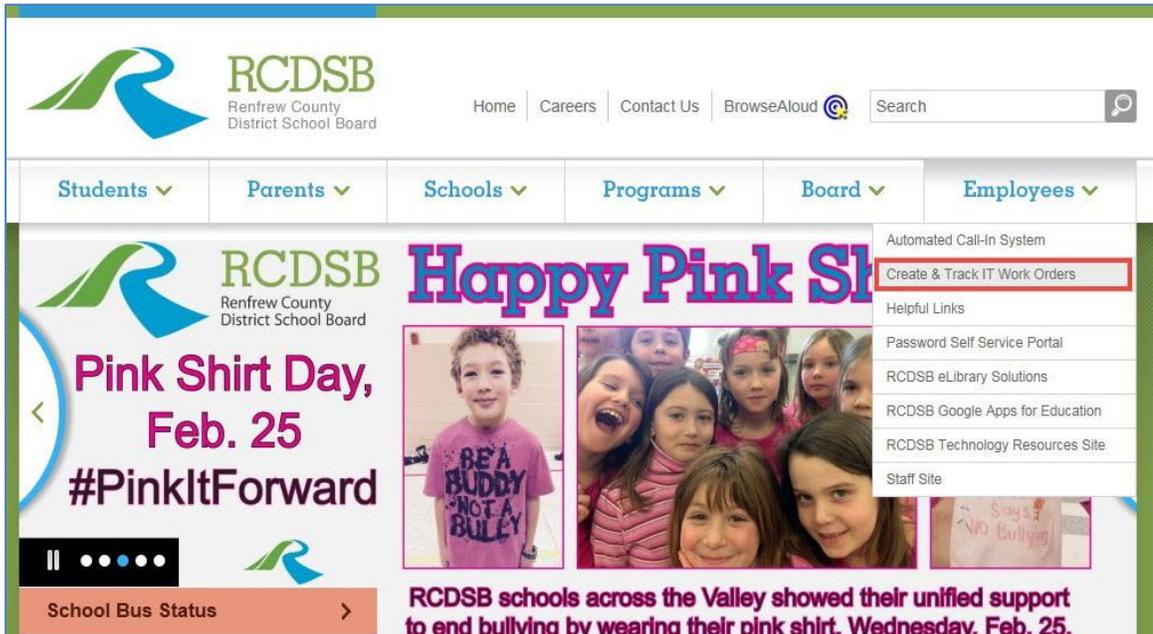


Create & Track IT Work Orders Online

RCDSB staff now have the ability to create new IT work orders and track the progress of existing work orders online.

1. Browse to the RCDSB website (rcdsb.on.ca) and select **Create & Track IT Work Orders** located under the Employees menu item. Access is also available directly from your browser using the URL: hss.rcdsb.on.ca



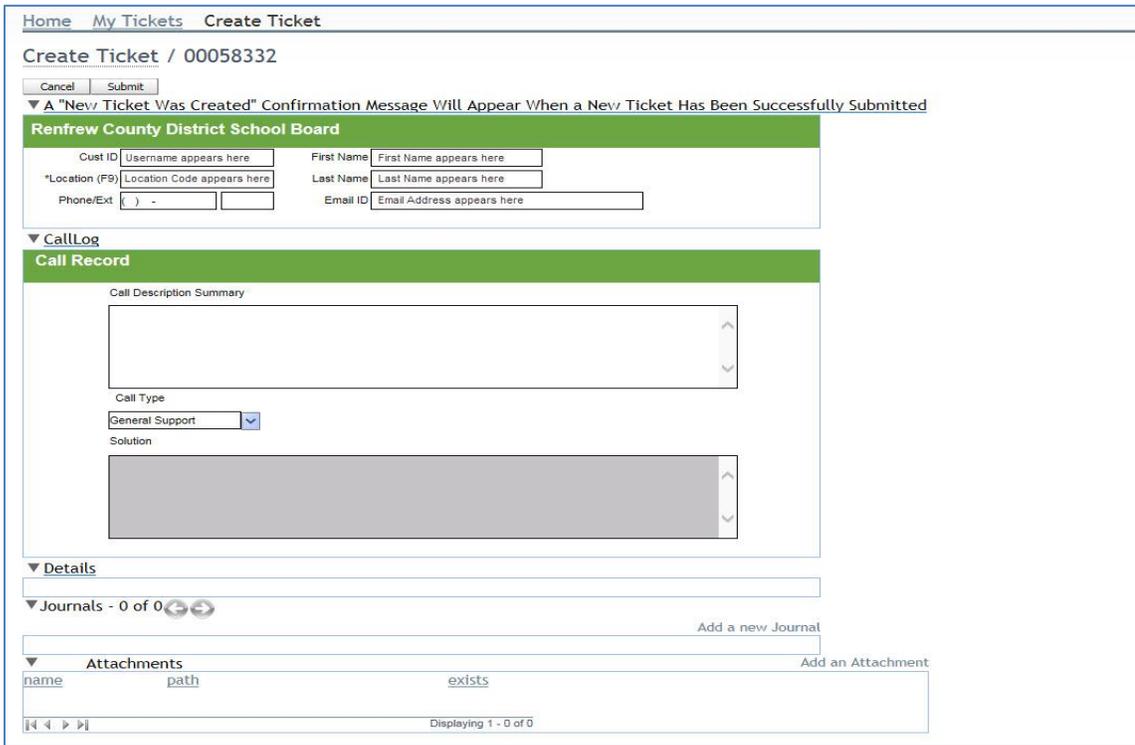
2. Login using the same RCDSB credentials (username and password) that you use to log into your workstation/device and the RCDSB Staff Site.

A screenshot of the RCDSB Staff Site login page. The page features the RCDSB logo at the top left. Below the logo is a 'Login' section with a 'User Name' input field, a password input field, and a 'Login' button. At the bottom of the page, there is contact information for the Renfrew County District School Board, including the address (1270 Pembroke St. West, Pembroke, Ontario K8A 4G4), phone number (613) 735-0151, and fax number (613) 735-6315.

- The first screen that appears will display any issues or outages currently affecting the RCDSB. To create a new IT work order, click **Create Ticket**.



- The **Create Ticket** screen will open.



- In the **Call Description Summary** text box, enter all of the details regarding the issue you are experiencing. Please ensure to include room number, any error message you may be receiving, and the workstation name (example – H63000XXX14CL). If experiencing a printing issue, please also include the applicable printer name (example – H2025XXX02CL).

Home My Tickets Create Ticket

Create Ticket / 00058332

Cancel Submit

▼ A "New Ticket Was Created" Confirmation Message Will Appear When a New Ticket Has Been Successfully Submitted

Renfrew County District School Board

Cust ID Username appears here First Name First Name appears here

*Location (F9) Location Code appears here Last Name Last Name appears here

Phone/Ext () - Email ID Email Address appears here

▼ CallLog

Call Record

Call Description Summary

Call Type

- If you have any attachments (screen shots, etc...) that you would like to include with your work order, click **Add an Attachment** in the **Attachments** section.

Add a new Journal

▼ Attachments

name	path	exists

Displaying 1 - 0 of 0

Add an Attachment

- Enter a **Description** for the file you wish to attach, Browse to and select the File to upload, and then click the **Upload** button.

HEAT Self Service

Description:

File to upload: Browse...

Upload Cancel

8. When you have entered all the details of the issue you are experiencing in the **Call Description Summary** text box and you have added any attachments you would like to include with your work order, click the **Submit** button.

IMPORTANT – A “**New Ticket was Created**” confirmation message will appear when a new work order has been successfully submitted. If you click **Submit** and you do not receive a confirmation message, please click **Submit** a second time.

Create Ticket / 00058332

Cancel Submit

▼ A "New Ticket Was Created" Confirmation Message Will Appear When a New Ticket Has Been Successfully Submitted

Renfrew County District School Board

Cust ID Username appears here First Name First Name appears here

*Location (F9) Location Code appears here Last Name Last Name appears here

Phone/Ext () - Email ID Email Address appears here

▼ CallLog

Call Record

Call Description Summary

9. Shortly after clicking the **Submit** button, you will receive an automated email message indicating that a work order has been created for you.

helpdesk@rcdsb.on.ca

to me

Work Order Number: 00058332

Please retain this number for your records, and refer to it when inquiring regarding your work order.

This is an automatically generated email message from the IT Dept Work Order System.

A work order was created for you on 2015-03-27 at 13:44:17 using the following information:

Contact:

Location: Username / School Name

Room #:

Department:

Call Source: HSS

Call Type: General Support

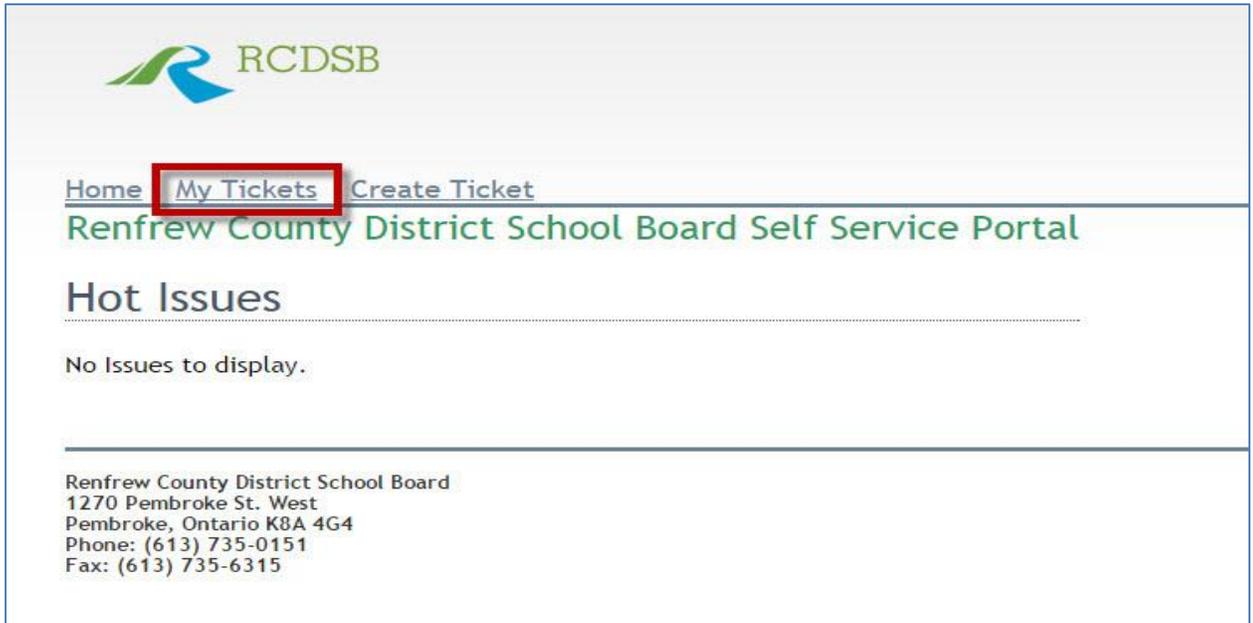
Call Description: Test

Serial # (If applicable):

Your work order is being redirected to the appropriate individual(s). Should you have questions regarding this or any other work order, please contact the IT Dept Help Desk (helpdesk@rcdsb.on.ca).

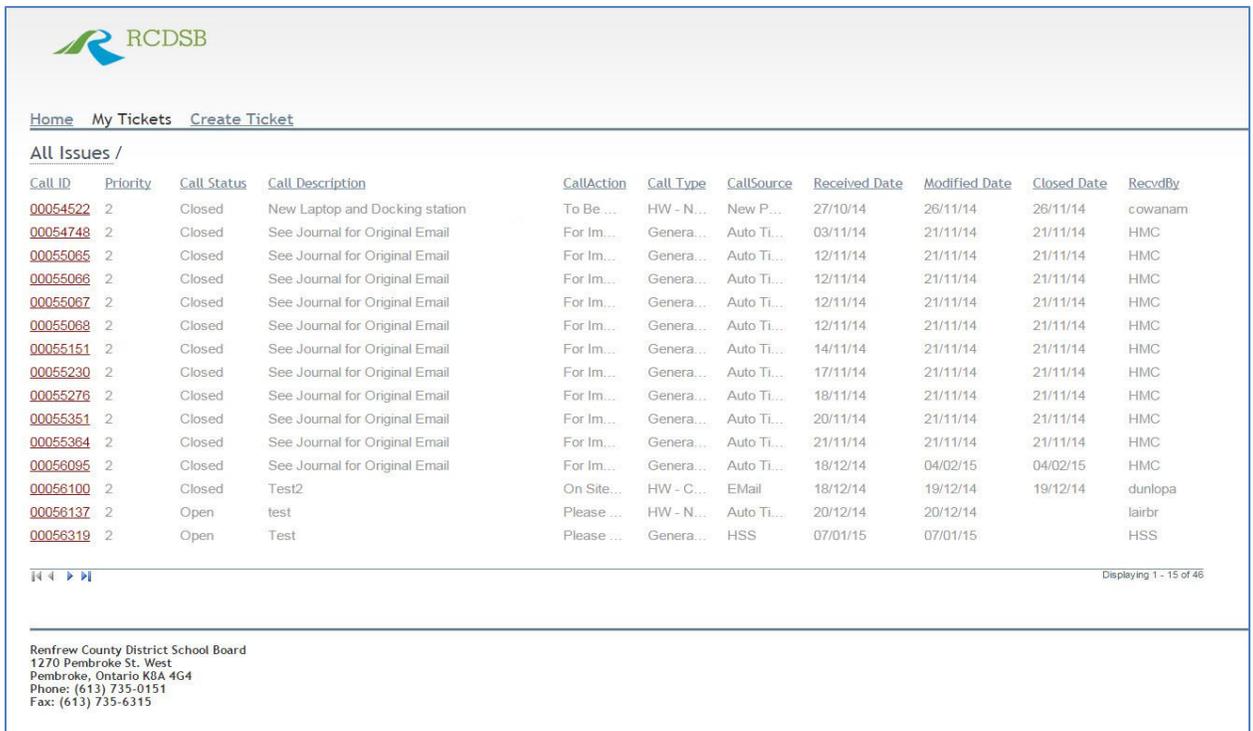
Thank you,
IT Dept Helpdesk

10. To track the progress or check the status of an existing work order, click **My Tickets** located in the menu bar of any screen.



The screenshot shows the RCDSB Self Service Portal interface. At the top left is the RCDSB logo. Below it is a navigation menu with 'Home', 'My Tickets', and 'Create Ticket'. The 'My Tickets' link is highlighted with a red rectangular box. Below the navigation menu is the title 'Renfrew County District School Board Self Service Portal' and a section titled 'Hot Issues' which currently displays 'No Issues to display.' At the bottom of the page, contact information for the Renfrew County District School Board is provided: 1270 Pembroke St. West, Pembroke, Ontario K8A 4G4, Phone: (613) 735-0151, Fax: (613) 735-6315.

11. A summary of you work orders will appear. To track check the status of an existing work order, simply click the work order number.



The screenshot shows the RCDSB Self Service Portal interface displaying a list of work orders. The 'My Tickets' menu item is highlighted in the navigation bar. Below the navigation bar is the title 'Renfrew County District School Board Self Service Portal' and a section titled 'All Issues /'. A table of work orders is displayed with the following columns: Call ID, Priority, Call Status, Call Description, Call Action, Call Type, Call Source, Received Date, Modified Date, Closed Date, and Recvd By. The table contains 16 rows of data, including work order numbers like 00054522, 00054748, 00055065, 00055066, 00055067, 00055068, 00055151, 00055230, 00055276, 00055351, 00055364, 00056095, 00056100, 00056137, and 00056319. At the bottom of the page, contact information for the Renfrew County District School Board is provided: 1270 Pembroke St. West, Pembroke, Ontario K8A 4G4, Phone: (613) 735-0151, Fax: (613) 735-6315.

Call ID	Priority	Call Status	Call Description	Call Action	Call Type	Call Source	Received Date	Modified Date	Closed Date	Recvd By
00054522	2	Closed	New Laptop and Docking station	To Be ...	HW - N...	New P...	27/10/14	26/11/14	26/11/14	cowanam
00054748	2	Closed	See Journal for Original Email	For Im...	Genera...	Auto Ti...	03/11/14	21/11/14	21/11/14	HMC
00055065	2	Closed	See Journal for Original Email	For Im...	Genera...	Auto Ti...	12/11/14	21/11/14	21/11/14	HMC
00055066	2	Closed	See Journal for Original Email	For Im...	Genera...	Auto Ti...	12/11/14	21/11/14	21/11/14	HMC
00055067	2	Closed	See Journal for Original Email	For Im...	Genera...	Auto Ti...	12/11/14	21/11/14	21/11/14	HMC
00055068	2	Closed	See Journal for Original Email	For Im...	Genera...	Auto Ti...	12/11/14	21/11/14	21/11/14	HMC
00055151	2	Closed	See Journal for Original Email	For Im...	Genera...	Auto Ti...	14/11/14	21/11/14	21/11/14	HMC
00055230	2	Closed	See Journal for Original Email	For Im...	Genera...	Auto Ti...	17/11/14	21/11/14	21/11/14	HMC
00055276	2	Closed	See Journal for Original Email	For Im...	Genera...	Auto Ti...	18/11/14	21/11/14	21/11/14	HMC
00055351	2	Closed	See Journal for Original Email	For Im...	Genera...	Auto Ti...	20/11/14	21/11/14	21/11/14	HMC
00055364	2	Closed	See Journal for Original Email	For Im...	Genera...	Auto Ti...	21/11/14	21/11/14	21/11/14	HMC
00056095	2	Closed	See Journal for Original Email	For Im...	Genera...	Auto Ti...	18/12/14	04/02/15	04/02/15	HMC
00056100	2	Closed	Test2	On Site...	HW - C...	E-Mail	18/12/14	19/12/14	19/12/14	dunlopa
00056137	2	Open	test	Please ...	HW - N...	Auto Ti...	20/12/14	20/12/14		lairbr
00056319	2	Open	Test	Please ...	Genera...	HSS	07/01/15	07/01/15		HSS

12. To logout, click **Logout** located in the top right of your screen.

