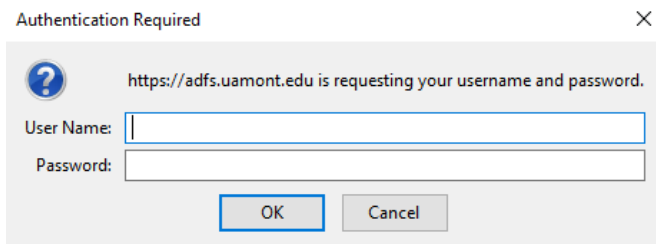


IT Work Orders

Users will be able to access the IT helpdesk request by going to the [Information Technology](#) webpage.

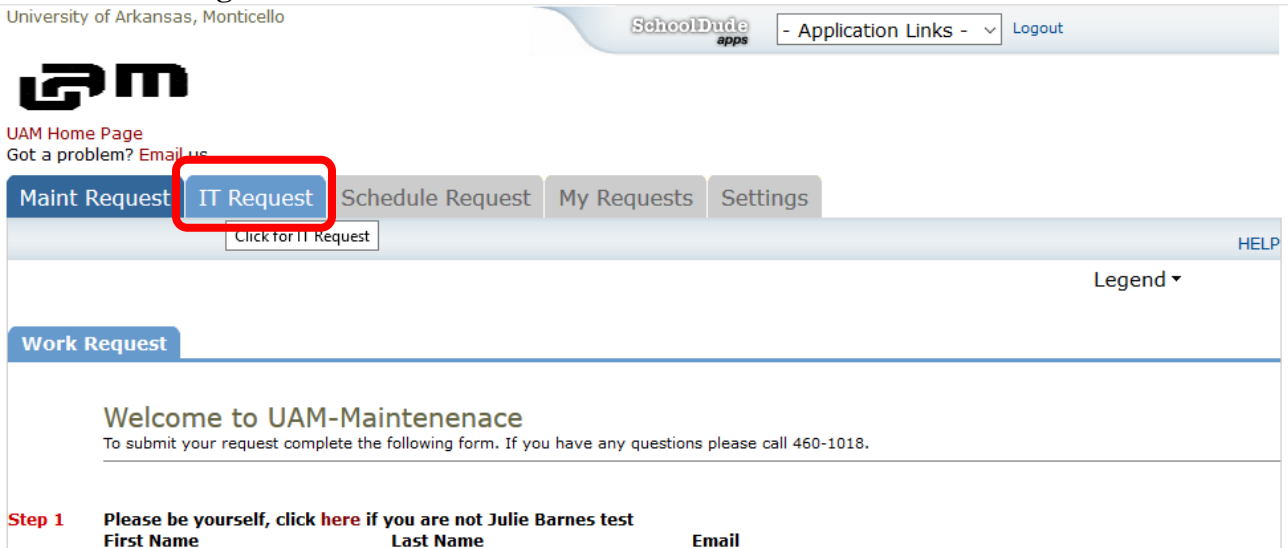
- 1) Under the Information Technology menu, you will click the [IT Work Order](#) link.
- 2) You may also go directly to SchoolDude by clicking on the following link:
<https://www.myschoolbuilding.com/sso/default.aspx?acctnum=865328640>.
- 3) Once the webpage loads, a window will pop-up and you will be asked to enter your UAM username and password. Then you will click OK.



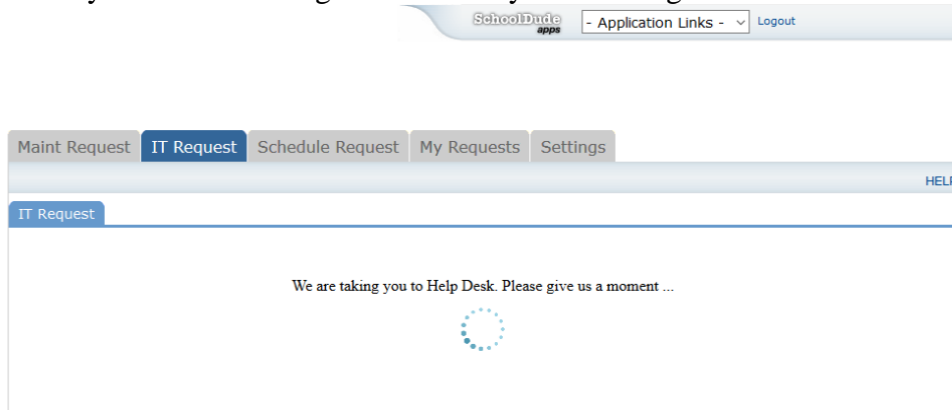
***Note: The password will be the same password that you use for accessing your email, WeevilNet, etc.**

- 4) Please click IT Request tab.

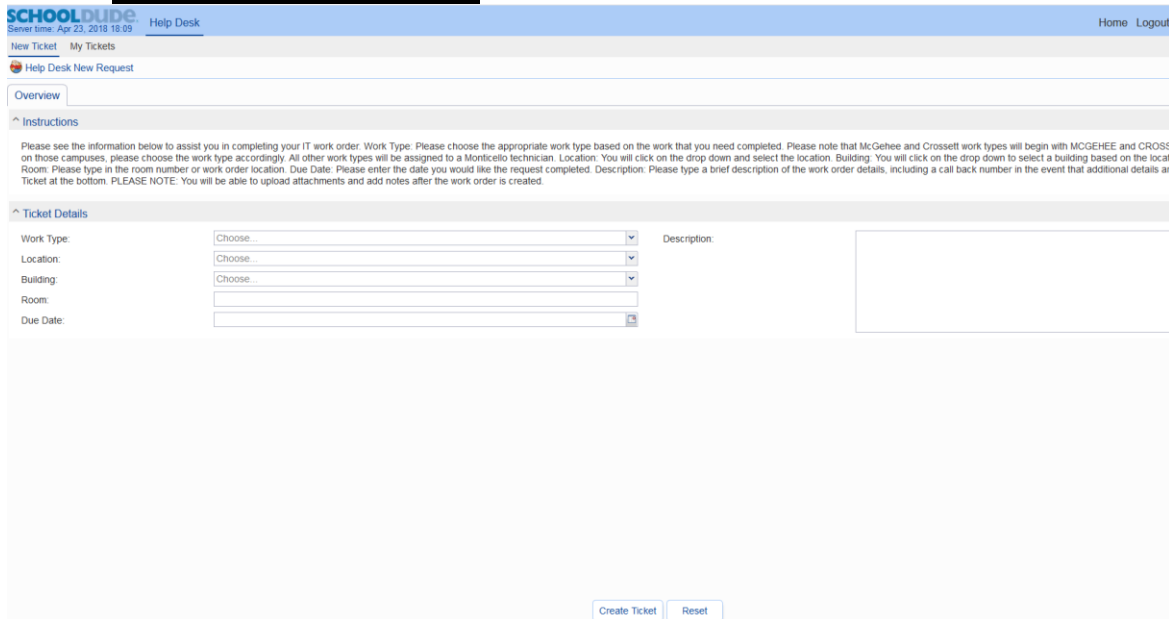
***Note: The Maint Request tab is for entering maintenance work orders and the Schedule Request tab is for entering room/event schedules.**



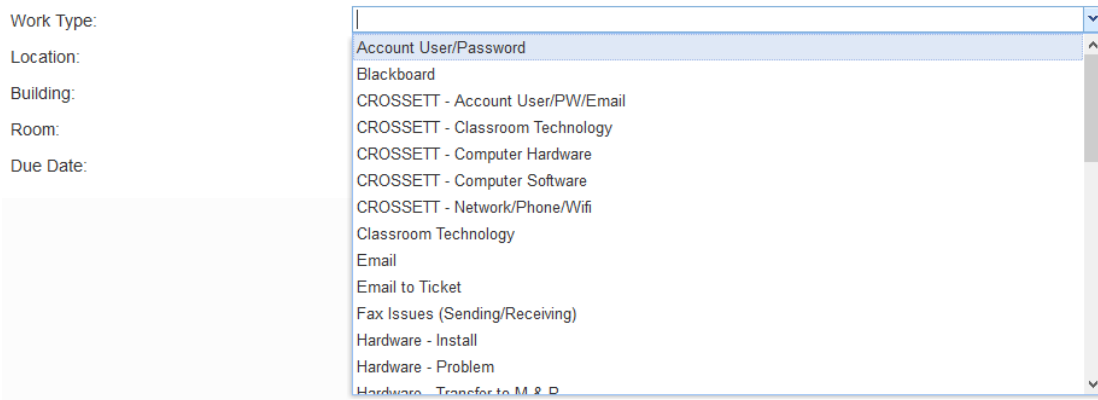
5) You may see the following screen while you are being redirected to the IT Request.



6) Once you are redirected, you will see the screen below. To complete your IT work order, please see the instructions provided at the top of your ticket request. You will need to enter the Work Type, Location, Building, Room, Due Date, and Description. You will then click Create Ticket at the bottom of the screen. **See below for more details.**



7) **Work Type:** Please choose the appropriate work type based on the work that you need completed. Please note that McGehee and Crossett work types will begin with MCGEHEE and CROSSETT. If you are located on those campuses, please choose the work type accordingly. All other work types will be assigned to a Monticello technician.



- 8) **Location:** You will click on the drop-down and select the location.
- 9) **Building:** Once you have selected a location, you will click on the drop-down to select a building based on the location that you selected. (EX: The Crossett location will only see Crossett buildings)

***Note: If your work order is not specific to a building or it is related to website, email issues, etc, please choose X – Building Not Applicable.**

Location:	UAM-Crossett
Building:	
Room:	Crossett Campus - Career Pathways
Due Date:	Crossett Campus - Industrial Tech
	Crossett Campus - Main
	Crossett Campus - McGoogan
	Crossett Campus - Welding
	none

Location:	UAM-McGehee
Building:	
Room:	McGehee Campus - Adult Ed Testing Ctr
Due Date:	McGehee Campus - EMT
	McGehee Campus - Main
	McGehee Campus - Maintenance
	McGehee Campus - Nursing/Allied Health
	none

Location:	UAM-Monticello
Building:	
Room:	Administration Building
Due Date:	Agriculture Building
	Babin Business Center (BBC)
	Bankston Hall
	Bookstore
	Botanical Research Center & Herbarium
	Central Heating Plant (Physical Plant)
	Central Supply Warehouse (Warehouse)
	Chancellor's Home
	Fine Arts Center (FAC)
	Forest Resources
	Gibson University Center (UC)
	Harris Hall
	Herefall Hall

- 10) **Room & Due Date:** You will enter the room information (if applicable) and the date you would like the request completed.

Room:


Due Date:

- 11) **Description:** Please type a brief description of the work order details, including a call back number in the event that additional details are needed.


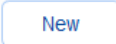

Description:

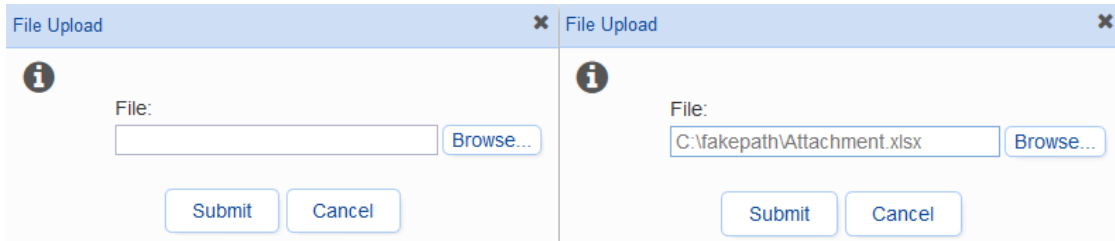
- 12) Please click Create Ticket at the bottom of the screen.

[Create Ticket](#)

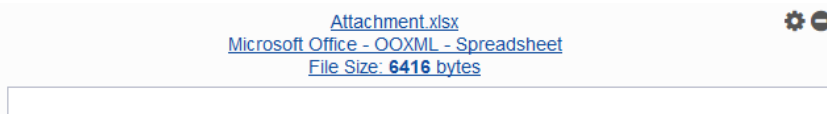
***Note: Once your work order has been created, you will see a confirmation screen of your submission. You can add attachments and notes at this time, cancel the request, or close the screen and view your ticket list. You can add attachments and notes at any time by clicking on My Tickets and clicking on the pencil icon  next to your work order ID number.**

13) Adding Attachments (Max Size is approximately 3 MB)

- Click on the Attachments tab. 
- Click New at the bottom of the screen. 
- Click on the wheel icon. . The first box below will appear.
- Click Browse to choose the file location.
- Once the file is selected, click Open and you will see the second box below.
- Click Submit.

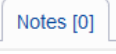

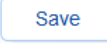


- Your attachment will be added as shown below.



- Click Save  at the bottom of the screen.

14) Adding Notes

- Click on the Notes tab. 
- Click New at the bottom of the screen. 
- Enter your note in the area provided, then click Save. 

Overview

Note:

Created On

Created By:

Source: Help Desk