

IT Service Request Procedures

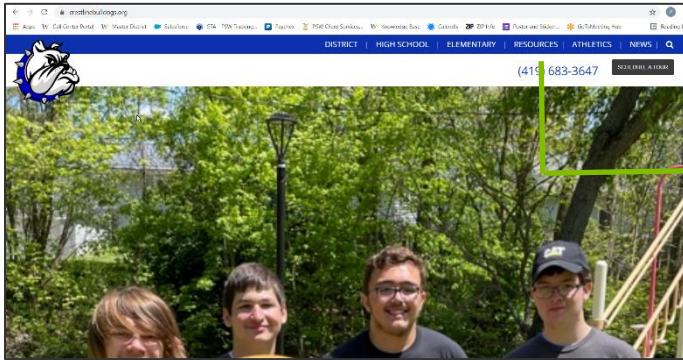
Crestline Exempted Village Schools



Smarter Solutions. Safer Schools.

ONLINE SERVICE REQUEST TUTORIAL

The following presents the procedures employees should follow to submit service requests to the Technology Department.

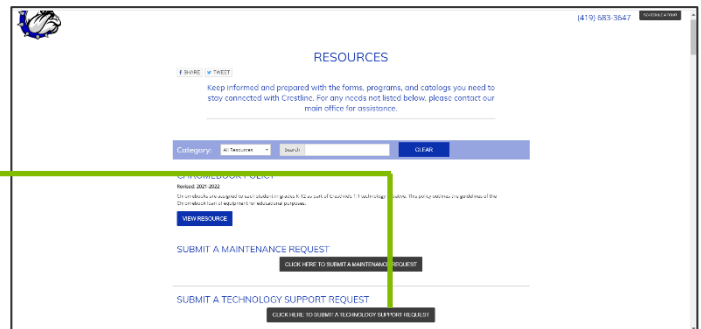


To begin, go to the Kent City School District website:

www.crestlinebulldogs.org

then **click on "Resources."**

On the next screen, **click on "Submit a Technology Support Request."**



Service Request

Request No.: New
Date Submitted: 09-07-16
Status:
Status Date:

REQUESTOR (click to change)

First Name
Emily

Last Name
Bodner

Telephone No. (optional)

Email Address (required if email turned on below)
ebodner@publicschoolworks.com

LOCATION OF WORK / ISSUE

Site
Elementary

Building

Where in the Building

Please describe the location very accurately. The better the location is defined, the easier it is to address your request. Include room no., laptop cart or other descriptive details.

Check here to receive email updates as your request moves through the system.

DESCRIPTION

Work Description / Information / Comments

Equip. / Tag No. (if applicable)

Attachments [Add Attachment](#)
No attachments added

OFFICE USE

Category

Account Code

Dept to which request should be sent
Information Services (IT)

If this issue is not covered under a central budget, enter an account code to which the work can be charged. If you would like an estimate or want to state a price limit for the work, add a comment above.

Submit Exit / Back

On the final screen, fill out the online request form. Be descriptive and include as much detail as possible. **Clearly explain the work that you are requesting to be completed.** Include as many details as appropriate.

Clearly state where the work is located in the building. Include room number and anything else that will help clarify the location.

If you leave the box checked in the lower left corner of the form and provide a valid email address, the system will automatically notify you via email as your request moves through the system.

When you have completed the form, **click on "Submit."** Your request will be sent to the Technology Department for approval.