Using the IT Work Order Module
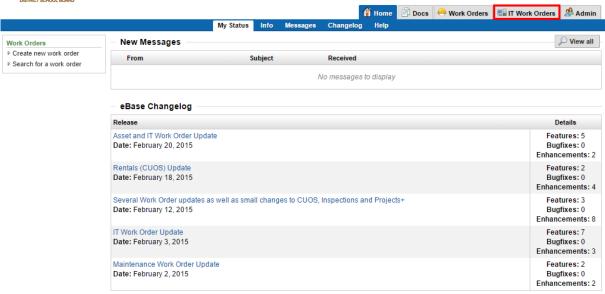
Login Screen

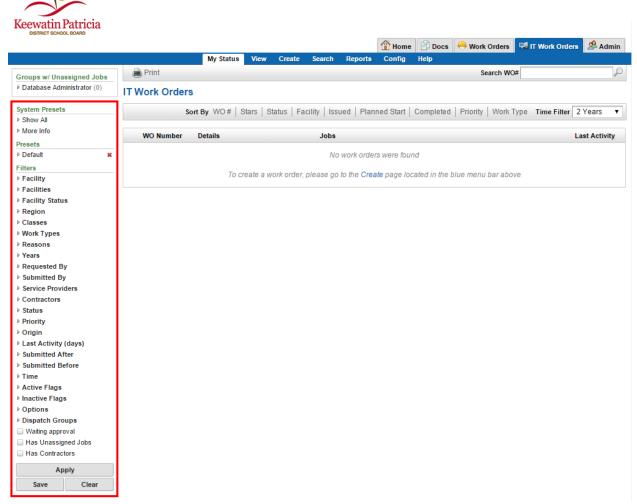Enter your Windows username and password to log in.

Home Page

Click on the IT Work Orders module.

IT Work Orders: Saving a Filter Preset

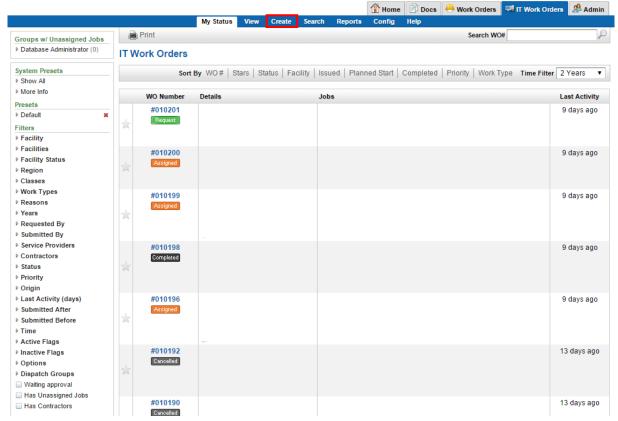To save a preset, select which filters you would like to use.
Once you are satisfied with the filtered view, click the **Save** button.
Choose a name for your preset, and click **Ok**. The new preset will be listed under **Presets**.
The **Default** preset name will apply to your view each time you log in to view IT Work Orders.
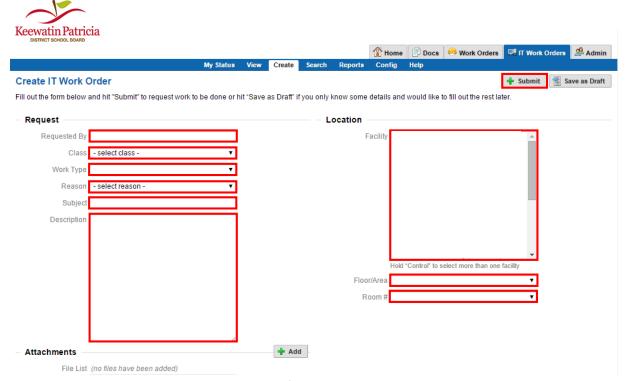
IT Work Orders: Creating a Work Order

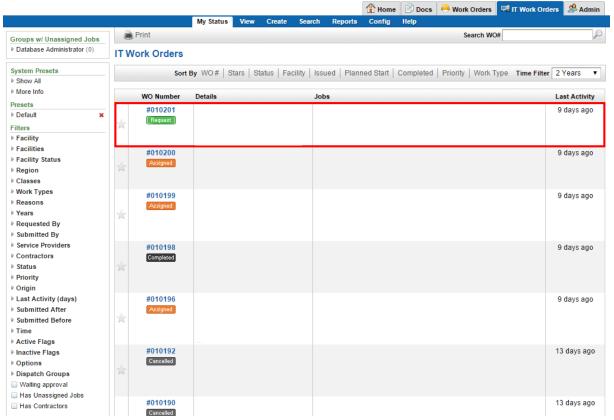Click on the Create tab to create a new work order.

Creating an IT Work Order

Enter the appropriate values for your work order, then click submit.
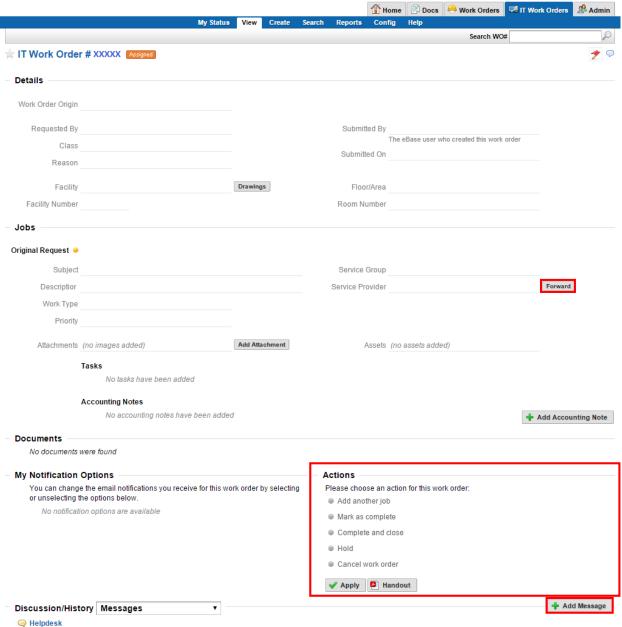
IT Work Orders: Viewing a Work Order

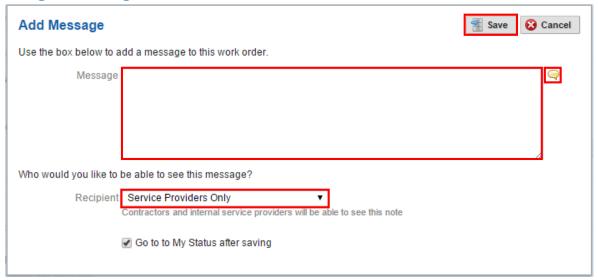Click anywhere on a work order to view its details

Viewing an IT Work Order

Keewatin Patricia
DISTRICT SCHOOL BOARD

| 🏠 Home | 📄 Docs | ⚒ Work Orders | 💻 IT Work Orders | 👥 Admin |

My Status   View   Create   Search   Reports   Config   Help

Search WO# [   ] 🔍

⭐ **IT Work Order # XXXXX** [Assigned]   📌 💬

Details

Work Order Origin	
Requested By	Submitted By
	The eBase user who created this work order
Class	Submitted On
Reason	
Facility [Drawings]	Floor/Area
Facility Number	Room Number

Jobs

Original Request ●

Subject	Service Group	
Description	Service Provider	[Forward]
Work Type		
Priority		
Attachments *(no images added)* [Add Attachment]	Assets *(no assets added)*	

    Tasks
        No tasks have been added

    Accounting Notes
        No accounting notes have been added   [➕ Add Accounting Note]

Documents
    No documents were found

My Notification Options   **Actions**
You can change the email notifications you receive for this work order by selecting   Please choose an action for this work order:
or unselecting the options below.   ⚪ Add another job
    No notification options are available   ⚪ Mark as complete
                                      ⚪ Complete and close
                                      ⚪ Hold
                                      ⚪ Cancel work order

                                      [✔ Apply] [📄 Handout]

Discussion/History [Messages ▼]   [➕ Add Message]
💬 **Helpdesk**

Click forward to assign this work order to another technician. You can also choose an action.
If you want to send a message to the service providers/requestor, click Add message.

Adding a Message

Once you have added a message, you can choose between recipients. Click save when you are done.
If you want to add a 'canned comment', click the chat bubble icon.