

Using the Educational Technology Online Service Request System

The system is accessible from any computer in the district from the district website. Currently you can locate a link to the Online Service Requests from the Staff tab (also from District -> Ed Tech).

The screenshot shows the website header for 'The Roxbury School District'. A navigation menu includes 'Home', 'Schools', 'District', 'Board of Education', 'Parents/Community', and 'Staff'. The 'Staff' link is circled in red. Below the menu is a 'RESOURCES FOR STAFF' section with a sidebar containing 'Staff Home', 'Forms', 'Leadership Program', 'Curriculum and Instruction', 'Ed Tech Online Service Requests' (circled in red), 'Citrix', and 'Webmail'. The main content area has a heading 'ONLINE SERVICE REQUESTS' and provides instructions for using the system, including a list of steps to follow before submitting a request. A yellow button labeled 'Ed Tech Online Service Request' is highlighted with a red arrow.

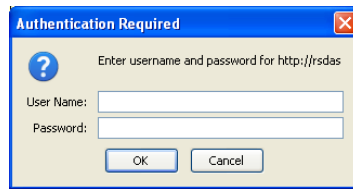
Next, click on the big 'Online Service Request' button and you will be prompted to login.

The First Time You Log In

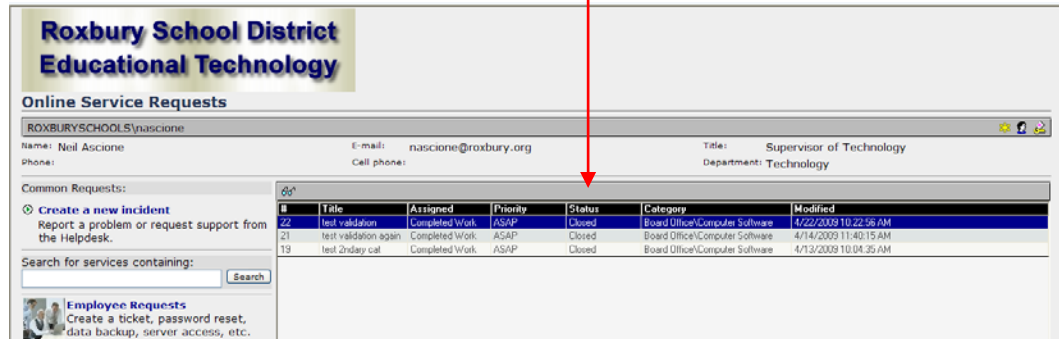
If this is your first time logging into the system you will be prompted to complete some basic info such as your **full name**, **Roxbury email** and **phone**. Other fields are not essential.

The screenshot shows the 'Create user account' form. The title is 'Roxbury School District Educational Technology'. The form fields are: 'Contact: NT ID:' (pre-filled with 'ROXBURYSCHOOLS\ttest'), 'E-mail:', 'Name:', 'Pager e-mail:', 'Phone:', 'Cell phone:', 'Pager:', and 'Employee ID:'. There is an 'OK' button at the bottom. Three callout boxes with red arrows point to the 'E-mail', 'Name', and 'Phone' fields. The callouts contain the text: 'Your Roxbury Email Address', 'Full Name (First and Last) ie Sally Jones', and 'Somewhere you can be reached at school'.

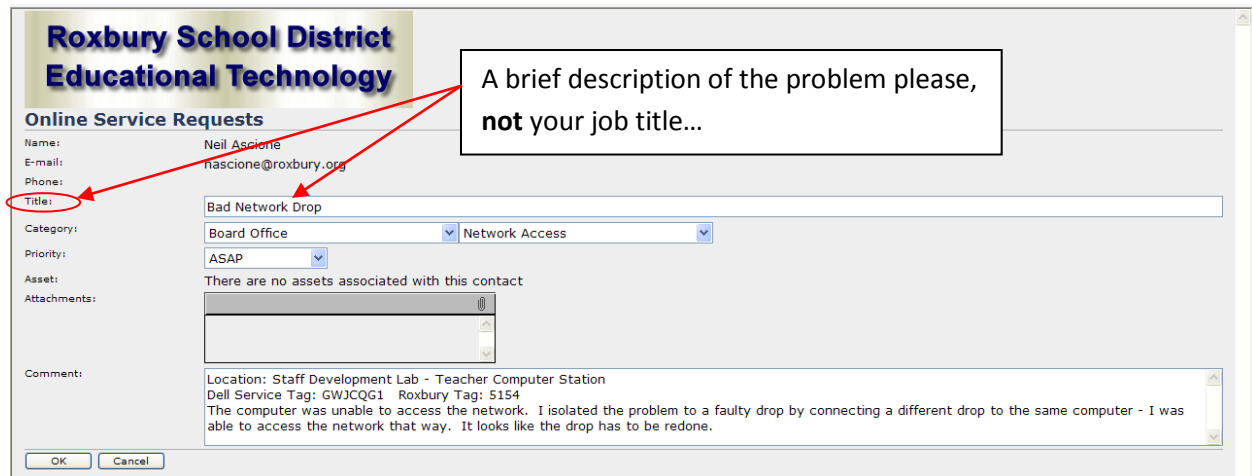
Also, if this is the first time your computer is logging into the system you may first be prompted to install several **Altiris** files – just click ‘Install’ and continue. You will also be prompted to log-in. Your username and password is the same one that you use to log-in to your computer and access email.



Once logged in you will be presented with the main screen. From here you can create a new incident/Service Request. In addition, you can easily see the status of any requests that you have already made.



To Create a New Incident – click on ‘Create a new incident’ and you will be presented with:



Be sure to fully complete each section of the Service Request:

Title – A **brief description** of the nature of the issue/request/problem

Category – First select your building from the first dropdown and then select the category which best fits the nature of your request.

Comment – A detailed description which clearly states:

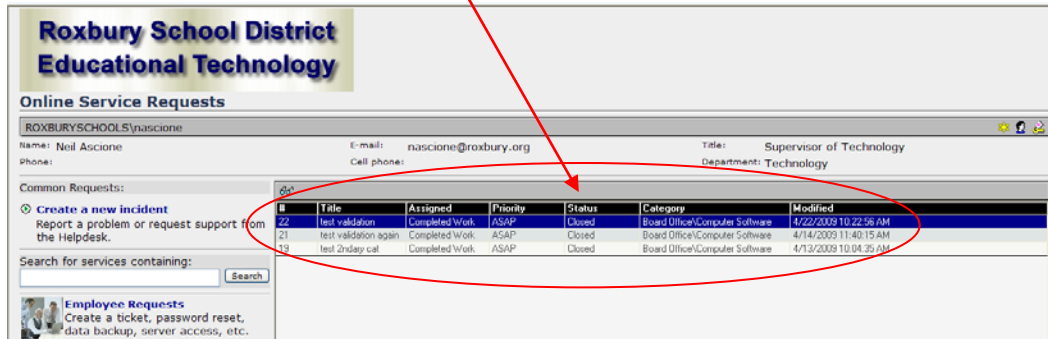
- The exact location of the computer/device in need of service. Whenever possible complete your service request from that same computer location.
- The exact nature of the problem and any steps that have already been taken to resolve it.

An attachment is purely optional. If you feel that a screenshot would be helpful in describing the issue then feel free to attach one. To do so just click on the paper clip and use the dialog box to locate the file to be attached.

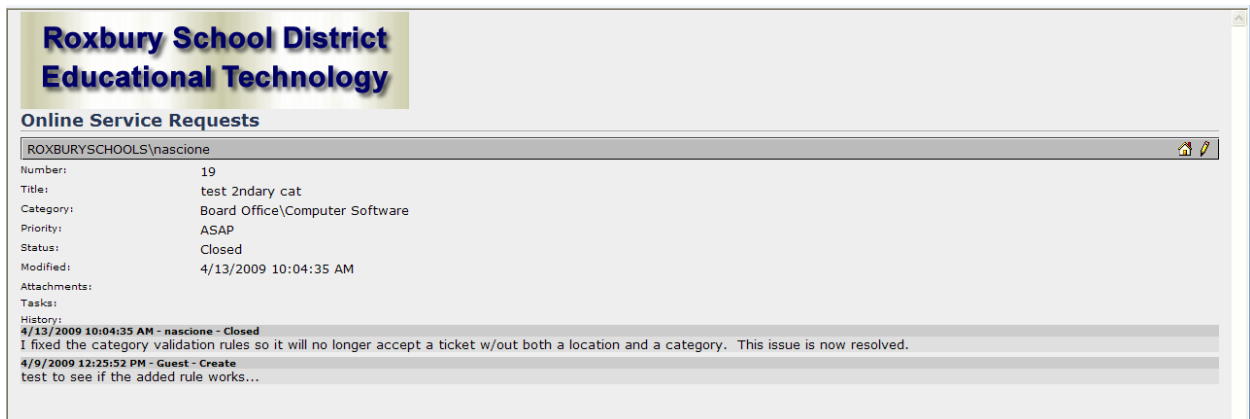
Click 'Ok' to send your request.

How can I check on the status of a request I made?

Just log-in to the system and you will see a list of your Service Requests. For more details on a particular request just double click to select it.



Anytime that an update is made to your request you will be able to see the details. Likewise, when a ticket is closed you'll be able to see the outcome.



That's how easy it is to use the new Online Service Request system 😊

One Last Thing... Please help us to help you!

Please be judicious in your use of the system – before opening a new ticket first check to see if you or the Computer Teacher/ Specialist at your school can help you to resolve it on your own.

Simple things to check first:

- For computers make sure that you have given it a full reboot – not just a new log-in but a full System Restart. Memory leaks accumulate over time and eventually strange things start to happen with your computers Operating System – a simple restart can work wonders!
- For printers make sure that you've got paper etc.
- Check that everything is properly connected and plugged in.

It might sound silly but you'd be surprised how many problems can be easily resolved by taking these simple steps. A system overloaded with erroneous requests takes valuable time away from our ability to support the priorities and educational objectives of the district – so your help in this process is greatly appreciated. Lastly, please know that all Service Requests are handled ASAP given the resources available to our department.

Neil Ascione
Supervisor of Technology