

Computer RX / Workorders

When you are having trouble with your computer and technology related equipment, please do the 2 following things. Many times these 2 items will clear up the problem:

- 1. Restart your computer.**
- 2. Make sure all of the power is on and the machines are plugged in.**

Once you have done the items above, then your next step is to enter a workorder directly into the online system.

Please gather the following information to submit the workorder.

Novell Login: eXXXXXX

Model of Computer: ie: Dell GX270 or GX260

NISD#: (6 – digit # with barcode!)

To enter the workorder directly on-line:

Open **Internet Explorer** and go to employee links and select **Intranet**.

Click on **Technology Workorder** on the right.

For **User ID**, enter your eXXXXXX number as your login. (Use the login that you use for Novell.) If you need help here and cannot get in – e-mail me to help you!

No password is required

Click on **Login**.

Click on **New Issue** on the left.

Fill out the form and click **Submit**. Remember to have the 6-digit NISD number, and note that the serial number is not required.

Once you have done this – ITS will be out within 5 working days be out to fix it.

Below is a table of who can help you with technology related issues!

CIT Help	ITS Help
ALL Gradespeed and CMS Problems Technology Integration Lessons Purchase Supplies & Equipment Training on How to Use Technology	Fix Computers Fix Monitors Fix TVs Fix VCRs Fix Printers Fix Keyboards Fix Mice