

HOW TO SUBMIT A WORK ORDER/TICKET

There are two ways to access the portal to submit a ticket.

1.) [Teacher Links \(Weebly\)](#) (First row, fifth icon)

NLMUSD WEB LINKS

Home Grades TK-5 Grades 6-8 Grades 9-12 Other Links **Teacher Links**

Google Search Password Reset Directions Self Service Reset Password Manager Staff Wi-Fi Access Instructions Computer/Web/App Tutorials

2018 Robotics & Coding Competition Results

[ITS Help Desk & Site Techs](#) <=<Click for support=> [PowerSchool & PowerTeacher Pro](#)

Click an image to open that website, or hover over it to see login info (if available).

SCROLL

Office 365 Collaborate with Office Online PowerSchool NORWALK LA MIRADA UNIFIED SCHOOL DISTRICT frontline Absence Management Formerly Aesop NLMUSD Technology Services Help C NLMUSD CyberSafety schoology Google Drive THINK central Welcome to Holt McDougal Online! i-Ready second step

2.) [Staff Resources Links](#)

NLMUSD UNIFIED SCHOOL DISTRICT

ABOUT US SCHOOLS SCHOOL BOARD DEPARTMENTS PROGRAMS **RESOURCES** STAFF CONTACT US

Staff Resources » Links

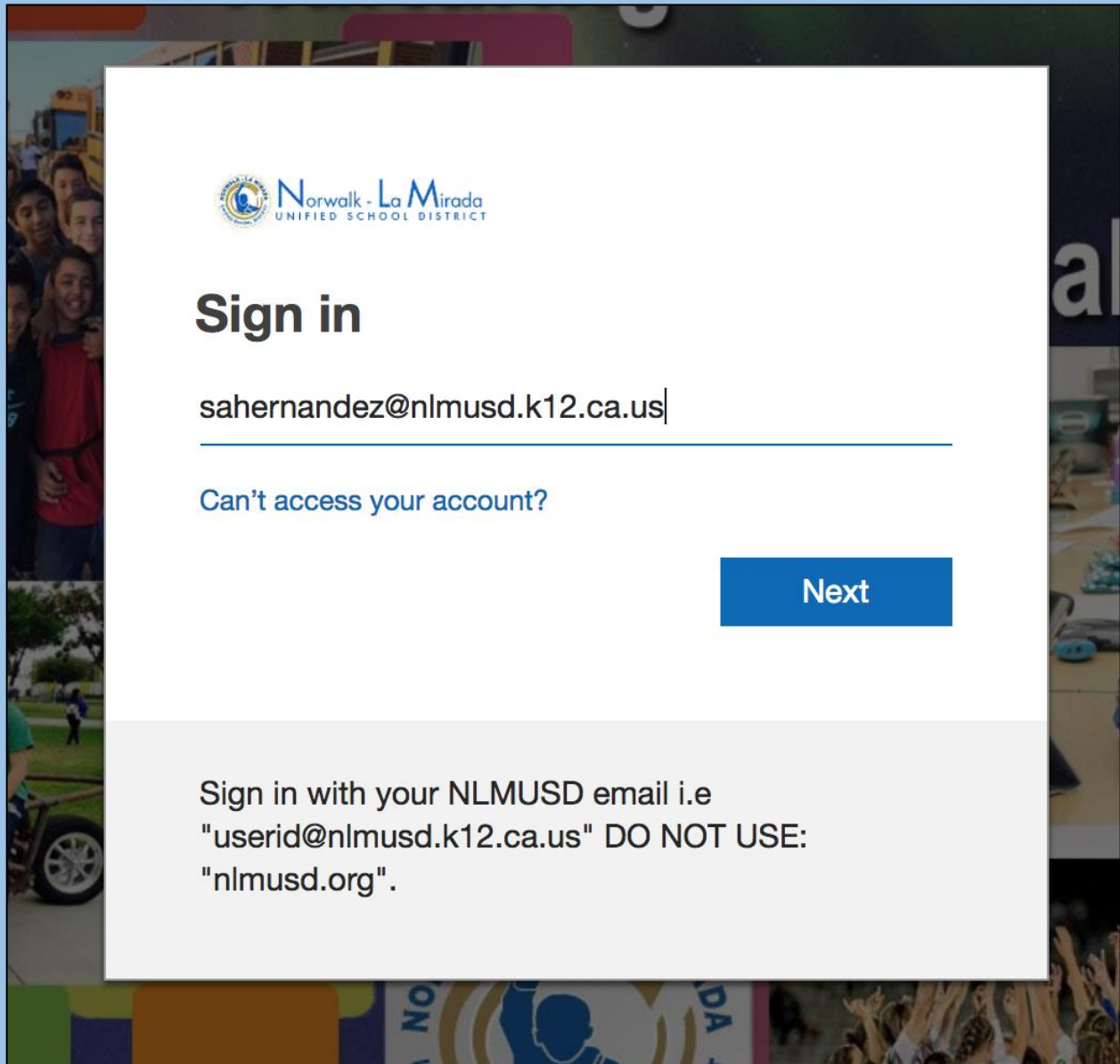
Links

Office 365 Email
Powerschool Administrative Portal
Powerschool Teacher Portal
Schoology
Technology Help Desk Work Order System.
Use your email login ID.

Community Resources
Parent Resources
Staff Resources
School Locator
Links

Absence Management System (AM)
Technology Services Help Desk Work Order System.
Login to Office 365 Email

This new system ties into our Office 365 (email). If you aren't already logged into it, it will ask for you to do so.



After logging in you should see this screen. Click on **Submit New Ticket**



NLMUSD Technology Services Help Desk



To create and track tickets or find knowledge base article - the IT Help Desk is here to help. Select from below to start the request process.

- [Submit New Ticket](#)
- [View My Tickets](#)
- [Knowledge Base](#)
- [Service Catalog](#)

Quick Tickets
Select from below to start the request process

- New Employee Setup**
- Email and Spam**
- Hardware Repair Request**
- Network Services**
- Event Setup**
- Software Help**

Quick Links
Use the following links to quickly navigate to frequently used items

- SchoolMessenger**
District Mass Communication Tool
- NLMUSD Weebly Web Links**
Commonly used web links for instruction
- School Site Technician Assignments**
Here is a listing of our school site technicians assigned by school site

Go ahead fill out the prompts as needed. The more information you provide the better we can assist you. Below are attached samples.



NLMUSD Technology Services Help Desk



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- [Submit New Ticket](#)
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- [Knowledge Base](#)
- [Service Catalog](#)

Submit new Ticket

Please fill out the details for your Ticket in the form below.



Requester Details

Requester*

Requester Email

Department

Location

Sublocation

Room Number

Requester Details

Requester*

Requester Email

Department

Location

Sublocation

Room Number

Requester Phone

Ticket Details

Title*

Priority

Category

Issue Type

Ticket Description

Description

Ticket Details

Title*

Priority

Category

Issue Type

Ticket Description



Description

Attachments

Select files...

Not pictured but when you are all done click on the submit button to, well submit the work order/ticket. Once you do that it will take you back to your ticket home screen. See below:

The screenshot shows the NLMUSD Technology Services Help Desk interface. At the top left is the logo for 'integrated technology services'. The main header reads 'NLMUSD Technology Services Help Desk' with a user profile for 'Sammy Hernandez' and the date 'Friday, July 27, 2018 10:47 AM'. Below the header are navigation links: 'Submit New Ticket', 'View My Tickets', 'Knowledge Base', and 'Service Catalog'. The main content area is titled 'View Submitted Tickets' and includes a 'CHECK YOUR TICKET STATUS' button. A table displays one ticket with the following details:

Actions	Case Id	Title	Category	Issue Type	Request Status	Assigned Staff
 	154	Can't Print	Printing/Scanning	Printer not working	Unassigned	Sammy Hernandez

Page 1 of 1 items

You will also receive an auto generated email with the details of your work order/ticket along with a case ID.