SCHOOL TOOLS
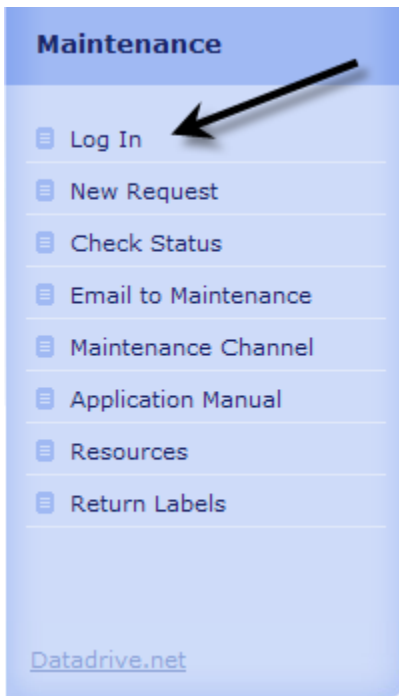
USER MANUAL

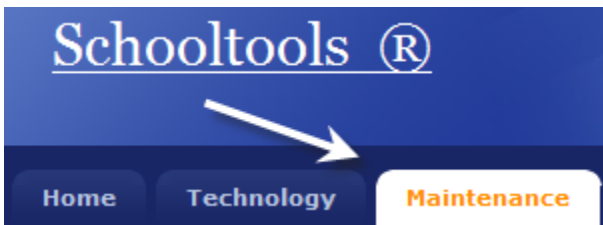# MAINTENANCE MODULE

MAINTENANCE SUPPORT

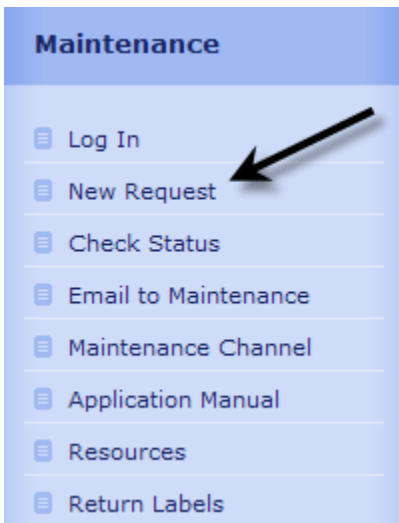The login area is only for system administrators.

To enter a new support request or check on the status of a request, click on the MAINTENANCE tab.
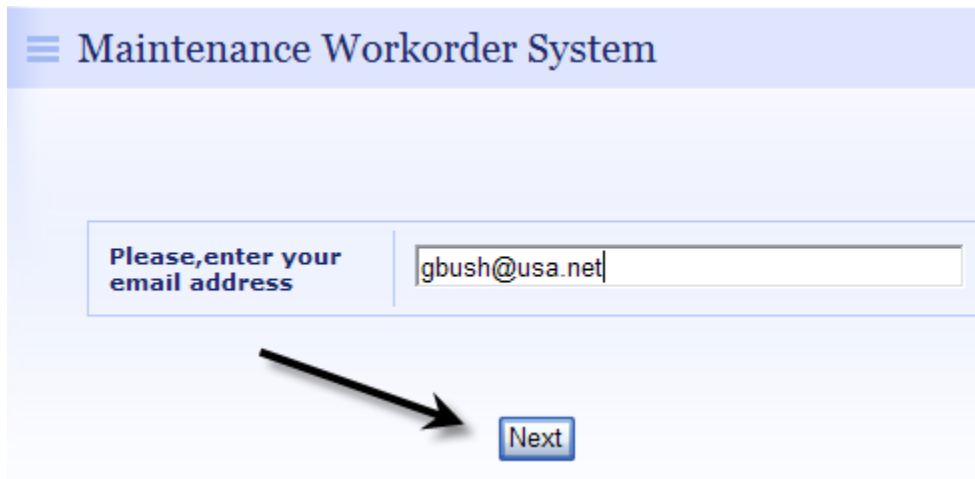

You will be taken to the Maintenance Work Order System page.

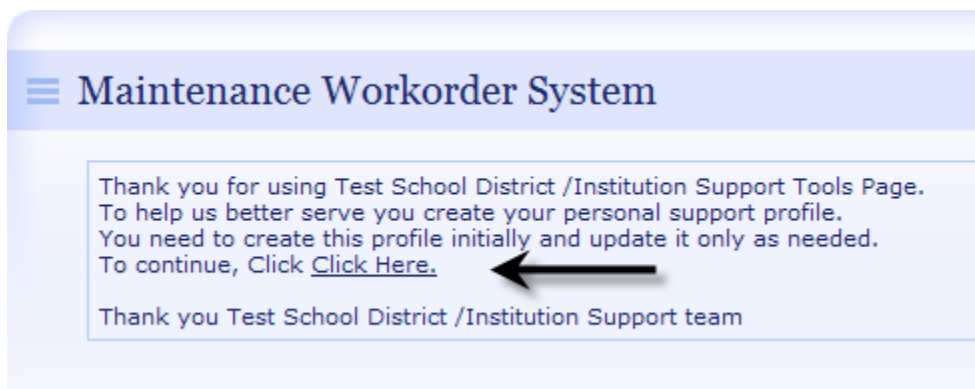To enter a new maintenance ticket, click on NEW REQUEST, from the menu on the right.

You are required to enter your email address prior to submitting a maintenance ticket.

Maintenance Workorder System

Please,enter your email address	gbush@usa.net

Next

Enter your email address and then click on NEXT.

The first time a ticket is entered in the system a USER PROFILE must be created.

Maintenance Workorder System

Thank you for using Test School District /Institution Support Tools Page.
To help us better serve you create your personal support profile.
You need to create this profile initially and update it only as needed.
To continue, Click Click Here.

Thank you Test School District /Institution Support team

Click on the CLICK HERE link to continue.

Fill out the following information:
1) Email Address (REQUIRED FIELD)
2) First Name (REQUIRED FIELD)
3) Last Name (REQUIRED FIELD)
4) Campus – Use the drop down to select the campus. If you are on more than one campus, select your primary campus. (REQUIRED FIELD)
5) Phone – Enter your school phone number. If you do not have a school phone, you could enter your mobile phone number. This field is not required.
6) Extension – Enter your school phone extension number. This field is not required.
7) Room – Enter your Room Number or Location. (REQUIRED FIELD)
8) System Operating System – Select your operating system from the drop down. The most common operating systems are Windows XP, Windows 2000 Professional, and Windows 98. If you do not know your operating system, right click on MY COMPUTER and left click on PROPERTIES. Click on the GENERAL tab. Your operating system is listed under the SYSTEM information. (REQUIRED FIELD)

Then click on NEXT.

Maintenance Workorder System

Update Personal Profile

Email Address	gbush@usa.net
First Name	GEORGE
Last Name	BUSH
Campus/Location	Administration ⌄ Current District : Administration
Phone	(888)888-8888
Extension	888
Room	101
System Operating System	Select OS ⌄ Current OS :Windows XP

Next

The following screen will appear:

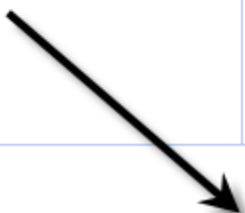## Maintenance Workorder System

Update Personal Profile

To continue Click Here

Click on HERE to continue.

Select an OBJECT PROBLEM from the drop down list. If nothing in the drop down identifies your problem, select OTHER. In the PROBLEM OR QUESTION DETAILS section, enter details about the problem that you are experiencing. When finished click on SUBMIT SUPPORT REQUEST.

☰ Maintenance Workorder System

Campus/Location	Administration
Full Name	GEORGE BUSH
Phone/Extension/Room	(888)888-8888 Ext. 888 Room: Ext. 101
Email Address	gbush@usa.net
Object Problem	A/C - Heater ▾
Problem or Question Details	My Air Conditioner is not working.|

Submit Support Request

You will receive the following message:

☰ Maintenance Workorder System

Thank you. Your Request for Support has been submitted succesfully. You will receive an Email Confirmation with the work order number.

The second time that you enter a ticket you will get the following page:

To enter your support request, click on the CLICK HERE link to the right of "TO SUBMIT A SUPPORT INCIDENT". If you need to change your profile, click on the CLICK HERE link to the right of "TO UPDATE YOUR SUPPORT PROFILE IF CHANGED".

To check on the status of a ticket, click on CHECK STATUS from the menu on the right.

From this page you can: print the ticket, add and review support files, view object problem, and view support team status notes. The status of the maintenance tickets are displayed in the STATUS column. For example: New Ticket, Acknowledge, Parts Ordered, On Bench, Closed, and Scheduled.

To PRINT detailed support status, click on the PRINT link in the TICKET column.

Maintenance WorkOrder No 10527

tech

Order Number	
	Work Order 10527
Date Time	08/19/2006 20:04
Reported by	John Doe
Location	High School
Phone	Room No:110 777-888-9999
Extension	1234
Email	john@doe.com
Object Problem	A/C - Heater
Problem Description	air conditioner not working.
Internal Notes	
Support By 1	Maintenance Demo
Support by 2	
Support by 3	
Order Status	Acknowledge
Comments	repaired thermostat
Date Fixed	08/18/2006
Hours Worked	1
Minutes Worked	45

To send the data to your local printer, click on the PRINT link at the top of the window. If the support team has added NOTES they will be displayed below the MINUTES WORKED field.

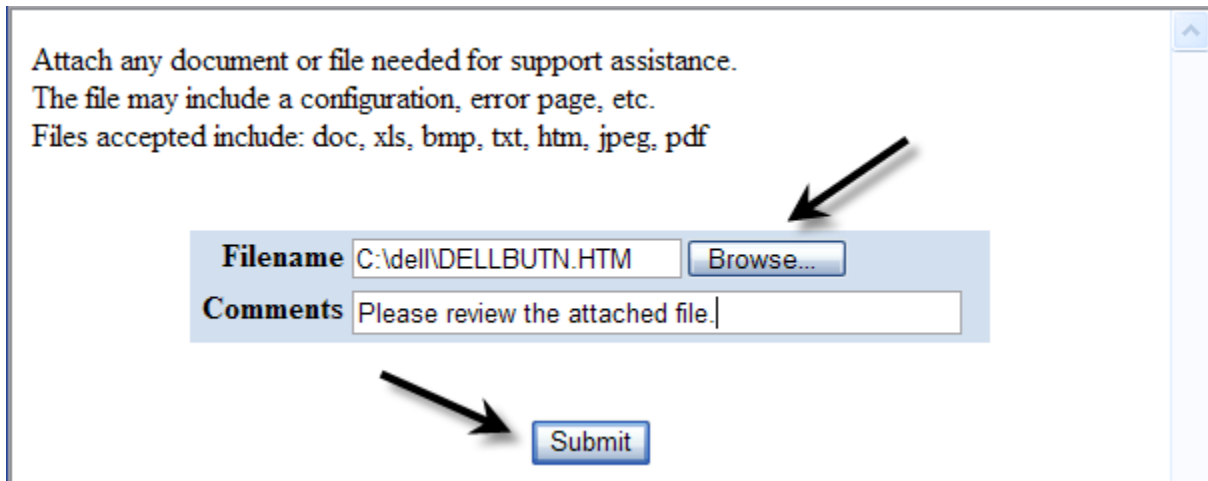To upload a file to the support team that is related to the ticket, click on the UP ARROW in the DOCUMENTS section.

Maintenance WorkOrder Status

Ticket	Documents	Entered	Object Problem	Status
11367 Print	↑ ↓	02/04/2007 12:17 GEORGE BUSH Administration GEORGE BUSH	Electric	New Ticket

You will get the following screen:

Attach any document or file needed for support assistance.
The file may include a configuration, error page, etc.
Files accepted include: doc, xls, bmp, txt, htm, jpeg, pdf

Filename C:\dell\DELLBUTN.HTM [Browse...]
Comments Please review the attached file.

[Submit]

Click on the BROWSE button to select the file on your local computer that you want to upload. This option is used by users to send a print screen to the support team. To send the Maintenance Team a print screen image, click on the PRINT SCREEN button, open WORD, select EDIT – PASTE. Save the document and then upload the file using the above screen. Next, enter a COMMENT that explains the file and then click on SUBMIT to upload the file.

** Filename can not have a space in the path.

Example:
Correct – c:\filename.doc
Incorrect – c:\my documents\filename.doc

To review uploaded file(s), click on the DOWN ARROW in the ATTACHMENTS section.

Maintenance WorkOrder Status

Ticket	Documents	Entered	Object Problem	Status
11367 Print	↑ ↓	02/04/2007 12:17 GEORGE BUSH Administration GEORGE BUSH	Electric	New Ticket

You will get the following screen:
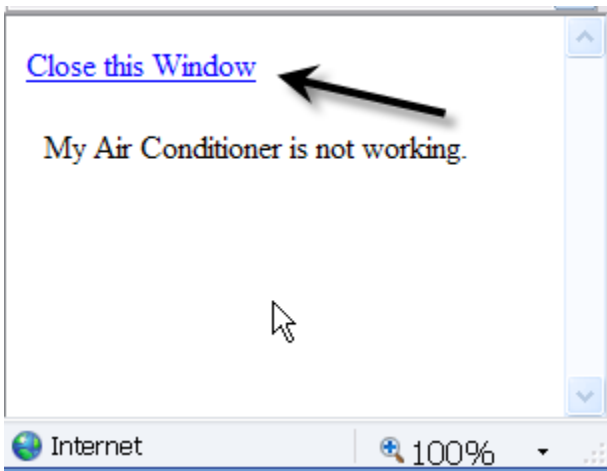
Support files related to the incident

Created	Attachment Name	file Type	Size	Comments	Submittedby
02/03/2007 01:46:PM	DELLBUTN.HTM	HTM	1204 KB	Please review the attached file.	Bill Clinton

To view the file, click on the FILE NAME in the ATTACHMENT NAME section.

The OBJECT PROBLEM is what you enter as the problem when you entered the support ticket. To view the OBJECT PROBLEM, click on the link in the OBJECT PROBLEM column.

Maintenance WorkOrder Status

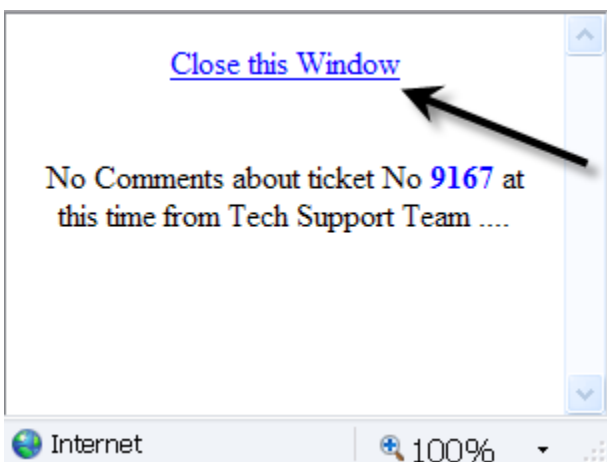| Ticket	Documents	Entered	Object Problem	Status
11367 Print	↑ ↓	02/04/2007 12:17 GEORGE BUSH Administration GEORGE BUSH	Electric	New Ticket

You will get the following screen:

Click on the CLOSE THIS WINDOW link to close the window.

The STATUS section displays the status of your ticket. When a new ticket is entered the status will display NEW TICKET. When the support team has opened the support request the following can be displayed: ACKNOWLEDGE, PARTS ORDERED, ON BENCH, IN PROGRESS, SCHEDULED, ON HOLD, and CLOSED.
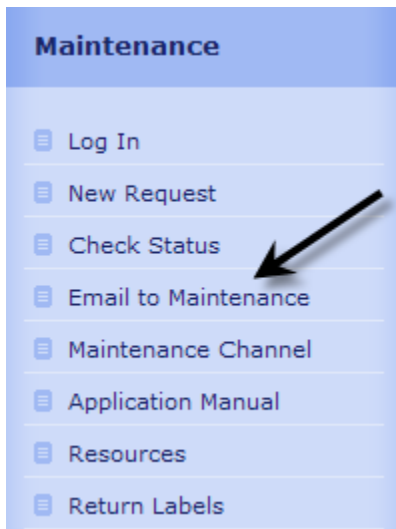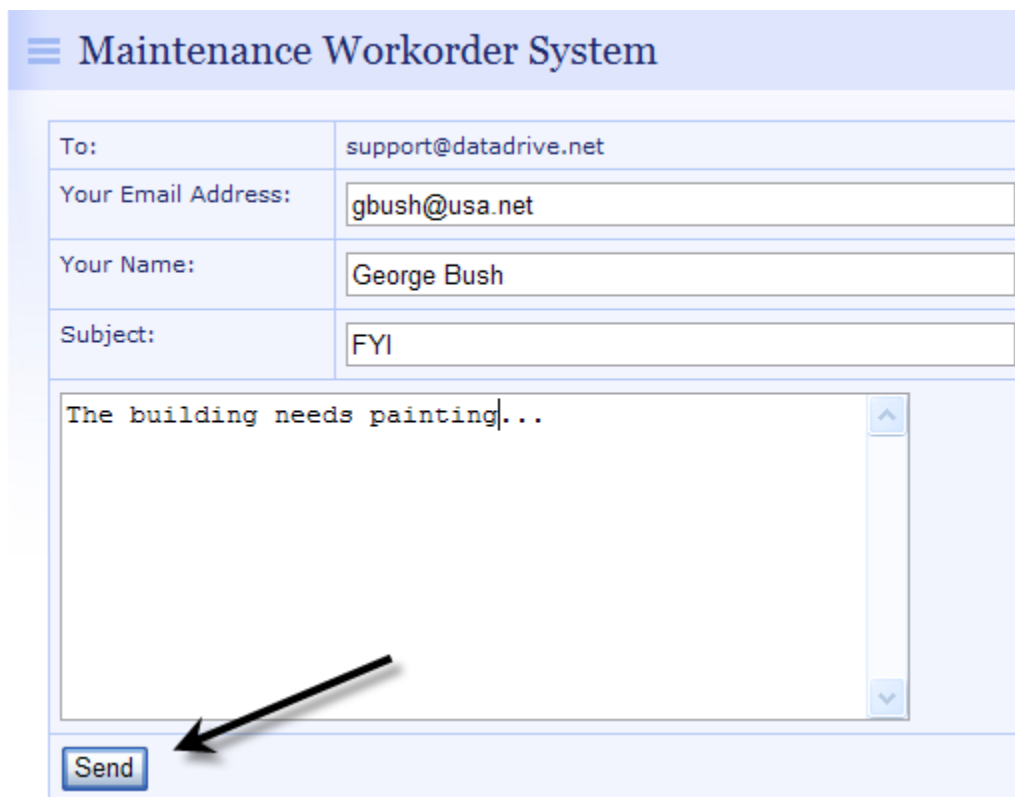

You will get the following screen:

Click on the CLOSE THIS WINDOW link to close the window.

EMAIL TO MAINTENANCE

To email the maintenance support staff, click on the EMAIL TO MAINTENANCE link.

Maintenance

- Log In
- New Request
- Check Status
- Email to Maintenance
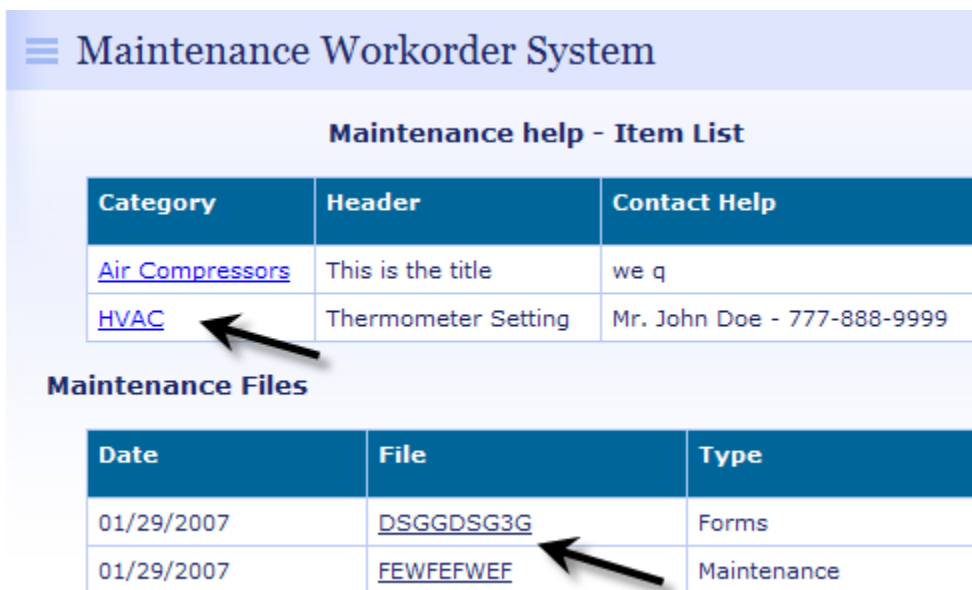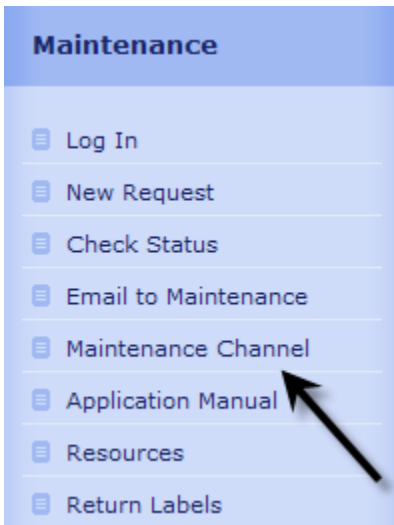- Maintenance Channel
- Application Manual
- Resources
- Return Labels

Enter your email address, name, subject, and message. To submit the email, click on SEND.

☰ Maintenance Workorder System

To:	support@datadrive.net
Your Email Address:	gbush@usa.net
Your Name:	George Bush
Subject:	FYI

The building needs painting...

Send

MAINTENANCE CHANNEL

The MAINTENANCE CHANNEL displays helpful information that has been uploaded by the maintenance support team. Links can be created to Maintenance Help and Maintenance Files. To display the information, click on the MAINTENANCE CHANNEL link from the maintenance support home page.

To display the Maintenance Help, click on the link in the CATEGORY section. To display the Maintenance File, click on the link in the FILE section.

To view or print the Maintenance Module manual click on the APPLICATION MANUAL link. The manual is in PDF format.

Maintenance

- Log In
- New Request
- Check Status
- Email to Maintenance
- Maintenance Channel
- Application Manual
- Resources
- Return Labels
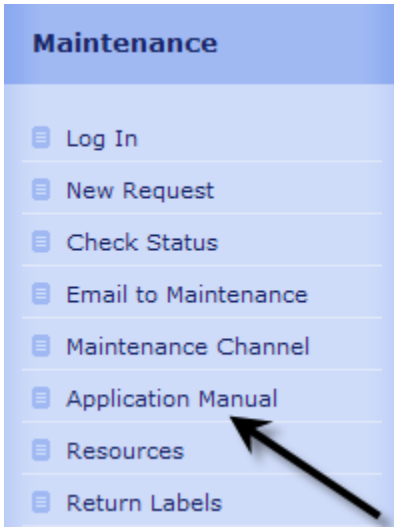
The RESOURCES link will give you links created by the Support Team and links to commonly used Search Engines.

Maintenance

- Log In
- New Request
- Check Status
- Email to Maintenance
- Maintenance Channel
- Application Manual
- Resources
- Return Labels
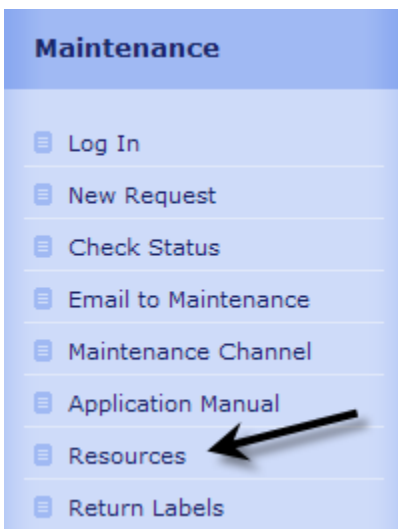
To use the Search Engine links, enter your search word(s) in the box and then click on GO. You can search the following categories: ANY, TITLE, TEXT, LINKS, and URL.

WebSite Links

Thanks you for visiting us! Here are a few of the sites around the web that we recommend.

URL	Site Description
Carrier Heating and Air Conditioning Maintenance	Carriers site for all of the products and services that our district purchases.
Ask TED Database Technology	Access school information of Texas schools.
Region 8 ESC Technology	This is a good link

Google		Any	Go

YAHOO!		Any	Go

msn		Any	Go

excite.		Web	Go

To create mailing labels, click on the RETURN LABELS link.

Maintenance

- Log In
- New Request
- Check Status
- Email to Maintenance
- Maintenance Channel
- Application Manual
- Resources
- Return Labels

Fill out the required information: Contact Name, Address, City, State, and Zip
Quantity – Number of mailing labels
Label Type – Avery equivalent number
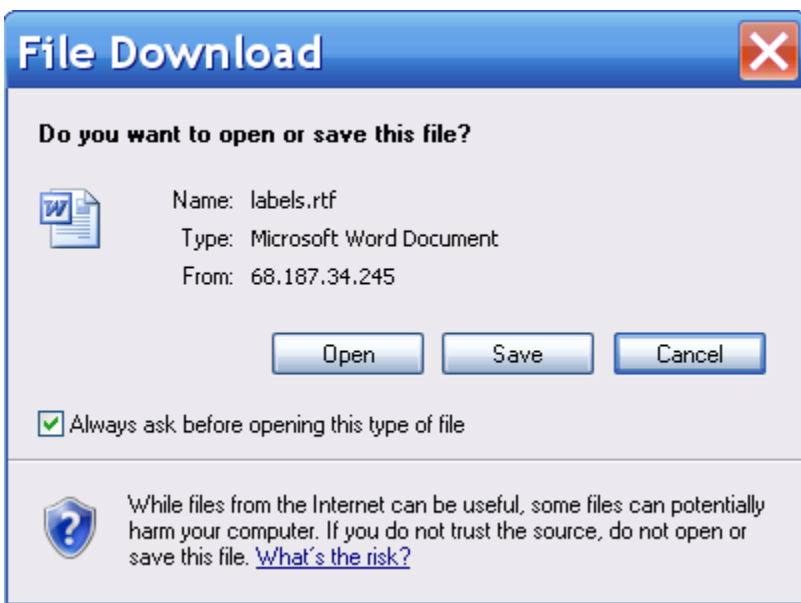Font Size – Font size you want on the label

Contact Name	John Doe
Address	1234 Main St.
City	Anywhere
State	TX
Zip	77777
Quantity	32
Label Type	5160
Font Size	10 (Betwwen 9 and 16)

Generate Return Labels

Click on GENERATE RETURN LABELS to create the mailing labels.

The following window will appear:

File Download

Do you want to open or save this file?

Name: labels.rtf
Type: Microsoft Word Document
From: 68.187.34.245

Open   Save   Cancel

☑ Always ask before opening this type of file

While files from the Internet can be useful, some files can potentially
harm your computer. If you do not trust the source, do not open or
save this file. What's the risk?

Open – Clicking on OPEN will open the mailing labels in Microsoft Word. Load your mailing labels in your printer and then PRINT.

John Doe 1234 Main St. Anywhere , TX 77777	John Doe 1234 Main St. Anywhere , TX 77
John Doe 1234 Main St. Anywhere , TX 77777	John Doe 1234 Main St. Anywhere , TX 77
John Doe 1234 Main St.	John Doe 1234 Main St.

Save – Clicking on SAVE will allow you to save the file. The default file name is LABELS.RTF.