

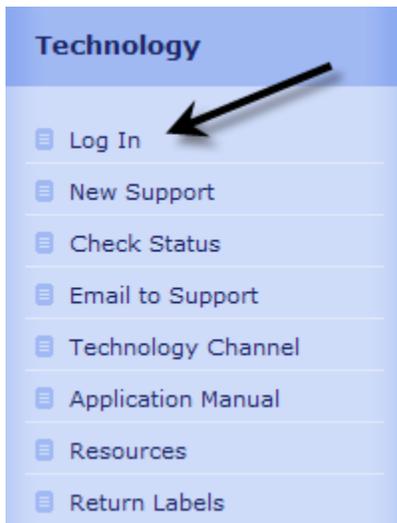
**SCHOOL TOOLS**

**USER MANUAL**

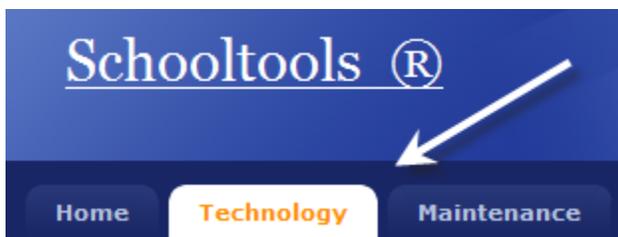
**TECHNOLOGY  
MODULE**

## TECHNOLOGY SUPPORT

The login area is only for system administrators.

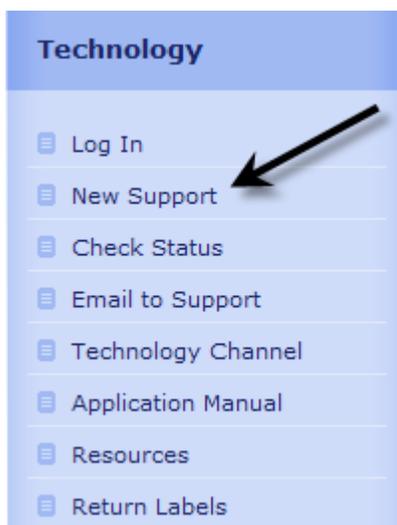


To enter a new support request or check on the status of a request, click on the TECHNOLOGY tab.

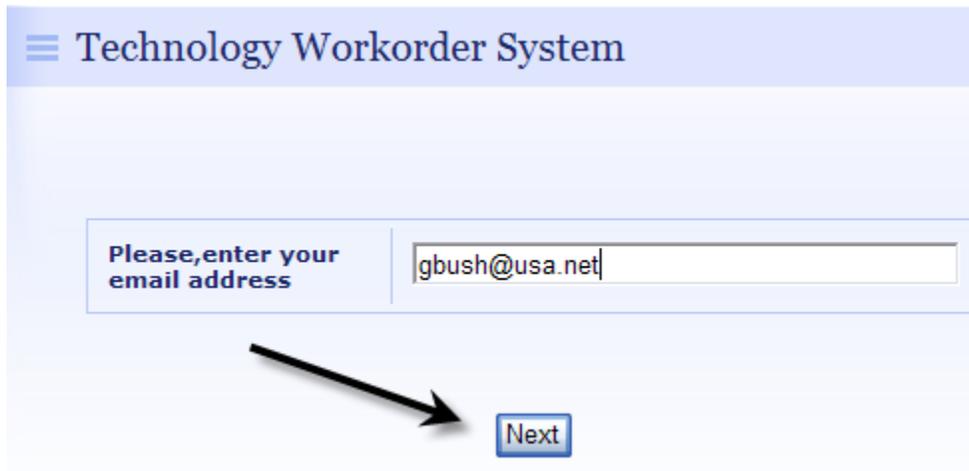


You will be taken to the Technology Work Order System page.

To enter a new technology ticket, click on NEW SUPPORT, from the menu on the right.



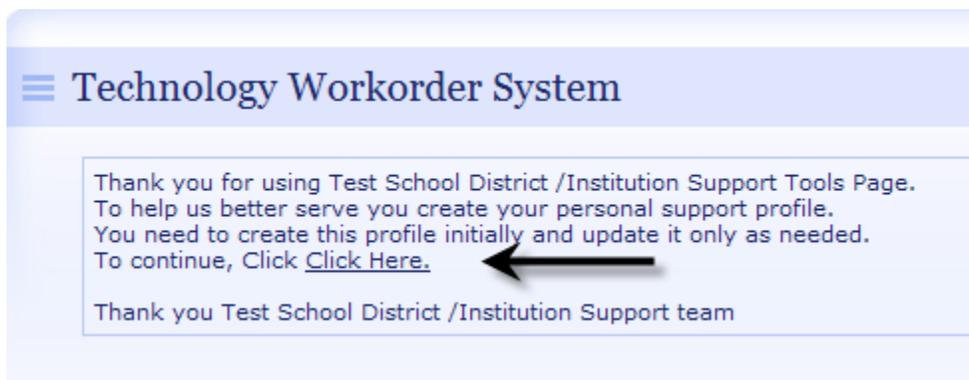
You are required to enter your email address prior to submitting a technology ticket.



The screenshot shows the 'Technology Workorder System' header. Below it is a form with a label 'Please, enter your email address' and a text input field containing 'gbush@usa.net'. A blue 'Next' button is positioned below the input field, with a black arrow pointing from the input field to the button.

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.



The screenshot shows the 'Technology Workorder System' header. Below it is a message box with the following text: '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.](#)' A black arrow points from the 'Click Here' link to the right. Below the message is the text '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.

## Technology Workorder System

### Update Personal Profile

<b>Email Address</b>	<input type="text" value="gbush@usa.net"/>
<b>First Name</b>	<input type="text" value="GEORGE"/>
<b>Last Name</b>	<input type="text" value="BUSH"/>
<b>Campus/Location</b>	Administration <input type="button" value="v"/> Current District : Administration
<b>Phone</b>	<input type="text" value="(888)888-8888"/>
<b>Extension</b>	<input type="text" value="888"/>
<b>Room</b>	<input type="text" value="101"/>
<b>System Operating System</b>	Select OS <input type="button" value="v"/> Current OS :Windows XP



The following screen will appear:

## Technology 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.

☰ Technology Workorder System

<b>Campus/Location</b>	Administration
<b>Full Name</b>	GEORGE BUSH
<b>Phone/Extension/Room</b>	(888)888-8888 Ext. 888 Room: Ext. 101
<b>Email Address</b>	gbush@usa.net
<b>Object Problem</b>	Email <input type="button" value="v"/>
<b>Problem or Question Details</b>	<div style="border: 1px solid #ccc; padding: 5px; min-height: 150px;">I can not receive email from Bill Clinton.</div>



You will receive the following message:

☰ Technology Workorder System

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

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



The screenshot shows the top section of the Technology Workorder System interface. It features a blue header with the text "Technology Workorder System" and a hamburger menu icon. Below the header, there are two buttons: "To submit a support incident [Click Here](#)" and "To Update your Support Profile If changed [Click Here](#)".

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.



The screenshot displays the main interface of the Technology Workorder System. It includes a header with the system name and a navigation menu on the right. The central part of the page features a table titled "Technology WorkOrder Status" with columns for Ticket, Documents, Entered, Object Problem, and Status. Two tickets are listed in the table, both with a status of "New Ticket". An arrow points to the "Check Status" option in the navigation menu.

Ticket	Documents	Entered	Object Problem	Status
<a href="#">9170 Print</a> Updated : 02/03/07 14:10:PM	↑ ↓	02/03/2007 02:10 GEORGE BUSH Administration	<a href="#">Email</a>	<b>New Ticket</b>
<a href="#">9167 Print</a> Updated : 12/30/99 00:00:AM	↑ ↓	01/18/2007 05:55 mk mk Administration	<a href="#">Application</a>	<b>New Ticket</b>

- Log In
- New Support
- Check Status
- Email to Support
- Technology Channel
- Application Manual
- Resources
- Return Labels

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 technology 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.

### Technology WorkOrder Status

Ticket	Documents	Entered	Object Problem	Status
<b>9167</b> <a href="#">Print</a> Updated : 12/30/99 00:00:AM	↑ ↓	01/18/2007 05:55 mk mk Administration	<a href="#">Application</a>	<b>New Ticket</b>



[Print](#)

### Technology WorkOrder No 9090



Order Number	 <b>Work Order 9090</b>
Date Time	10/12/2006 10:56
Reported by	Miguel Testaccount HS
Location	Administration
Phone	Room No: 903-123-4567
Extension	
Email	mkenedy@yahoo.com
Object Problem	Email
Problem Description	testing this email .... Notification email
Internal Notes	
Support By 1	High School
Support by 2	
Support by 3	
Order Status	Parts Ordered
Comments	
Date Fixed	11/09/2006
Hours Worked	0
Minutes Worked	15

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.

Technology WorkOrder Status				
Ticket	Documents	Entered	Object Problem	Status
<b>9167</b> <b>Print</b> Updated : 12/30/99 00:00:AM	↑ ↓ 	01/18/2007 05:55 mk mk Administration	<a href="#">Application</a>	<b>New Ticket</b>

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**

**Comments**

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 Technology 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.

Technology WorkOrder Status				
Ticket	Documents	Entered	Object Problem	Status
<p><b>9167</b> <u>Print</u></p> <p>Updated : 12/30/99 00:00:AM</p>	<p>↑ ↓</p>	<p>01/18/2007 05:55 mk mk Administration</p>	<p><a href="#">Application</a></p>	<p><b>New Ticket</b></p>

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	<a href="#">DELLBUTN.HTM</a>	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.

Technology WorkOrder Status				
Ticket	Documents	Entered	Object Problem	Status
<p><b>9167</b> <u>Print</u></p> <p>Updated : 12/30/99 00:00:AM</p>	<p>↑ ↓</p>	<p>01/18/2007 05:55 mk mk Administration</p>	<p><a href="#">Application</a></p>	<p><b>New Ticket</b></p>

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.

Technology WorkOrder Status				
Ticket	Documents	Entered	Object Problem	Status
<b>9167</b> <b>Print</b> Updated : 12/30/99 00:00:AM	↑ ↓	01/18/2007 05:55 mk mk Administration	<a href="#">Application</a>	<b>New Ticket</b>

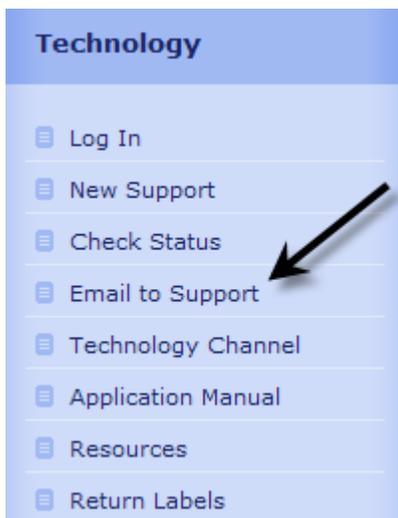
You will get the following screen:



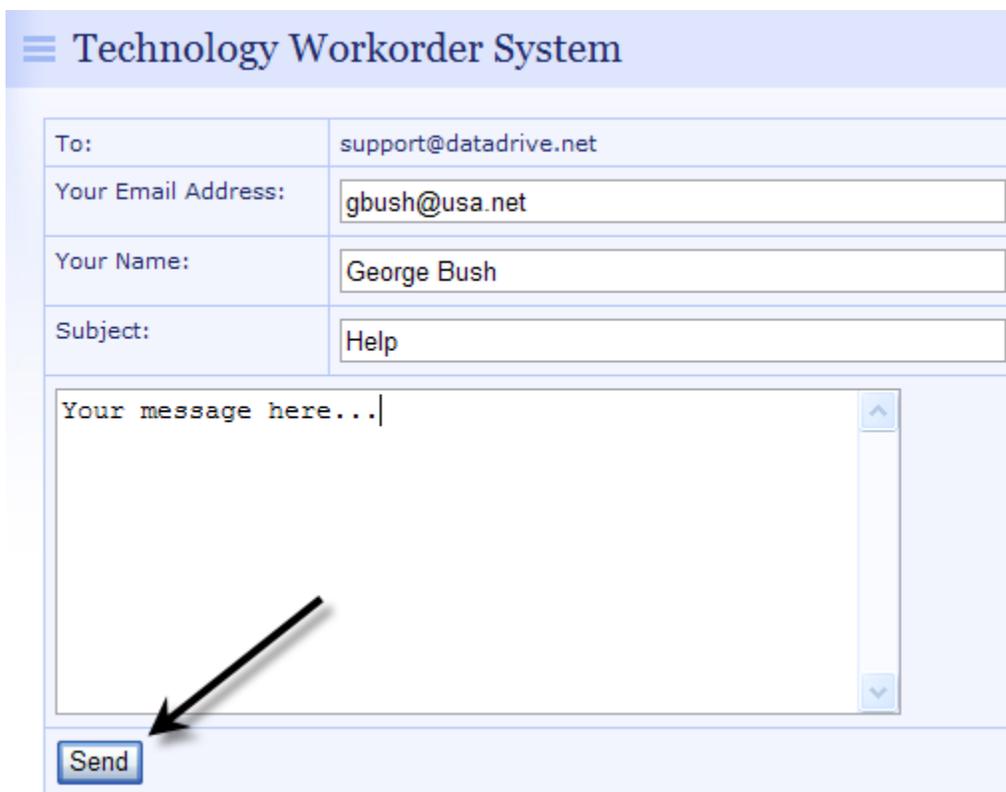
Click on the CLOSE THIS WINDOW link to close the window.

## EMAIL TO SUPPORT

To email the technology support staff, click on the EMAIL TO SUPPORT link.



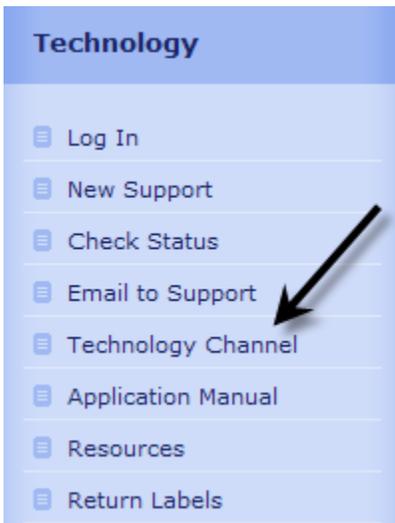
Enter your email address, name, subject, and message. To submit the email, click on SEND.



A screenshot of the "Technology Workorder System" email form. The form has a header with a hamburger menu icon and the text "Technology Workorder System". Below the header are several input fields: "To:" with the value "support@datadrive.net", "Your Email Address:" with the value "gbush@usa.net", "Your Name:" with the value "George Bush", and "Subject:" with the value "Help". Below these fields is a large text area for the message, containing the text "Your message here...". At the bottom left of the form is a "Send" button. A black arrow points to the "Send" button.

## TECHNOLOGY CHANNEL

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



The screenshot shows the "Technology Workorder System" interface. It features a header "Technology Workorder System" and a section titled "Techhelp - Item List". Below this is a table with three columns: "Category", "Header", and "Contact Help". The first row contains the link "Email Problem", the text "Can Not Send Email", and the email address "support@help.com". A black arrow points to the "Email Problem" link. Below the table is a section titled "Technology Files" with another table. This table has three columns: "Date", "File", and "Type". The first row contains the date "09/09/2006", the link "Technology Help File", and the type "Technology". A black arrow points to the "Technology Help File" link.

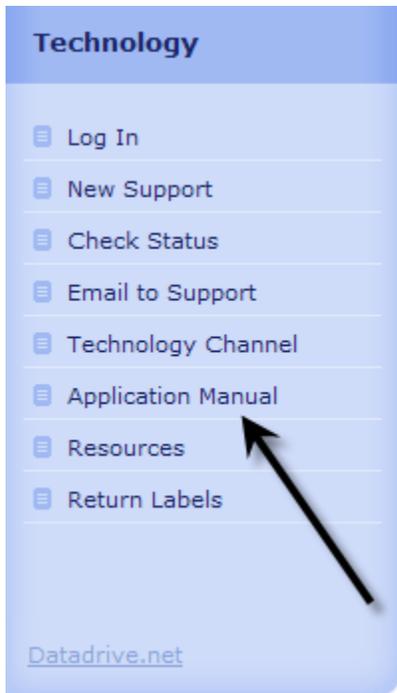
Category	Header	Contact Help
<a href="#">Email Problem</a>	Can Not Send Email	support@help.com

**Technology Files**

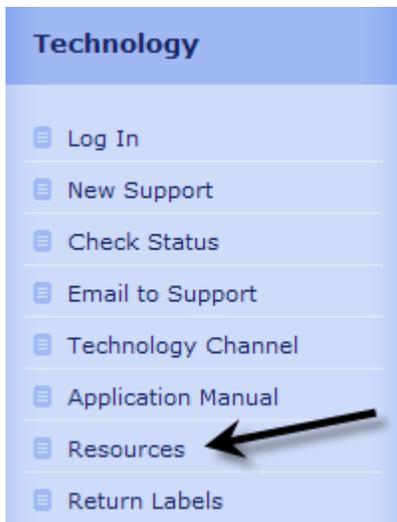
Date	File	Type
09/09/2006	<a href="#">Technology Help File</a>	Technology

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

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



The RESOURCES link will give you links created by the Technology Team and links to commonly used Search Engines.



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
<a href="#">Carrier Heating and Air Conditioning Maintenance</a>	Carriers site for all of the products and services that our district purchases.
<a href="#">Ask TED Database Technology</a>	Access school information of Texas schools.
<a href="#">Region 8 ESC Technology</a>	This is a good link

  Any

  Any

  Any

  Web

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

**Technology**

- Log In
- New Support
- Check Status
- Email to Support
- Technology 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

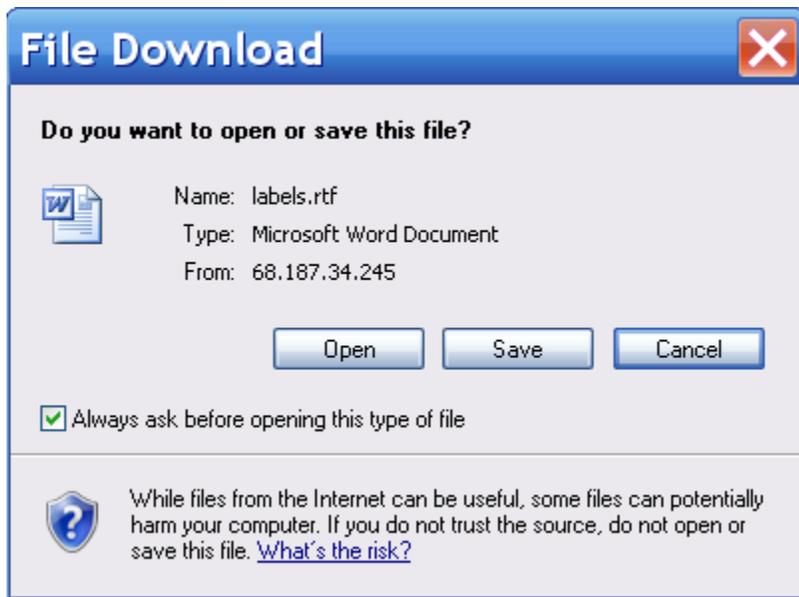
<b>Contact Name</b>	<input type="text" value="John Doe"/>
<b>Address</b>	<input type="text" value="1234 Main St."/>
<b>City</b>	<input type="text" value="Anywhere"/>
<b>State</b>	<input type="text" value="TX"/>
<b>Zip</b>	<input type="text" value="77777"/>
<b>Quantity</b>	<input type="text" value="32"/>
<b>Label Type</b>	<input type="text" value="5160"/> 
<b>Font Size</b>	<input type="text" value="10"/> ( Between 9 and 16 )



[Generate Return Labels](#)

Click on GENERATE RETURN LABELS to create the mailing labels.

The following window will appear:



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

<b>John Doe</b> <b>1234 Main St.</b> <b>Anywhere , TX 77777</b>		<b>John Doe</b> <b>1234 Main St.</b> <b>Anywhere , TX 77</b>
<b>John Doe</b> <b>1234 Main St.</b> <b>Anywhere , TX 77777</b>		<b>John Doe</b> <b>1234 Main St.</b> <b>Anywhere , TX 77</b>
<b>John Doe</b> <b>1234 Main St.</b>		<b>John Doe</b> <b>1234 Main St.</b>

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