July 10, 2012

TO: Pittsylvania County School Staff

FROM: Jeffrey B. Early, Ph.D., Assistant Superintendent for Operations

SUBJECT: Information Technology Work Orders

The web-based work order system for requesting Information Technology assistance has been updated. This new format is designed to allow more interaction between the technician and staff. Staff members using this new system will now receive e-mail notification that the work order has been entered into the system as well as follow up e-mails informing them of the status of their work order.   Additionally, this new system will route the work order request to the appropriate technician who can then directly contact staff should questions arise.

This new system provides interactivity between staff and technicians. Therefore, the staff member requesting the work to be done must be the one submitting the work order. The speed and efficiency that the new work order system provides depends on the accuracy of the request. The following pages detail how to easily and correctly submit work orders.

I hope you find this new system responsive to your needs. Please do not hesitate in contacting the Information Technology Department should you have questions or concerns relative to this issue.
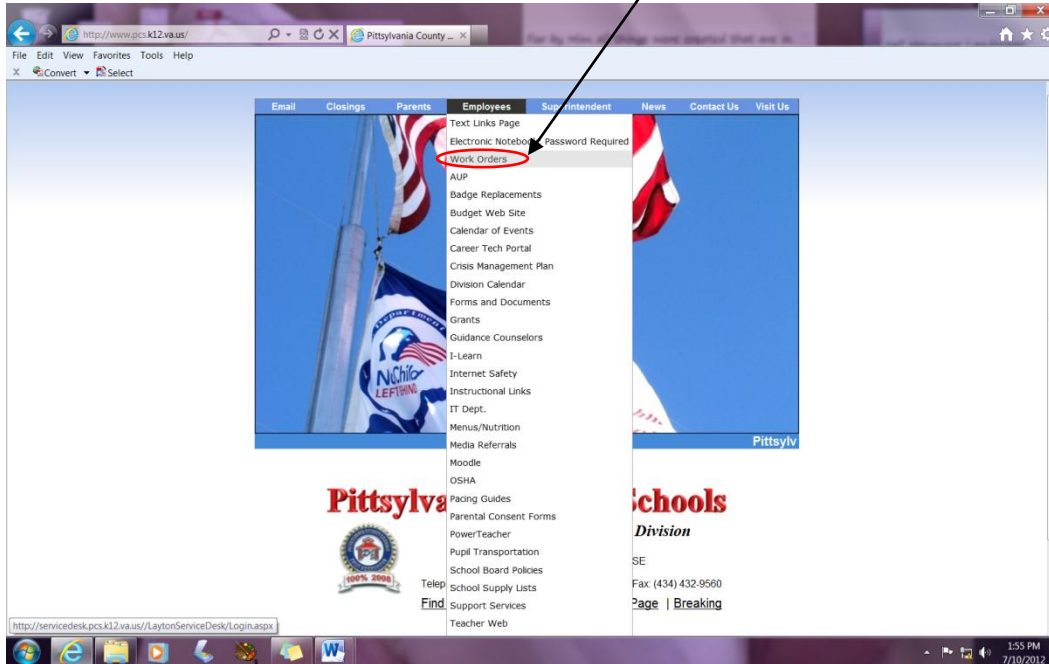
Attachment

PCS Work Order Set Up and Requests

ALL staff members should fill out their own work order so that questions and email responses will be directed to the person having the issue.
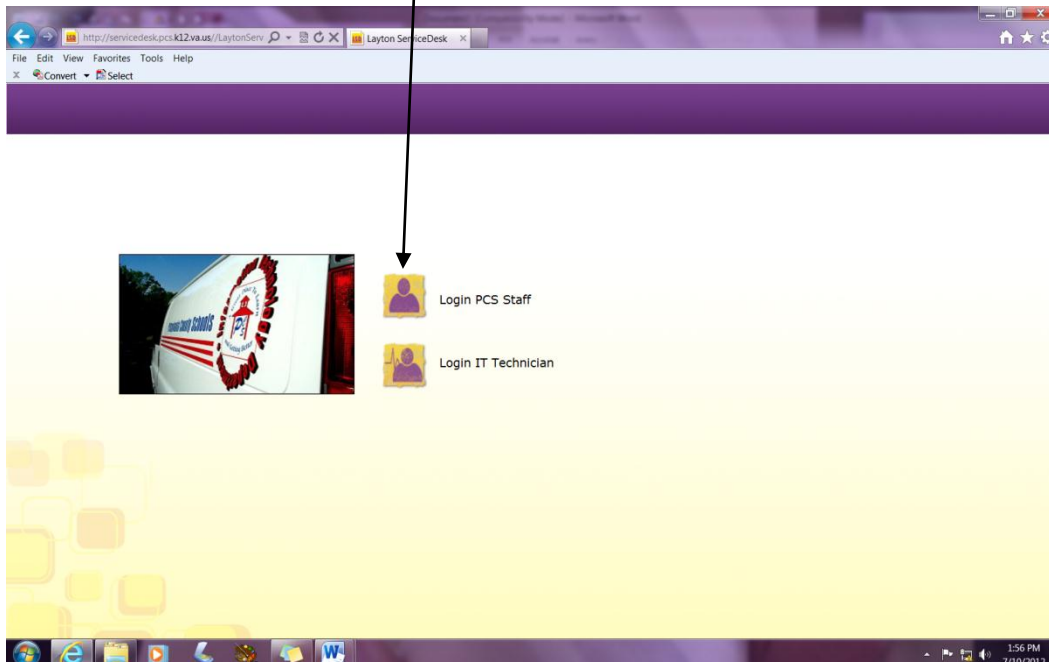
Log on at:
http://servicedesk.pcs.k12.va.us/LaytonServiceDesk/Login.aspx
(only available from a PCS computer.)
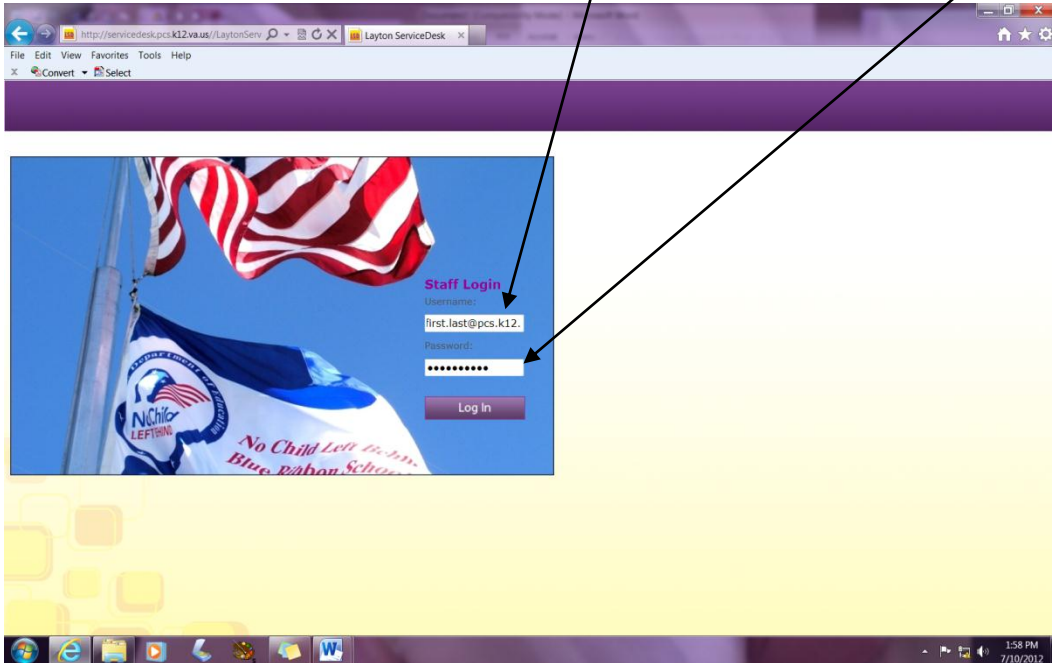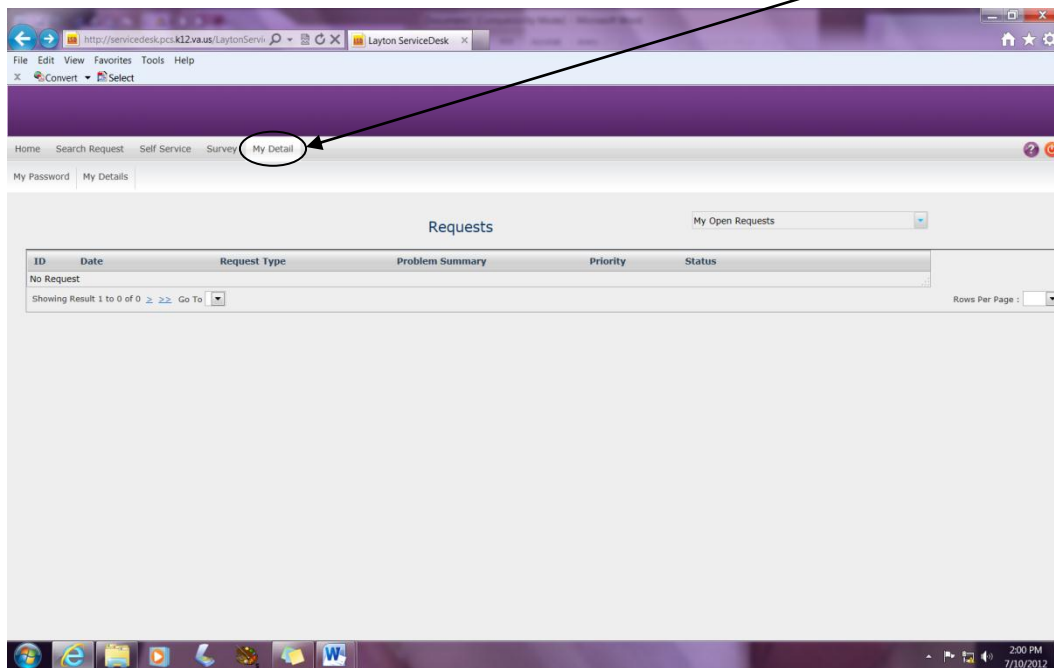Or go to PCS site, under Employees click **Work Orders**

Initial Logon:

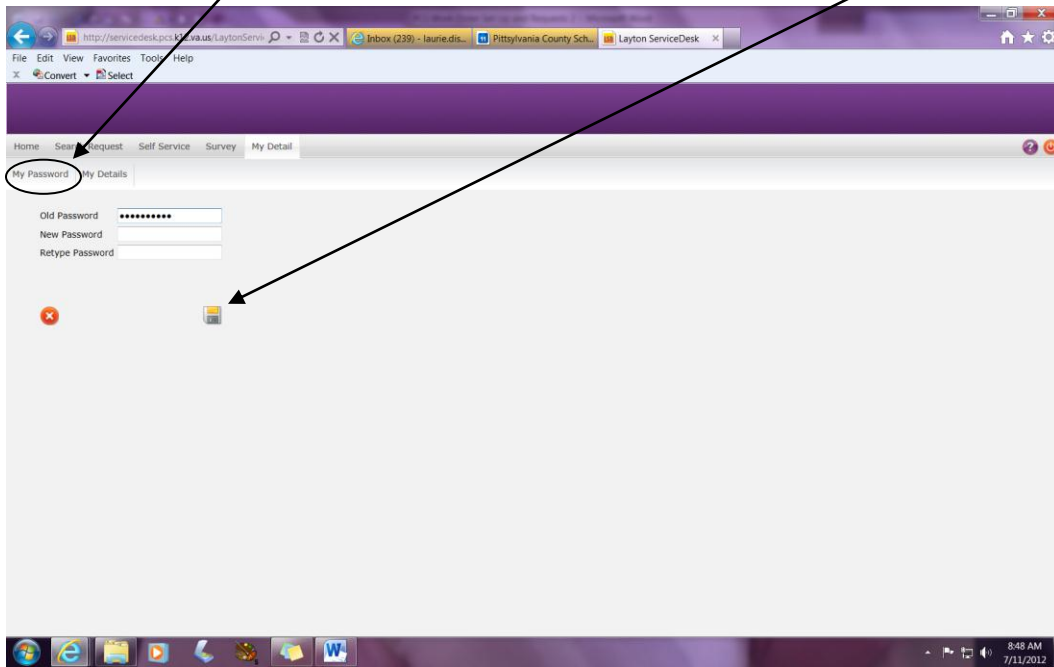Click on the **PCS Staff** login button

Enter your network username (typically firstname.lastname); use the password "@classroom" for your _first login only_.
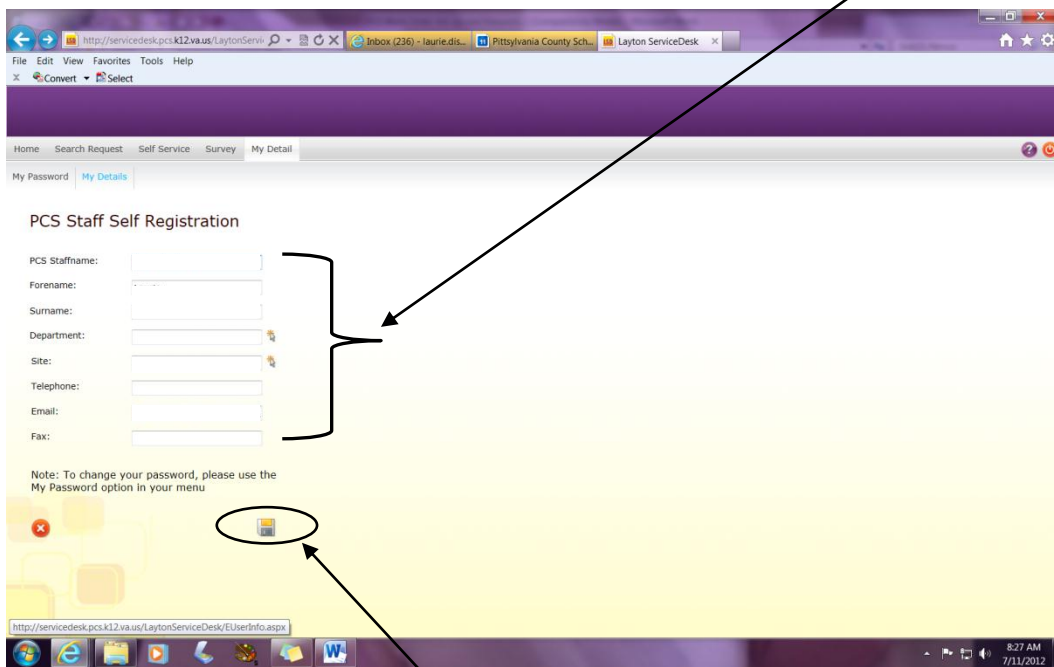

Please click on **My Detail** the first time you login to the work order system.

Click on **My Password** and change password. Click the diskette icon to save.

Click on **My Detail**, fill in your e-mail address, department and site/school.

Click the diskette icon to save settings.

Completion of this information on your initial login will insure that the proper technician receives your request in a timely manner and will enable the system to send you e-mail updates concerning the status of work orders you have submitted.
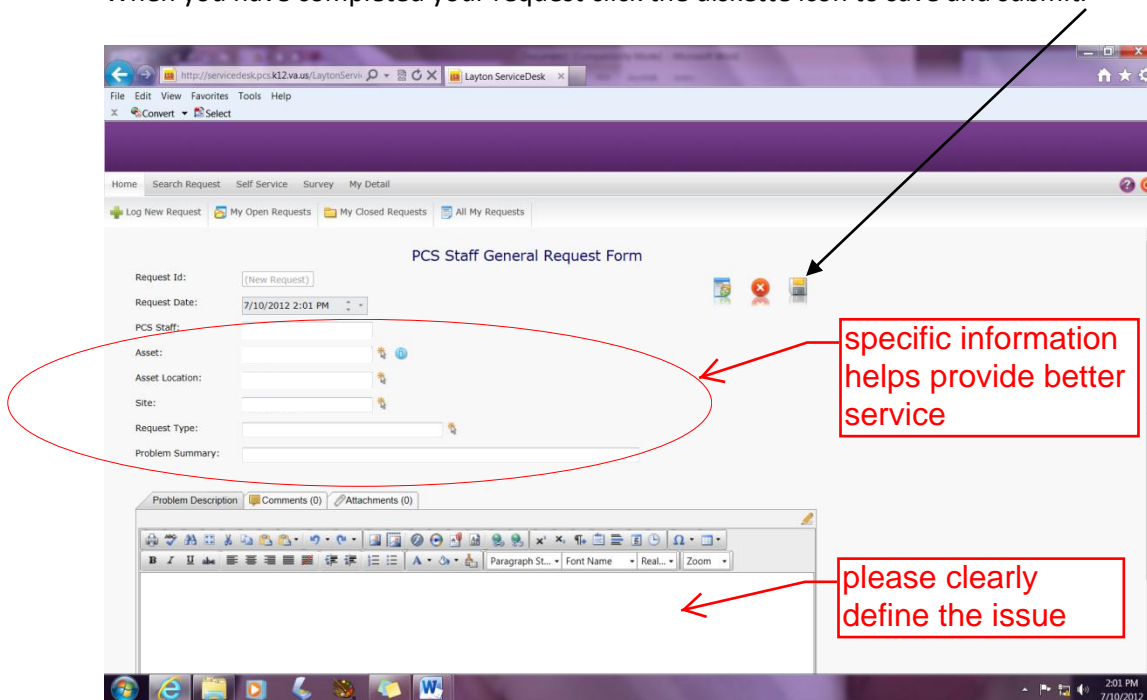
For subsequent logins, use your network username, (typically firstname.lastname), and new password (set in previous step).

To enter a Work Order

Click on **Log New Request**
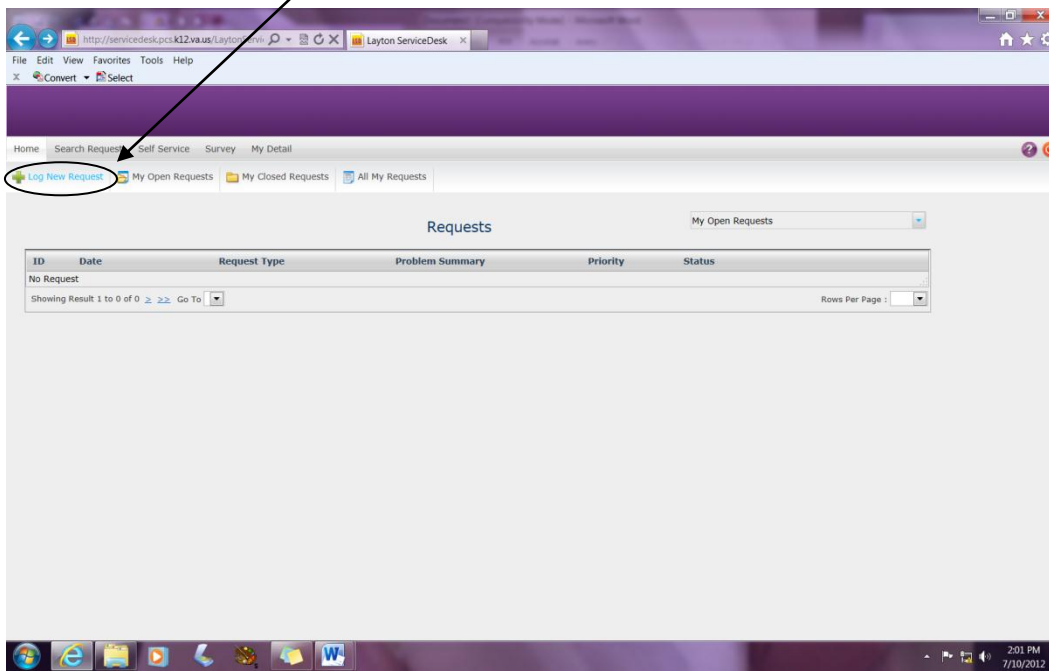
When you have completed your request click the diskette icon to save and submit.

specific information helps provide better service

please clearly define the issue

You should receive an e-mail notifying you of the status of request.