TrackIt Help Desk: Need Technology Help?

To better assist you, all support is centralized into a single system that all of our professional staff shares. TrackIt! is a help desk management system that allows end-users to submit online requests (work orders) for specific services. It also allows end users to edit and track the status of their work orders.

There are three ways to submit a work order:

Online	*Click Here*
Email	helpdesk@gram.edu
Call	274-6555

Your request will be logged into TrackIt Help Desk system, and you will receive an email to confirm your support issue. Your work order will be assigned to the appropriate technician. Our technicians are highly diverse and possess skills to allow for a broad range of technology support skills. The Information Technology Center strives to resolve requests as quickly as possible.

How to create a new work order?
How to view previous work orders?
How to complete your own work order?

To Create a New Work Order on the Web:

1. Click on Work Orders in the menu bar.

2. Click Add a New Work Order to open a new work order.

3. Enter a short summary of the problem in the Summary field. Your Requestor login links to the system inventory files to retrieve all relative information for the technician. Type a short description of the problem or request in the Summary field. You can add more details (if necessary) in the Description box at the bottom of the form.

4. Enter a phone number that the technician can reach you at during business hours.

5. Select the Priority, Work Order Type, Sub-Type, and Category from the options in the drop-down lists based on the type of action required. Your installation determines which options are available in these fields.

6. Click on ASAP or enter a requested completion date. The level of your service agreement affects the time allotted for resolution.

7. Describe the problem or request in more detail in the Description field.

8. If you want to include a screen capture, document, or anything else that may help explain your problem, click the Browse button to locate the file that you want to attach.

9. Click the Submit button to create a new work order in the system.

10. A Request Confirmation displays to confirm receipt of the work order and provide the work order number.

Viewing Previous Requests

With a click of the mouse, you can see all work orders currently in the system for your login (requestor).

To View a Previously Submitted Work Order:

1. Click on Work Orders in the menu bar.
2. Click on the Open Work Orders, Closed, or All tab to view your work orders in one of these groups.
3. Click on a Work Order Number to view the details of the request. Notice that you can add to the description of the work order, print the work order, and add an attachment to the work order.
4. Click on Back to Your Work Orders to close the detail view of a previous request and return to the list view.

The table below provides a description of each of the fields contained in a work order.

Work Order Fields **Field Name**	**Description**
Summary	A brief statement of the problem, issue, or request.
Type	General identifier for the request (e.g., hardware, software, configuration, training, etc.)
Subtype	More detailed identifier for the request (e.g., failure, upgrade, etc.)
Category	Greatest level of detail for the request (e.g., PC, Macintosh, hard drive, memory, monitor, etc.)
Requestor	Name of the user submitting the work order.
Date Entered	That date that the request is received is recorded here.
Priority	Set a priority code based on your company's business rules and Service Level Agreements (SLA) commitments.
Date Due	Enter or edit the date that the request should be completed.
Technician Assigned	The name of the technician assigned to resolve the work order.
Date Assigned	The date and time that the request was assigned to a technician or specialist for resolution.
Completed Date	The date and time that a resolution was reached.
Description	Text entered by requestor to describe the problem or request in more detail.
Resolution	A short description of what was done to resolve the issue. This field may include the requested completion date.
Status	The current condition of your work order (e.g., unassigned, assigned, completed, etc.)
Asset ID	A unique identifier for your specific asset.

Completing Your Own Self Service Work Orders

You can complete your own Self Service work orders in Track-It! Web. This is useful if you've found your own solution or want to cancel your work order.

To Complete Your Own Self Service Work Orders:

1. To find the work order you want to complete, click the Work Orders tab.
2. Click the Work Order number.
3. The Work Order details display.
4. Click the Complete Work Order link.
5. Enter a short description in the text box describing how you resolved the problem.
6. Click the Complete button.
7. A confirmation messages displays that your work order was completed.
8. Click the OK button.
9. The work order will be removed from your Open Work Orders list. You can click the Closed or All links to view the closed work order.