

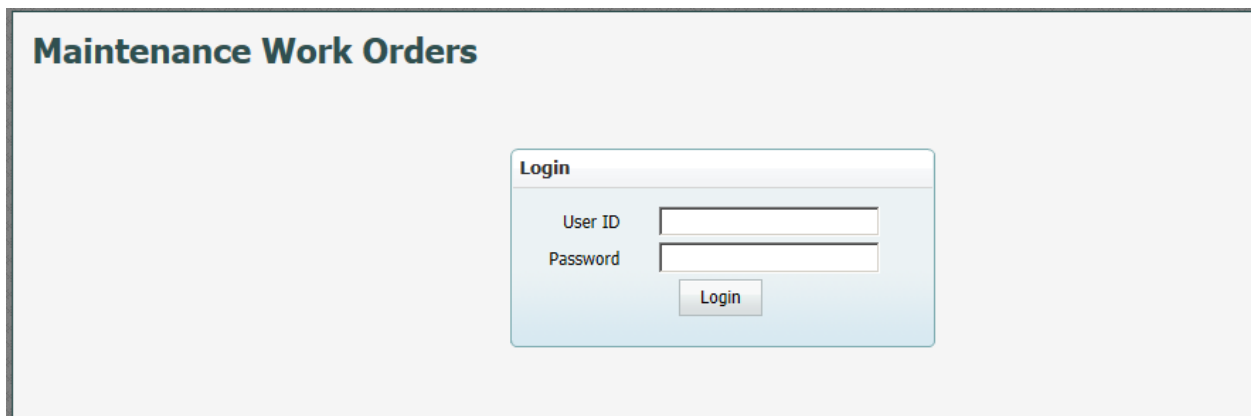
New Maintenance Service Desk

The Maintenance Department has set up a new site for service desk tickets and inventory. Beginning Monday, **February 3rd**, you will start logging your help desk tickets at <http://hopkins.kyschools.us/maintenance>. This link will also be available on the district website beneath the STAFF menu.



The screenshot shows the Hopkins County Schools website. At the top, there is a banner with the text "EVERY CHILD . EVERY EFFORT . EVERY DAY" and the Hopkins County Schools logo. Below the banner is a navigation menu with tabs for Schools, About us, Departments, Programs, Academics, Parents, Students, and Staff. The Staff menu is expanded, showing a list of links including Absences in Aesop, Aesop Online, Employee Discounts, FAQs Email Payroll Advices, FAQs Internet, FAQs Messaging Service, Infinite Campus Procedures, Maintenance Work Orders (highlighted), Staff Benefits, Staff eNewsletters, Staff Webmail, Teacher Resources, Teacher Webpage Login, Technology Integration Support, TTL4 Student Submission Form, and Technology Work Orders. On the left side, there is a "Quick Links" sidebar with a list of links such as Contact Us, News, Files & Documents, Calendar of Events, Staff Directory, Job Opportunities, Lunch Menus, Board Members, Driving Directions, Sports Calendar, School Calendar, Slideshows, Work Orders, and Video on Demand. The main content area features a "Mission Statement" section and two tabs for "News" and "Upcoming Events". The News section contains a "Background: School Calendar, Weather-Related Closures" article and a "High School Governor's Cup District Results" article.

This system is only available to school principals and their designated staff. Sign in using your network account and password.



The screenshot shows the "Maintenance Work Orders" login page. The page has a light blue background and a dark blue header with the text "Maintenance Work Orders". Below the header is a "Login" form with two input fields for "User ID" and "Password", and a "Login" button.

Once logged in, you will see your dashboard. Click on the Service Desk icon to enter a new work order.

Maintenance Work Orders Signed in as shari.winstead
Logout

Home Knowledge Base Service Desk

Welcome Shari
 Wednesday, January 29, 2014 1:13 PM
 Welcome to the self-service web portal.

SUPPORT CENTER STATISTICS	
Service Desk Requests Processed:	1
Service Desk Requests Open:	23
Knowledge Base Articles:	0

You have 1 open tickets as a Requester.
[New Service Desk Request](#)



* Session will end with 600 minutes of inactivity

Click the New Ticket button.

Maintenance Work Orders Signed in as shari.winstead
Logout

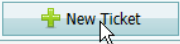
Home Knowledge Base **Service Desk**

Open
 Closed
 Pending
 All

SEARCH FOR...  

Ticket No.	Created On	Requester	Technician	Ticket Type	Priority	Due Date
1012	1/29/2014	shari.winstead	-	Delivery	-	-

ssdfsdfdsfadsfadsfasd



Standard Edition 9.1.1.0

The system will assign you a ticket number. Complete other four fields and click the Save & Close button.


Ticket Info (new) Attachments (0)

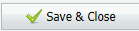

Ticket No. Location

Ticket Type

Brief Description

Details



You can go back in time and view or change or re-open any work orders in the system.

Maintenance Work Orders

Home Knowledge Base Service Desk

Open Closed Pending All

SEARCH FOR...  

The image shows a web interface for 'Maintenance Work Orders'. At the top, there are three navigation buttons: 'Home' with a house icon, 'Knowledge Base' with a first aid kit icon, and 'Service Desk' with a lifebuoy icon. Below these is a filter section with four radio buttons: 'Open', 'Closed', 'Pending', and 'All'. The 'All' button is selected, and a mouse cursor is pointing at the 'Closed' button. To the right of the filters is a search bar labeled 'SEARCH FOR...' with a magnifying glass icon and a refresh icon.