

# CREATING A WORK ORDER USING THE WEB PORTAL

The Cherwell Self Service Web Portal is the conduit through which staff will request Technology assistance and enter Operations Department work orders, as well as track the status of requests. The Web Portal can also be used to search for solutions to common problems. The instructions for making requests to either department are similar and illustrated below. You will find a shortcut has already been placed in your Internet Explorer Favorites. The website can also be accessed at <http://skinner/cherwellselfservice/windowslogin.aspx>. The site is currently only available from within the District network.

## Technology

- (1) Access the website using the Favorites link or the address above. The system will automatically log you in if you are using a valid login. The system will not recognize local, generic, student or classroom accounts. The web portal should be used for all requests, unless you are unable to access the website.
- (2) The main screen allows you to navigate the system and provides current system status information.

**Marple Newtown School District**

Logout MNSDNT\JViolanti

Home Create Incident View Recent Incidents View Open Incidents View Closed Incidents

Welcome to the Marple Newtown School District's

### Service Desk

From here you can view your open issues, create new issues, or request assistance from the IT or Operations Departments.

*You are now logged in.*

**Search for a solution**

Category: Any Category

Problem Description (Required)

Search for words in this description

Search for:

Search for these words

**Top Problems**

Top problems currently in progress on the Service Desk

There are no Top Problems.

Be sure to logout when you are done.

This feature searches the Knowledgebase for solutions to problems. Only used for Technology at this point. Helps you fix issues on your own.

If an issue (i.e. E-mail server down) is affecting a large segment of the District, it will be listed here.

- (3) To create a new request, click the CREATE INCIDENT link, indicated by the letter (A) above.

Department:

(4) Choose the Department (in this case IT)

Category:

- Administrative
- Hardware
- Internet
- MNSD Website
- Network
- Purchase Request
- Software
- Telephony

- (5) Choose a Category that matches (or closely matches) your issue

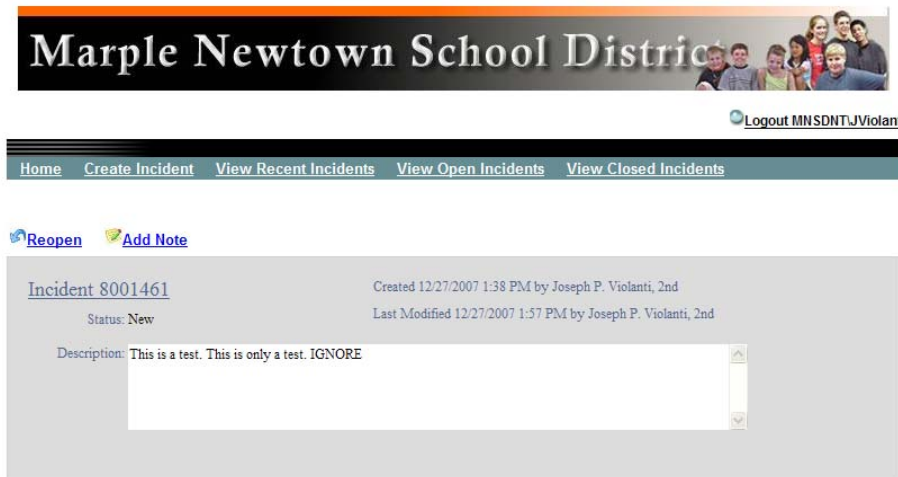
- (6) Each Category will have its own unique list of Item Types which helps to narrow down what the issue is related to.
- (7) Once you have made these three selections, a Description box will appear. This is where you provide detail about the issue you are having. The more information you can provide, the quicker your issue can be routed and resolved.  
A poor description would be: "My printer doesn't work."  
A better description would be: "My Epson XYZ123 ink jet printer prints out blank pages."
- (8) The next step is optional. If an error message or other dialog box is appearing on your screen and you take a "screen shot" of it (How do you take a screenshot you ask? Log into the Web Portal and perform a search on the problem description: How do I make a screenshot), you can attach that file to the ticket. Again, the more information we have, the quicker we can diagnose and resolve the issue.
- (9) Click SUBMIT ISSUE and your ticket has been created. Once it is assigned to a staff member, you will receive an e-mail notification. You can also use the Web Portal to track the status of an issue. You will see a confirmation screen with details about the submission, after you click SUBMIT ISSUE.

Category: Hardware

Type: -- Please Select --

Attachment

- Please Select --
- Audio-Visual Equipment
- Classroom Response System
- Desktop
- Digital Still Camera
- Digital Video Camera
- Document Camera
- Interactive Whiteboard
- Laptop
- LCD Projector
- Other
- Printer
- Server



## Operations

**NOTE: Your building principal (or their designee for handling Operations Work Orders) may have a different method for processing Operations work orders. You should check with that person prior to proceeding. The process described below is to be used by those buildings that wish to fully computerize the Operations Work Order process.**

- (1) Access the website using the Favorites link or the address above. The system will automatically log you in if you are using a valid login. The system will not recognize local, generic, student or classroom accounts. Obviously, you should use discretion and in the event of a severe emergency, should contact the appropriate staff person first and then complete a work request.
- (2) To create a new request, click the CREATE INCIDENT link.
- (3) Choose the Department (in this case Operations)

Department:

- (4) Choose a Category that matches (or closely matches) your issue
- (5) Once you have made these two selections, a Description and Availability box will appear. In the Description box, provide detail about the issue you are having. As with IT issues, the more

Category:

Attachment

- Boiler
- Carpentry
- Ceiling/Ceiling Tile
- Custodial/Cleaning
- Electrical
- Equipment
- Event Setup
- Fire Alarm
- Furniture
- General Maintenance
- Glass/Window
- Graffiti/Damage
- Grounds
- Health/Safety
- HVAC
- Key & Lock
- Lighting
- Painting
- Playground
- Plumbing
- Roof
- Security
- Vehicle Maintenance

information you can provide, the quicker your issue can be routed and resolved. In the Availability box, please provide information about when your room (or the area in which the issue exists) is available.

- (6) As with IT issues, you can submit a picture file if you have a digital camera and took a picture of the issue. Again, this is optional.
- (7) Click SUBMIT ISSUE and your ticket has been created. All Operations requests follow a chain of approval. It will first be reviewed by your building Principal. If escalated, it will be reviewed by the Director of Operations. Once reviewed and approved by the Director of Operations, the Coordinator of Facilities will assign the request to a staff member. For Gauntlett Center staff, all requests will be forwarded to the Director of Operations for review.

**Checking the Status of an Open Incident** You can track the progress of an open incident and review what has been taking place to resolve the issue, at any time.

- (1) Access the website using the Favorites link or the address above. The system will automatically log you in if you are using a valid login. The system will not recognize local, generic, student or classroom accounts.
- (2) Click the VIEW OPEN INCIDENTS link, indicated by letter B on the first page of this document.
- (3) All of your OPEN (unresolved) incidents will be displayed. This screen will summarize both IT and Operations requests.

### Open Incidents

[Incident ID 8001463](#), [Status New](#), [SubCategory Carpentry](#)  
TEST TEST TEST [Withdraw](#) [Add Note](#)

[Incident ID 8001461](#), [Status Awaiting Assignment](#), [SubCategory Hardware](#)  
This is a test. This is only a test. IGNORE [Withdraw](#) [Add Note](#)

[Incident ID 8001438](#), [Status Assigned](#), [SubCategory Administrative](#)  
TEST TEST IGNORE TEST TEST [Withdraw](#) [Add Note](#)

[Incident ID 8000196](#), [Status Assigned](#), [SubCategory Software](#)  
Need to create fields to track Administrative functions [Withdraw](#) [Add Note](#)

[Incident ID 8000021](#), [Status In Progress](#), [SubCategory Software](#)  
Data export for elementary teachers for use in Earobics [Withdraw](#) [Add Note](#)

[Incident ID 8000088](#), [Status Assigned](#), [SubCategory Hardware](#)  
Dell 4600 (Chalmers) reporting memory errors. Error code E0CF5 - Log Disable  
SBE [Withdraw](#) [Add Note](#)

- (4) Clicking the Incident ID hyperlink will provide more information about the request.

[Reopen](#) [Add Note](#)

#### Incident 8001461

Created 12/27/2007 1:38 PM by Joseph P. Violanti, 2nd  
Last Modified 12/27/2007 2:50 PM by MNSD Service Desk

Status: Awaiting Assignment

Description: This is a test. This is only a test. IGNORE

#### Journals

[JournalTypeName Note](#), Created By MNSD Service Desk  
Details: Contacted manufacturer regarding replacement. Waiting for Return Authorization Number

[JournalTypeName Note](#), Created By MNSD Service Desk  
Details: Shipped back bad piece of memory. Manufacturer will send replacement when they receive bad memory. Estimate 3-4 days.

[Reopen](#) [Add Note](#)

Original request and notes

Status tracking items as work progresses to resolve the issue.

**Checking the Status of a Closed Incident** Once your issue has been resolved, the incident is closed and you will receive an e-mail notifying you of the resolution to the issue. To see more information about a closed ticket, choose the VIEW CLOSED INCIDENT link, indicated by letter C on the first page of this document. From there, the process to view additional information is the same as above, "Checking the Status of an Open Incident."