

Track-It 8 User Guide –

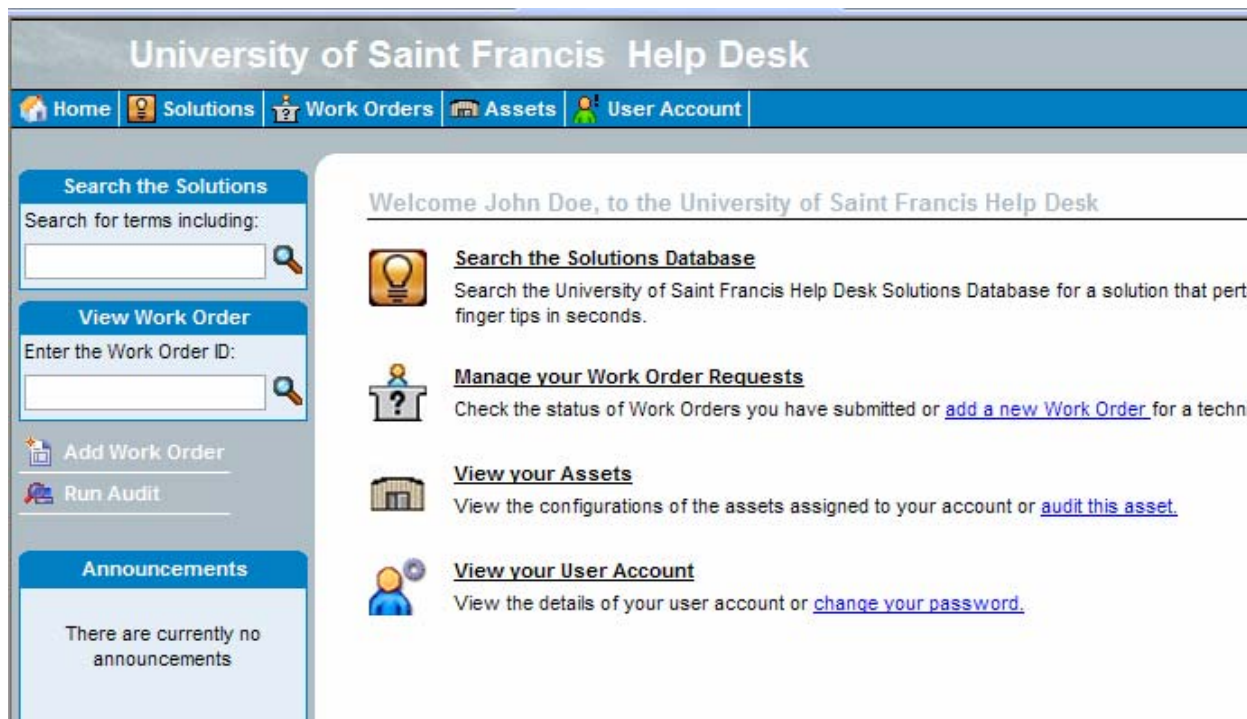
This guide will take you through the login process as well as submitting a work order to the USF Help Desk.

This is the Sign In screen. Please use your USF username and password.

For additional help with your USF username and password, please contact the Help Desk at x6027.



The image shows the Track-It 8 Sign In screen. At the top left is the NUMARA logo, and at the top right is the Track-It 8 logo. The main content area has a blue background with a white sign-in box. Inside the box, there are two input fields: "User Name:" and "Password:". Below the password field is a blue "Sign In" button. At the bottom of the sign-in box, there is a link: "Click here to log in as an end user with your windows login information".



The image shows the University of Saint Francis Help Desk dashboard. At the top is a navigation bar with links for Home, Solutions, Work Orders, Assets, and User Account. Below the navigation bar is a search box for solutions and a section for viewing work orders. The main content area is titled "Welcome John Doe, to the University of Saint Francis Help Desk" and contains several links with icons: "Search the Solutions Database", "Manage your Work Order Requests", "View your Assets", and "View your User Account".

University of Saint Francis Help Desk

Home Solutions Work Orders Assets User Account

Search the Solutions
Search for terms including:

View Work Order
Enter the Work Order ID:

Add Work Order
Run Audit

Announcements
There are currently no announcements

Welcome John Doe, to the University of Saint Francis Help Desk

- Search the Solutions Database**
Search the University of Saint Francis Help Desk Solutions Database for a solution that pertains to your problem in seconds.
- Manage your Work Order Requests**
Check the status of Work Orders you have submitted or [add a new Work Order](#) for a technician.
- View your Assets**
View the configurations of the assets assigned to your account or [audit this asset](#).
- View your User Account**
View the details of your user account or [change your password](#).

Here is the default screen for Track-It. From this screen you can search for common solutions, view your account details, and manage your work orders. Help Desk announcements are also located on this screen.

To add a new work order:

1. Click on **Add Work Order** located on the left hand side of the screen or under Manage your Work Order Requests.
2. The screen below will appear. Fill in the appropriate information including priority and type.

The screenshot shows the 'University of Saint Francis Help Desk' interface. At the top, there is a navigation bar with links for Home, Solutions, Work Orders, Assets, and User Account. On the left side, there are three main sections: 'Search the Solutions' with a search box, 'View Work Order' with a search box for the Work Order ID, and 'Announcements' which currently shows 'There are currently no announcements'. Below these are two buttons: 'Add Work Order' and 'Run Audit'. The main content area is titled 'Work Order REQUEST' and contains the following elements: a note to fill out the form completely, a link to 'Back to Your Work Orders', and a form with the following fields: 'Summary (*)', 'Call Back Number', 'Priority' (a dropdown menu), 'Type (*)' (a dropdown menu), 'Description (*)' (a large text area), and 'Attachment' (a text box with a 'Browse...' button). A 'Submit' button is located at the bottom right of the form. A note at the bottom left of the form states '(*) Denotes a required field.'

New: You may also include attachments in order for the Help Desk staff to better assist you. To include a screen shot, press the print screen button labeled **PrtSc** or **Print Scrn**. Now open MS Word and choose **Edit > Paste**. **Save** the document in order to attach the screen shot to the work order.

University of Saint Francis Help Desk

Home Solutions Work Orders Assets User Account

Search the Solutions

Search for terms including:

View Work Order

Enter the Work Order ID:

Add Work Order

Run Audit

[Back to Your Work Orders](#)
[Add to Work Order description](#)
[Close Work Order](#)
[Print this Work Order](#)

Request Confirmation

Your request has been successfully submitted.

Work Order Number: 28741

Summary: Dummy Work Order

Id:	28741
Summary:	Dummy Work Order
Type:	Printer
Requestor:	John Doe
Call Back Number:	6024
Date Entered:	5/30/2007 11:50 AM
Priority:	Normal (2 Days)
Expected Completion Date:	
Technician Assigned:	
Date Assigned:	
Completed Date:	
Description:	5/30/2007 11:50 AM by jdoe - My printer won't print
Technician Notes:	
Resolution:	
Status:	Open
Asset ID:	

No File Attachments Found. [Add an attachment](#)

Once you have submitted the work order, you will receive this screen giving you a confirmation. You can edit, close, or print this work order by choosing one of the options along the top. If you are done managing this work order, click **Back to Your Work Orders**.



Your Work Order Requests

[Add a new Work Order](#)

Open Work Orders		Closed	ALL
ID	Summary	Priority	
28741	Dummy Work Order Date Entered: 5/30/2007 11:50 AM	Normal (2 Days)	

[Add a new Work Order](#)

You will notice your open work order under the Manage Your Work Order Requests page. A technician will be contacting you as soon as someone is available.

Finally, don't forget to **Sign Out** when you are finished.

A complete user guide is available by pressing **Help**.

