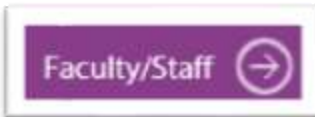


Creating a work Order

From the Saddleback Home Page, select Faculty and Staff



Select IT Work Order Request Systems

IT Work Order Request Systems

[District-wide Support Portal \(work order\) - \(How to Instructions !\[\]\(f58128c41dc307543fa2591fa073e87a_img.jpg\)](#))

Use this system to submit support request to:

- Audio/Visual Department for events and classroom AV repair.
- Technology Services for hardware/software and website support.

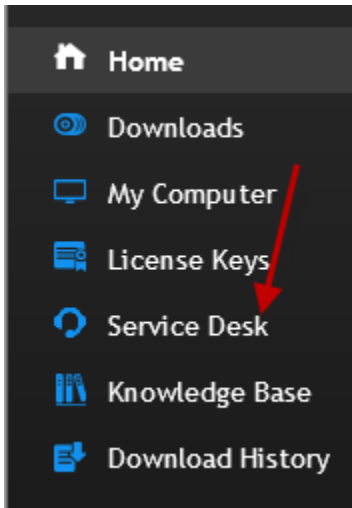
Enter your Log on ID and keep the Organization as District-wide Support Requests

Login ID: Password:

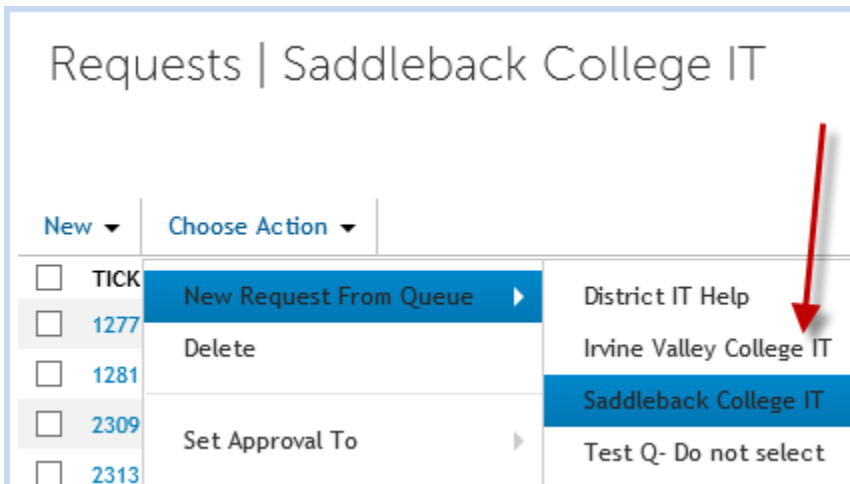
Organization:

Login

Select Service Desk



Under Choose Action, select New Request From Queue and then select Saddleback College



Fill out the required information and when complete, Save

Please note that if your issue is related to any of the below items, select District IT help

- MySite
- Instructional Management System
- Workday
- CurrSIS
- Registraion
- PowerFAIDS
- Sherpa
- Map

If you are not sure, just send to the college

Choose Action ▾

Summary of Job: **(required)**

Select Site, Bldg. and Room (ALL 3 ARE NEEDED):	Contact Extension/Phone: (required)	Submitter:
<input type="text" value="Please select Site..."/>	<input type="text"/>	<input type="text"/>
Status:	Priority:	
<input type="text" value="Opened"/>	<input type="text" value="Medium"/>	
Owner:	Work Order Type: (required)	
<input type="text" value="Unassigned"/>	<input type="text" value="Please select one..."/>	
CC List:	Approver:	
+ Add CC List	+ Unassigned	
.....	
AV Deliveries Only:	Requested Completion (AV Only):	
	<input checked="" type="radio"/> None	
	<input type="radio"/> Manual Date	
Start Time (AV Only):	End Time (AV Only):	
<input type="text"/>	<input type="text"/>	
.....	
Enter Detailed Problem/Request Below:		
<input type="text"/>		

Related Request Information Allow this request to be a parent