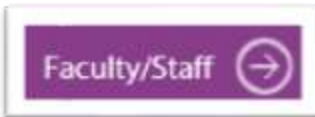


Creating a work Order

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.

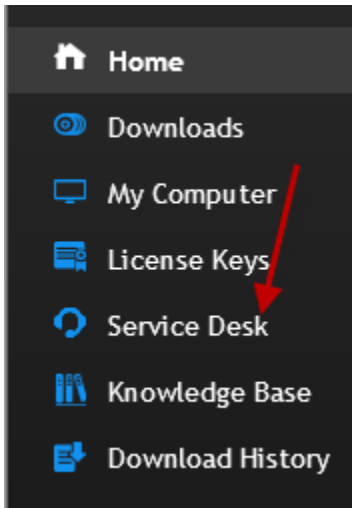
Enter your Log on ID and keep the Organization as District-wide Support Requests

Login ID: Password:

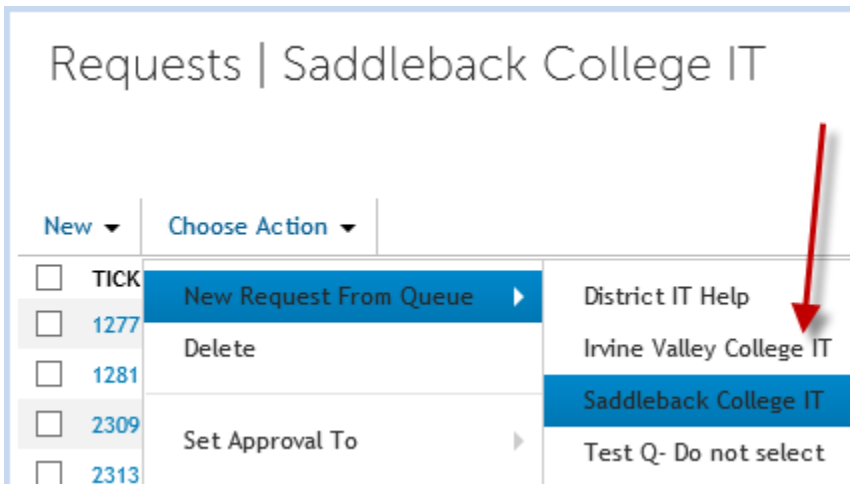
Organization:

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:
Please select Site... ▾	_____	_____
Status:	Priority:	
Opened ▾	Medium ▾	
Owner:	Work Order Type: (required)	
Unassigned ▾	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):	
_____	_____	
.....	
Enter Detailed Problem/Request Below:		

Related Request Information		Allow this request to be a parent <input type="checkbox"/>

Save Apply Changes Cancel