

Quick Step Guide for IT Requesters

1. Open your Internet Browser (Internet Explorer, Fire Fox, etc...) and type in www.cranfordschools.org in the address bar and press Enter on your keyboard or click on **Go**.

**If you have logged in before please skip to Step 3.*

2. Please Click on **repair Request** link

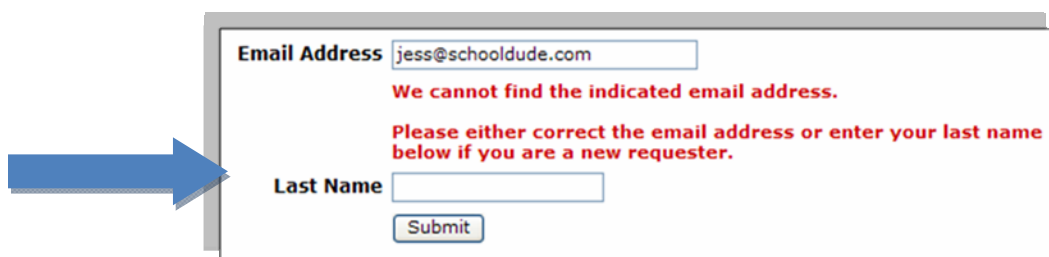


- **TIP:** If you want to add a Shortcut to this webpage for easy access, follow these instructions:
- a. Find a blank area on the next page
 - b. **RIGHT** click your mouse
 - c. Select **Create Shortcut**.

This will add an **icon** on your desktop that you can double click the next time you want to sign in (allowing you to skip steps one and two).

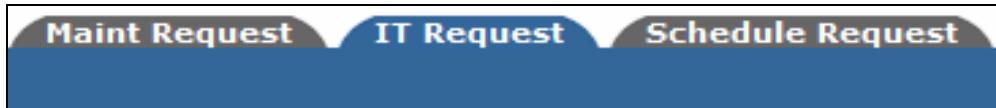


3. Enter your email address and click Submit.
4. If a **RED** message pops up noting that it can't find the indicated email address, enter your last name and click Submit. Then enter your first name, on the next page, and click Submit.



Making a New IT Request:

- Make sure you are on the “IT Request” tab. If not, simply click on this tab to access the IT request form.
-



- ✓ **Step 1:** This will be filled in with your information from the email address you entered at the sign in screen.


✓ Indicates required information.

Step 1 Please be yourself, click [here](#) if you are not Briancruz Administrator

First Name	Last Name	Email
<input type="text" value="Briancruz"/>	<input type="text" value="Administrator"/>	<input type="text" value="briancruz@bighs.com"/>
Phone ✓	Pager	Cellular Phone
<input type="text" value="911"/>	<input type="text" value="919-393-3948"/>	<input type="text"/>

- ✓ **Step 2:** Click on the drop down arrow and highlight a **Location** that you want the work to be done at and click the mouse. Follow the same steps for **Building** and **Area** (*if selections are available). Also be sure to type in your **Area description or Room #**.


****TIP:** If your location information will always be the same, check the box that says ‘Yes, remember my area entries for my next new request entry.’











Area	Area/Room Number ✓
<input type="text" value="Classroom"/>	<input type="text" value="102"/>
<input checked="" type="checkbox"/> Yes, remember my area entries for my next new request entry.	

- ✓ **Step 3:** Select the “Problem Type” that best describes your request/issue.

Step 3 Select Problem Type: ✓

 **Technology Help Desk:**
Click [here](#) for Technology Emergency Contacts
Click on the problem type below that best describes your issue.

 Adware	 Antenna Work	 Benchmark Assessment System	 CD Drive
 Computer Monitor	 Computer Services	 Core Administrative Systems	 Courier Service

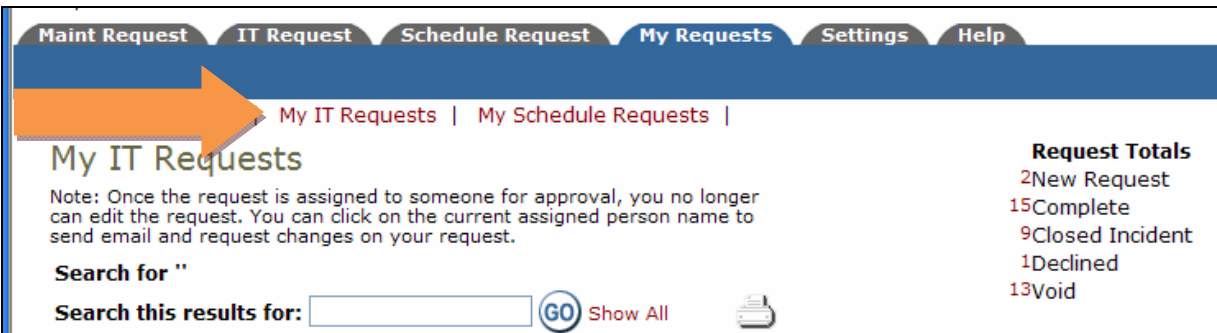
- ✓ **Step 4:** Type in your description of the problem.

Step 4 Please describe your problem or request. ✓

- Type in the submittal password of: **repair**
- Click submit

My Requests

- After you click submit, the screen will refresh and go to the **My Request** Tab. You can access the “My Requests” section at anytime by entering this site with your email address. On this screen you will see up to date information on your requests including the status, work order number and action taken notes. You can click on the number next the to status description to see all request marked with that status. You can search for any work order request by typing in a key word in the **Search** box and clicking on **GO**. This will pull up any of your requests with that word in it.
- Click on the **MY IT Request** link to view just your IT requests.



The screenshot displays the 'My Requests' page with a navigation bar at the top containing 'Maint Request', 'IT Request', 'Schedule Request', 'My Requests', 'Settings', and 'Help'. Below the navigation bar, there are links for 'My IT Requests' and 'My Schedule Requests'. The main heading is 'My IT Requests', followed by a note: 'Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the current assigned person name to send email and request changes on your request.' Below the note is a search bar with the text 'Search for "' and 'Search this results for:'. To the right of the search bar is a 'GO' button and a 'Show All' link. On the far right, there is a 'Request Totals' section with the following data:

Request Totals	
2	New Request
15	Complete
9	Closed Incident
1	Declined
13	Void