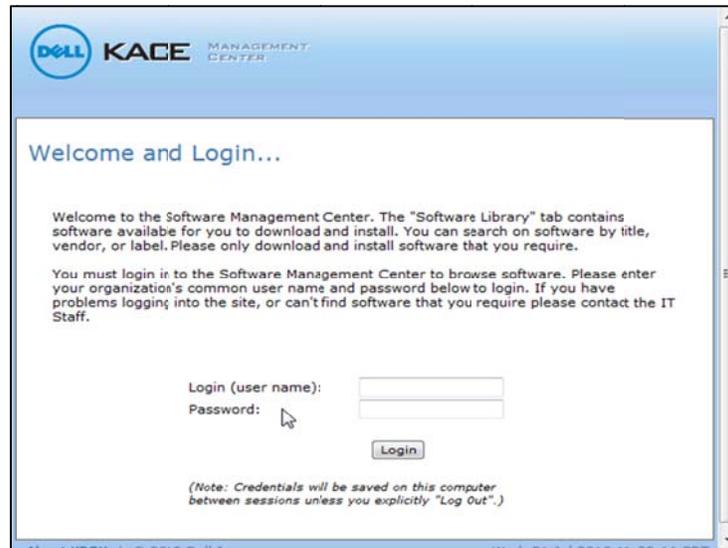


Kace Helpdesk - How To Create A Workorder

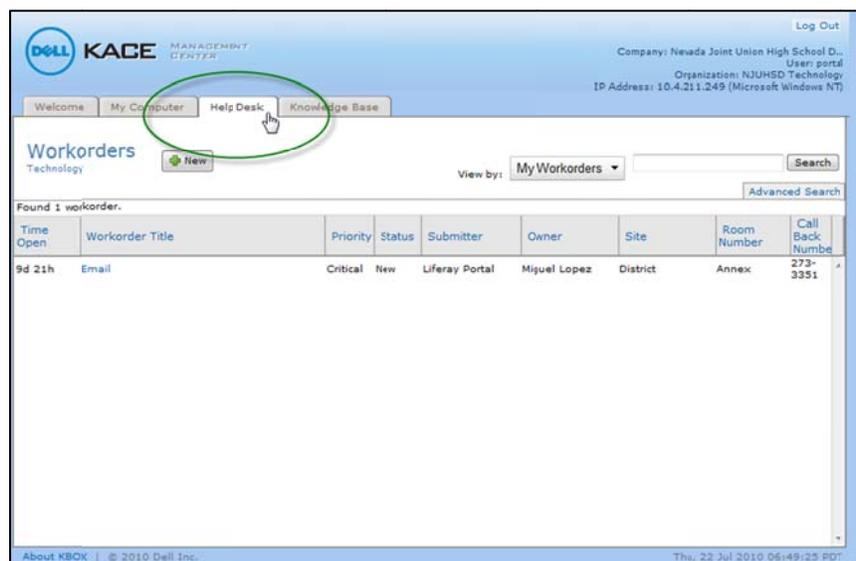
The district has switched to a new Helpdesk work order system for both the Maintenance and Technology departments. The new system, by Kace, is web based and can be accessed at <http://kbox>. The Kace Help Desk allows all staff to submit and track trouble ticket work orders for the BR, MC, NU, and PA maintenance departments as well as for Technology.

To use the Kace Helpdesk system you will need to browse to <http://kbox> where you will see this screen:



Log in with your schools domain user account (first initial last name) and current password. Do not put a "schools\" in front of your user name.

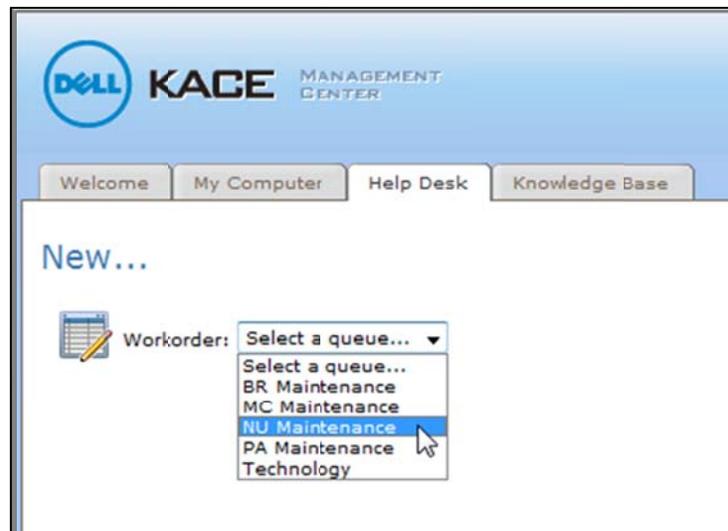
The site should open to the Help Desk page. If not, click the Helpdesk tab.



To create a new trouble ticket, start by clicking the “New” button.



Next you will choose the site/department from which you require assistance in the Workorder drop down menu.



On the New Workorder screen you will need to enter the appropriate information in the various data fields. Not all fields are available on all workorders. The data fields available on a workorder entry form vary depending on the department selected.

Only two of the fields are required for a workorder to be generated, Workorder Title and Room Number or Site, but please use the remaining fields and drop down menus that are available to accurately describe the issue you are requesting help with.

The Workorder Title should *briefly* describe the issue. The Comment field is where you can describe the issue in detail.

Welcome My Computer Help Desk Knowledge Base

New Workorder

NU Maintenance

Workorder Title: (required)

Room Number: (required)

Category:

Priority:

Call Back Number:

Submitter: Filter: cg (2)

Comment:

Here is where you can describe the issue in detail.

Attachment:

Session Timeout: 36 minutes

Be sure to click the **SAVE** button when you have finished filling out the workorder entry form. If you leave the workorder entry page without saving first a workorder is NOT generated.

Once you have clicked the Save button your workorder will be displayed with a ticket number at the top.

Workorder TICK:0031

[Printer Friendly] [Find Related Articles] [Email Workorder] [New Workorder For Submitter]

Workorder Title: Sample Workorder for How To Document

Room Number: Annex

Category: HVAC

Priority: As Time Permits

Call Back Number: 272-9998

Status: New

Owner: Dave Barnard

Created: Thu, 22 Jul 2010 08:23:50 PDT

Modified: Thu, 22 Jul 2010 08:23:50 PDT

Submitter: [Craig Garner](#)

Resolution: None

Session Timeout: 58 minutes

[Liferay Portal](#) on Jul 22 2010 08:23:50 AM

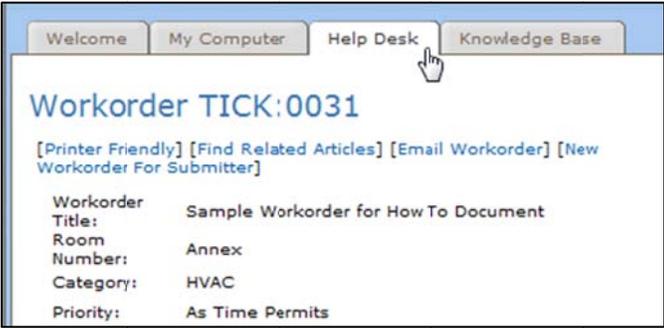
- Ticket Created

Here is where you can describe the issue in detail.

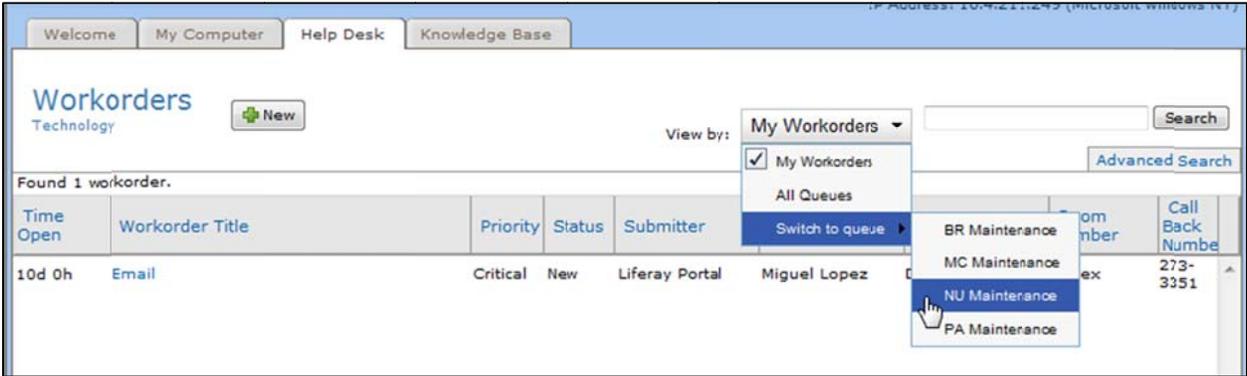
The owner (manager/administrator) of the Queue (department) in which you created the workorder will receive an email alert regarding the new ticket (workorder).

For the BR Maintenance queue, Tim Moore will receive the alert when a new workorder ticket is created for his queue. At Park Ave, Kevin Groneck will get the alert. McCourtney Road tickets will go to Paul Palmer and all Nevada Union ticket alerts will go to Dave Barnard. And of course, Miguel will get the alert for the Technology queue – from there he will triage the tickets to the appropriate site technician.

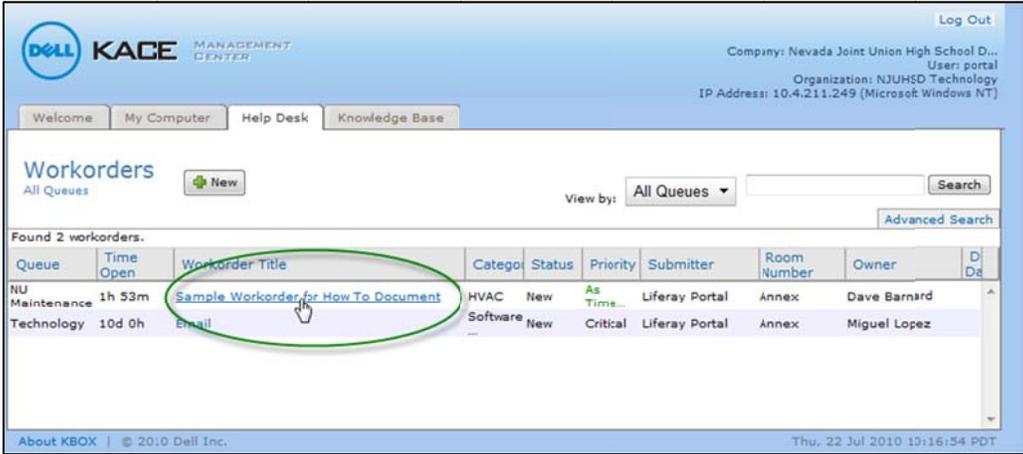
You can now click the Help Desk tab to view your workorders for all queues.



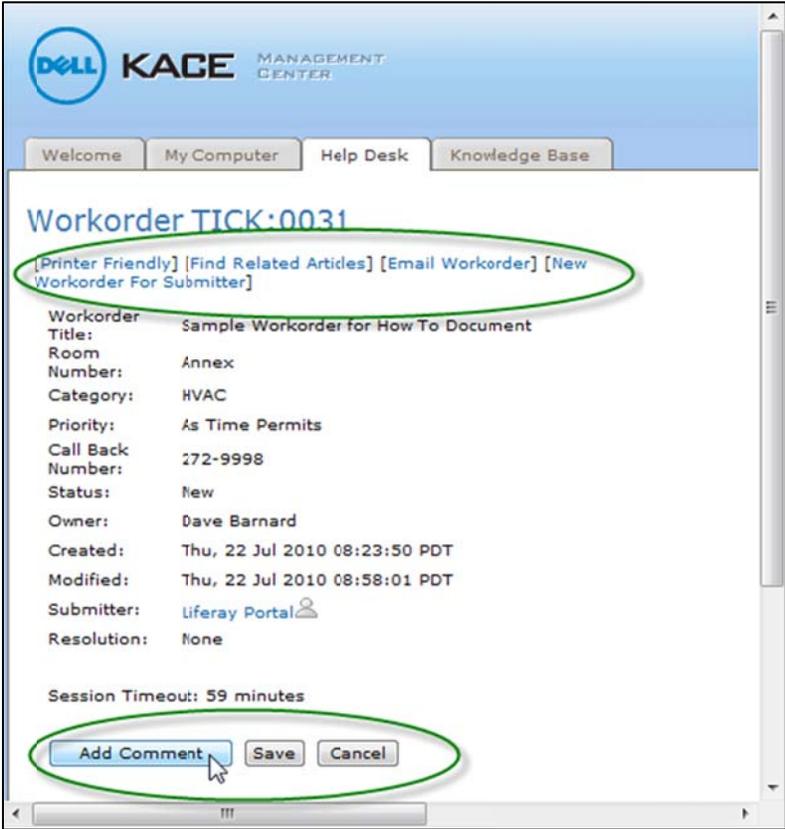
You will need to click the View By drop down menu to choose which workorders you want to have displayed. You can easily view your workorder ticket’s status here.



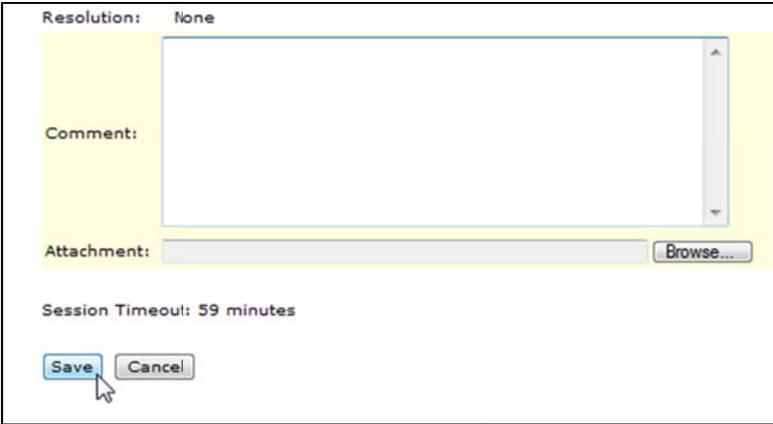
You can view changes to your ticket, add additional comments, print or email it to others by clicking on the Workorder Title to display its detail page.



Should you need to update your ticket with additional information, do so by clicking the Add Comment button at the bottom of the screen.



Enter the additional information you want to add to the ticket in the Comment field.



Be sure to click **Save** before leaving the Workorder Ticket detail page or your comments will be lost.

If you have questions not covered in this tutorial, do not hesitate to call the Helpdesk – 272-9998