## 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 <u>http://kbox</u> 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 <u>http://kbox</u> where you will see this screen:

KACE MANAGEMENT	
Welcome and Login	
Welcome to the Software Management Center. The "Software Library" tab contains software available for you to download and install. You can search on software by title, vendor, or label. Please only download and install software that you require. You must login in to the Software Management Center to browse software. Please enter your organization's common user name and password below to login. If you have problems logging into the site, or can't find software that you require please contact the IT Staff.	E
Login (user name): Password:	
(Note: Credentials will be saved on this computer between sessions unless you explicitly "Log Out".)	_

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.

> Log Out KACE MANAGEMEN eL School D My C Workorders View by: My Workorders • Search ced Search korder Call Back Site Workorder Title Priority Status Submitte Owner 273-3351 9d 21h Email Miguel Lopez District

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.

Dell	KACE	ANAGEMENT ENTER			
Welco	me My Computer	Help Desk	Knowledge Base	•	
Wor Technol	korders	New			
Time Open	Wcrkorder Title		Priority	Status	s
9d 21h	Email		Critical	New	Lif

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

	E MANAGEMENT GENTER	
Welcome My (	Computer Help Desk	Knowledge Base
New	Select a queue •	
Workorden.	Select a queue BR Maintenance MC Maintenance	
	NU Maintenance PA Maintenance Technology	

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.

Workorder Title:	Sample Workorder for How To Document	
Room Number:	Annex (required)	
Category: Priority:	HVAC  As Time Permits	_
Number: Submitter:	272-9998 Craig Garner V Filter: cg (2)	
Comment:	Here is where you can describe the issue in detail.	*
		-
Attachment:		Drowse

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.

Printer Friendl orkorder For	y] [Find Related Articles] [Email Workorder] [New 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 Time	ment Save Cancel
Liferay Portal o	on Jul 22 2010 08:23:50 AM
Ticket	Created

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 <u>View By</u> drop down menu to choose which workorders you want to have displayed. You can easily view your workorder ticket's status here.

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Worl	korders @New			View by:	My Workorders 👻	[		Search
Found 1 v	vorkorder.				My Workorders		Adva	nced Search
Time Open	Workorder Title	Priority	Status	Submitter	Switch to queue	BR Maintenance	om nber	Call Back Numbe
10d Oh	Email	Critical	New	Liferay Portal	Miguel Lopez [	MC Maintenance	ex	273- 3351

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.

Welcome		MANAGEMENT GENTER Inputer Help Desk	Knowledge Base				Co IP Addr	mpiny: Nevad Organ ess: 10.4.211	a Joint Union High S Us hization: NJUHSD Te .249 (Microsoft Win	.og Out chool D er: portal ichnology dows NT)
Worko All Queues	orders	New			Vi	ew by:	All Queues 🔻	1	Advanced	iearch I Search
Found 2 work	Time Open	Workorder Title		Catego	Status	Priority	Submitter	Room	Owner	Da
NU Maintenance	1h 53m (	Sample Workorder for	How To Document	HVAC	New	As Time	Liferay Portal	Annex	Dave Barnard	÷.
Technology	10d 0h	Email 07		Software	New	Critical	Liferay Portal	Annex	Miguel Lopez	
About (RO)	<li>2010</li>	Dali Ior						Thu	22 3.4 2010 10.15	*

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

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Dell KA	ACE MANAGEMENT Center	
Welcome	My Computer Help Desk Knowledge Base	
Workorde Printer Friendl Workorder For	y] [Find Related Articles] [Email Workorder] [New Submitter]	
Workorder	Sample Workorder for How To Document	Ξ
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 08:58:01 PDT	
Submitter:	Liferay Portal	
Resolution:	None	
Session Time	eout: 59 minutes	
Add Com	ment Save Cancel	Ŧ
•	III	

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

Resolution:	None	
		<u>^</u>
Comment:		
		-
Attachment		Browse

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