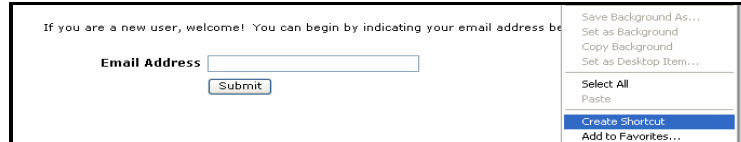


Online IT Requests

Quick Step Guide for Requesters

- Open your Internet Browser (Internet Explorer, Netscape etc...) and type www.life.edu/it in the address bar and press Enter or click on **Go**.
- Find a blank area on the next page, click your right mouse button and select **Create Shortcut**. This will add an *icon* on your desktop that you can double click the next time you want to sign in. Enter your email and click **Submit**. If this is your first time logging in to submit a work order you will be prompted to enter your last name and after clicking on submit you will be prompted to enter more contact information and click submit again.



If you are a new user, welcome! You can begin by indicating your email address by

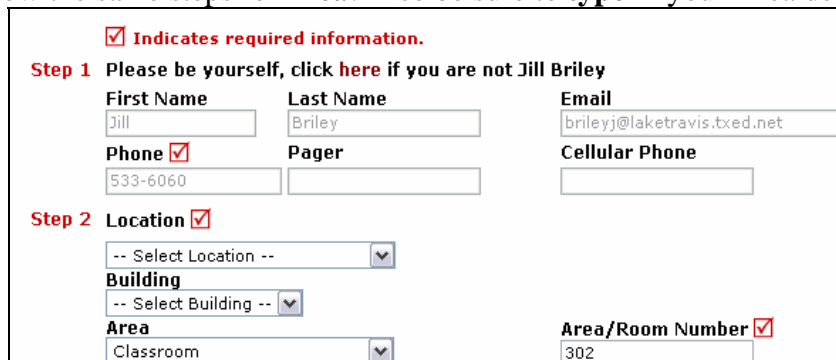
Email Address

- Save Background As...
- Set as Background
- Copy Background
- Set as Desktop Item...
- Select All
- Paste
- Create Shortcut**
- Add to Favorites...

1. The IT Request form will appear.

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

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 *Area*. Also be sure to **type** in your Area description or Room #.



Indicates required information.

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

First Name Last Name Email

Phone Pager

Cellular Phone

Step 2 Location

-- Select Location --

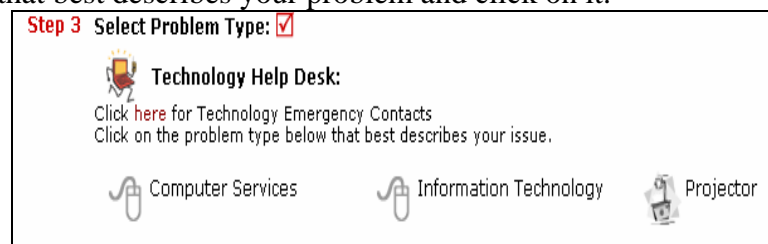
Building

-- Select Building --


Area




Area/Room Number

Step 3: Select the icon that best describes your problem and click on it.

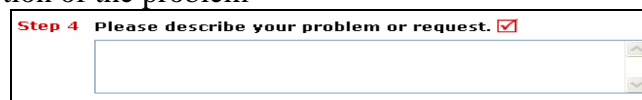


Step 3 Select Problem Type:

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

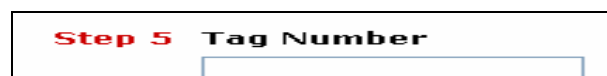
 Computer Services  Information Technology  Projector

Step 4: Type in your description of the problem



Step 4 Please describe your problem or request.

Step 5: If the equipment you are having trouble with has a tag number type in that tag number here. If you do not see a tag number or know where to look for one, please leave this box blank.



Step 5 Tag Number

Step 8: Type in the submittal password of: **support**

Step 9: Click submit

After you click submit, the screen will refresh and go to the **My Request** Tab.

Status	Location	Action Taken	Complete Date
Complete	Maintenance Facility	No Action Note 11/18/2004	11/19/2004
General Maintenance	3171 Please move box and roll of blueprints to war room. Get key from Frank or Jill. It may take 2 people to carry these.		

On this screen you will see up to date information on your request 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. (ex: keys would pull up any request dealing with keys). Note: sometimes it takes a minute or two for the information to update on this screen.

Click on the **Work Request** Tab to input a new request.

You will receive an email confirming your work request. Additional emails will be sent anytime the status of your request changes.