
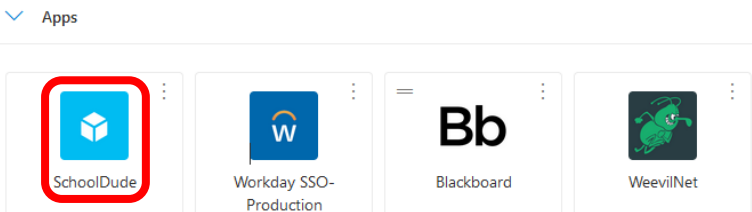
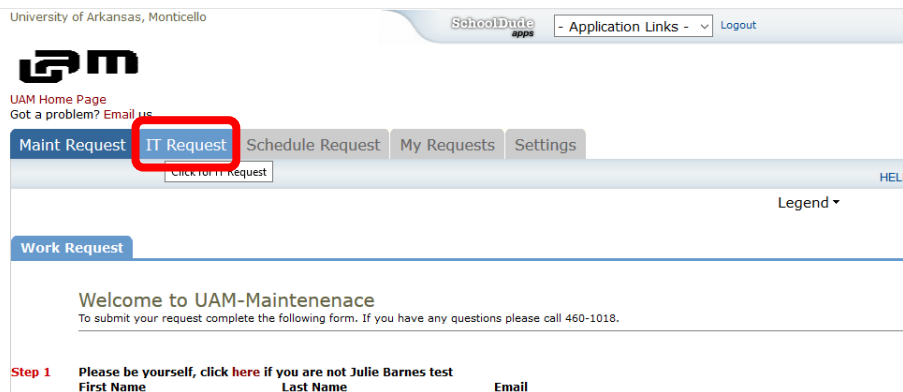


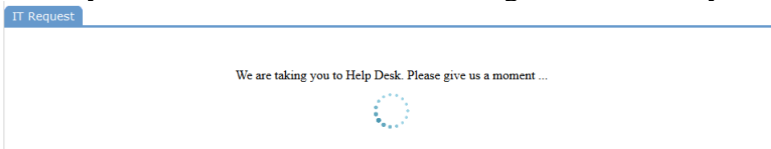
- 1) Users will be able to access the UAM IT work order system by following the instructions below.
- 2) Please note that these instructions are for **IT Work Orders ONLY** and not for Maintenance work orders.
- 3) Open a web browser and go to the UAM Homepage.
 - a. Note: These instructions may vary based on the browser used.
 - b. The direct link is <https://www.uamont.edu/>.
- 4) Click on myUAM at the top right corner of the homepage. 
- 5) You will be redirected to your MyApps Dashboard (<https://myapplications.microsoft.com/>)
- 6) Depending on your browser settings, you may be asked to login.
 - a. You will use your UAM credentials to login (email address and password).
 - b. You may be asked to authenticate your login by using your authentication method preferences.
 - c. For authentication setup questions, please refer to the link below.
<https://www.uamont.edu/it/pdfs/HowToSetUpYourMultifactorAuthenticationVerification.pdf>
- 7) Once you are logged in, you will click on the SchoolDude application on your Apps dashboard.



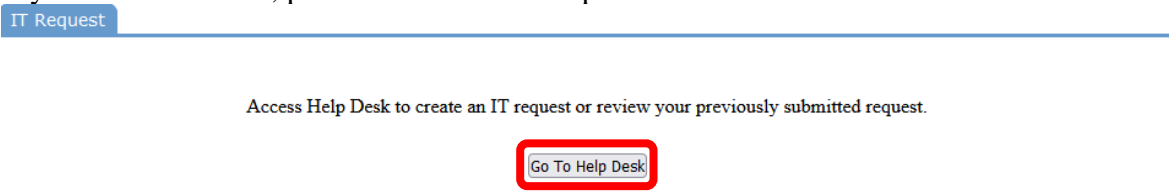
- 8) You will then see the screen below.
 - a. Please click the IT Request tab.
 - b. **Note: The Maint Request tab is for entering maintenance work orders.**



- 9) You may see one or both of the following screens when you are being redirected to the IT Request.



- a. If you see this screen, please click Go To Help Desk.



10) To complete your IT work order, please read the instructions provided at the top of your ticket request.

- a. You will need to enter the Work Type, Location, Building, Room, Due Date, and Description.
- b. You will then click Create Ticket at the bottom of the screen.
- c. **Please read below step 10 if you need additional instructions to complete this request.**

The screenshot shows the 'SCHOOLDUDE Help Desk' interface for creating a new request. It includes a navigation bar with 'Home', 'Logout', and 'Select Product'. Below the navigation, there are links for 'New Ticket' and 'My Tickets'. The main content area is titled 'Help Desk New Request' and contains an 'Overview' section with instructions. The instructions detail the required fields: WORK TYPE, LOCATION, BUILDING, ROOM, DUE DATE, and DESCRIPTION. At the bottom, there is a 'Ticket Details' form with dropdown menus for Work Type, Location, Building, Room, and Due Date, a text area for Description, and 'Create Ticket' and 'Reset' buttons. The 'Create Ticket' button is highlighted with a red box.

11) **Work Type:** Please click on the drop-down to select the appropriate work type based on your request.

- a. Please note that Crossett and McGehee campuses will need to use the CROSSETT and MCGEHEE work types for work orders related to their campus.
- b. All other work types will be assigned to a Monticello technician.

Work Type:	<ul style="list-style-type: none"> Account User/Password Blackboard CROSSETT Dynamic Forms Email Email to Ticket Fax (Issues/Modifications) Hardware (Computer/Printer/Scan) Institutional Research MCGEHEE Network_Employee (Internet/WIFI) 	<ul style="list-style-type: none"> Network_Student (Internet/WIFI) PeopleSoft/WeevilNet/Workday Projects (Anything not defined) Purchases (Quotes) Signage (Digital Marketing) Smart Room/Projector/HoverCam Software (Installed Programs) Telephone and Voicemail Transfer to M & R Virus/Malware/Spyware Website
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12) **Location:** You will click on the drop-down to select your campus location.

Location:

- UAM-Crossett
- UAM-McGehee
- UAM-Monticello

13) **Building:** Once you have selected your location, the buildings available for your location will appear.

- a. Click on the drop-down to select your building. (EX: UAM-Crossett will only see Crossett buildings)
- b. **NOTE:** If your work order is not specific to a building or it is related to website, email issues, etc, please choose **X – Building Not Applicable**.
- c. Crossett Buildings are below.

Location: UAM-Crossett

Building:

- Crossett Campus - Career Pathways
- Crossett Campus - Industrial Tech
- Crossett Campus - Main
- Crossett Campus - McGoogan
- Crossett Campus - Welding
- X - Building Not Applicable

d. McGehee Buildings are below.

Location:

Building:

- McGehee Campus - Adult Ed Testing Ctr
- McGehee Campus - EMT
- McGehee Campus - Main
- McGehee Campus - Maintenance
- McGehee Campus - Nursing/Allied Health
- X - Building Not Applicable

e. Monticello Buildings are below.

Location:

Building:

Administration Building	Indoor Practice Facility (IPF)	Student Success Center
Agriculture Building	Library	Student Union Building
Babin Business Center (BBC)	Maxwell Hall	Taylor House
Bankston Hall	Memorial Classroom Building (MCB)	Trotter House
Bookstore	Music Building	University Apartments #1 (A-East)
Botanical Research Center & Herbarium	Neal Museum	University Apartments #2 (B-West)
Central Heating Plant (Physical Plant)	Post Office	University Police
Central Supply Warehouse (Warehouse)	Randy S. Risher Wellness Center	Visual & Performing Arts (VPAC)
Chancellor's Home	Red Barn	Wellness Center
Fine Arts Center (FAC)	Royer Hall	Wells Hall
Forest Resources	Science Center	Willard Hall
Gibson University Center (UC)	Sorrells Hall	X - Building Not Applicable
Harris Hall	Stadium	
Horsfall Hall	Steelman Fieldhouse	

14) **Room & Due Date:** You will enter the room information (if applicable) and the date you would like the request to be completed.

Room:

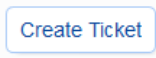
Due Date:

15) **Description:** Please enter the details of your work order request in this section.


- a. Please include any specific details needed to complete the request.
- b. Please include a call back number and person to contact if this work order is not for you.
- c. Please include location details if this work order will involve multiple locations or moving equipment.

Description:




16) Please click Create Ticket at the bottom of the screen.

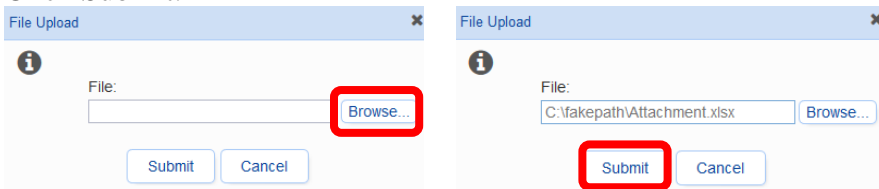


17) Once your work order has been created, you will:

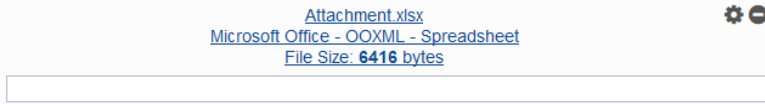
- a. You will be redirected to the My Tickets screen.
- b. You can see a list of all tickets including the ticket that you just created.
- c. You can now add attachments and notes to your work order.
- d. You can cancel the work order request.
- e. Please click on the pencil icon  next to your work order ID to make any changes to the work order.


18) To add attachments (Max Size is approximately 3 MB)

- Click on the Attachments tab. 
- Click New at the bottom of the screen. 
- Click on the wheel icon. . The first box below will appear.
- Click Browse to choose the file location.
- Once the file is selected and you click Open and you will see the second box below.
- Click Submit.





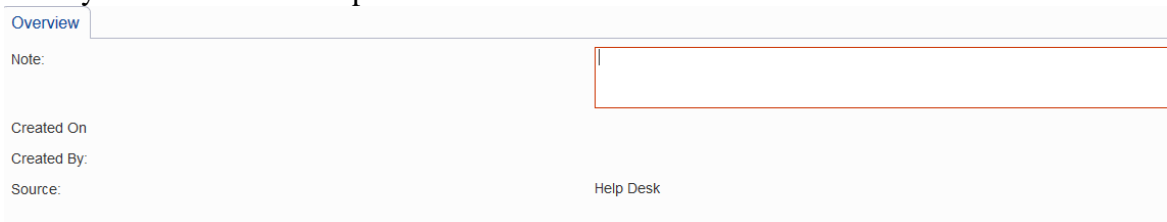
- Your attachment will be added as shown below.



- Click Save  at the bottom of the screen.

19) To add notes

- Click on the Notes tab. 
- Click New at the bottom of the screen. 
- Enter your note in the area provided.



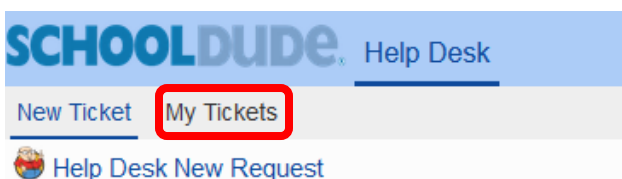
- Then click Save. 

20) Email-to-ticket Option

- There is one additional way to create a work order and that is by using our Email-to-ticket Option.
 - Open Outlook and click on New Email.
 - Under To, type in 6560@helpdesk.schoolde.com
 - In the body of your email, type what you are requesting and include all of the information that you would include in the work order including location and contact information.
 - You will **not** be able to add attachments at this time.
 - Once you hit send, a ticket will be created in the work order system.
 - It will remain in the system until it is completed, so you will not have to enter multiple work orders or send multiple emails.
 - The ticket will not be assigned to you because it will be created by the system, but you can follow-up with IT regarding the work order at any time.

21) How to view your tickets

- Click on the **My Tickets** tab beside **New Ticket**. This will allow you to view ALL tickets submitted by you so you can check the status of your work order at any time.



ID	Date Submitted ^	Work Type	Status
39	2/23/18 9:30 AM	Network_Employee (Internet/WIFI)	Void
45	3/14/18 4:34 PM	Network_Employee (Internet/WIFI)	Void
49	3/20/18 2:27 PM	Network_Employee (Internet/WIFI)	Void
52	3/21/18 9:56 AM	Network_Employee (Internet/WIFI)	Void
79	3/29/18 1:32 PM	Network_Employee (Internet/WIFI)	Void
245	4/24/18 11:40 AM	Network_Employee (Internet/WIFI)	Canceled by Requester
247	4/24/18 11:57 AM	Fax (Issues/Modifications)	Complete
16733	4/20/22 12:10 PM	Projects (Anything not defined)	Void
21589	6/5/23 1:11 PM	Projects (Anything not defined)	Void