



Sacramento City Unified School District Technology Services Work Order System End User Guide

SCUSD customers experiencing computer, phone or network problems will be able to:

- Email support@scusd.edu for general computer support issues.
- If you cannot email, then please call the Help Desk at 643-9445 and a Work Order will be created for you.
- A technician will get back to you as soon as possible to resolve the issue.
- If the issue is not resolved remotely, a technician will be scheduled to visit you as soon as possible.

After sending an email, a work order ticket will be automatically generated. Please provide as much detail as possible regarding the problem that you're experiencing. You will receive an update when the work order is received and when any changes in the status of the work order occurs.

Below, is an example of a reply you will expect from support@scusd.edu after submitting a support ticket.

From: SCUSD Support Desk <support@scusd.edu>
Date: December 2, 2011 10:57:03 AM PST
To: SCUSD Support Desk <support@sac-city.k12.ca.us>
Subject: New Work Order 934, Track-It FAQ for End Users

***** Reply to this email to append information to this Work Order *****
***** Please do not remove this line when replying [[WO#934]] *****

Dear User,

Work order number 934, has been created for your "Track-It FAQ for End Users" issue, on Friday, December 23, 2011 12:00:00 PM.

You will hear back by Friday, December 23, 2011 12:00:00 PM to let you know we have received your ticket.

Full description of your problem:

Friday, December 23, 2011 12:00:00 PM by User
Create a single sheet FAQ documentation for end users on the Track-It! system.

Please contact the help desk at 916-643-9445 if you have any questions.

[Click on this link to submit additional information related to this Work Order.](#)

[Click on this link to request an updated status for this Work Order.](#)

[Click on this link to request an updated status for all of your recent Work Orders.](#)

• You can submit additional information to the current work order at a later date.

• You can request an immediate update to the current work order.

It is strongly recommended that you double check all of the cable connections to the computer or device that is experiencing problems and, if possible, reboot once before submitting a work order or calling the Technology Services Help Desk at 643-9445.