

# How to use Track it Web

# What is track it web?


- Track it Web will be used to generate new trouble tickets for technology requests.
- Track it web will replace the current technology request system.
- Track it Web has features to help facilitate users and technicians during the technology request process.

# How to access track it Web?

From any computer with  
internet access go to:

**<http://helpdesk.esc2.net/>**

# The Login Screen Appears



**Intuit Track-It!**  
v6.0

User name:

Password:

**Sign In**

**Enterprise**

# Login Screen

Intuit **Track-It!**  
v6.0

User name:

Password:

Enterprise

Enter your  
domain login Id  
and password

# You are now logged in track it web

The screenshot displays the 'Education Service Center Region 2 Help Desk' website. At the top, a navigation bar includes links for Home, Solutions, Work Orders, Workstations, and User Account, along with Help, About, and Sign Out options. The main content area features a search bar, an 'Add Work Order' button, and an 'Announcements' section. The central message welcomes the user and provides links to search the solutions database, manage work order requests, and view the user account.

Education Service Center Region 2 Help Desk

Powered By: **Intuit Track-It!**

Home Solutions Work Orders Workstations User Account Help About Sign Out

**Search the Solutions**  
Enter the text to search for:

+ Add Work Order

**Announcements**  
There are currently no announcements

Welcome test, to the Education Service Center Region 2 Help Desk

**Search the Solutions Database**  
Search the Education Service Center Region 2 Help Desk Solutions Database for a solution that pertains to your current problem. With a few simple keywords a list of related problems and solutions can be at your finger tips in seconds.

**Manage your Work Order Requests**  
Check the status of work orders you have submitted or [add a new work order](#) for a technician to review.

**View your User Account**  
View the details of your user account.

# Work Order Request Screen

Education Service Center Region 2 Help Desk Powered By: **Intuit Track-It!**

[Home](#) | [Solutions](#) | [Work Orders](#) | [Workstations](#) | [User Account](#) [Help](#) | [About](#)

### Search the Solutions

Enter the text to search for:

## WORK ORDER REQUEST

Fill this form out as completely as possible. When you submit this work order you will receive a confirmation number.  
[Back to Your Work Orders](#)

Summary:

Call-back number:

Priority:

Work Order Type:  Sub-Type:  Category:

Date Due:  ASAP  Date Due:

Description:

Attachment:

[Back to Your Work Orders](#)

Fill in the following fields

You can attach supporting documents by clicking on browse

Once complete click submit

# Request Confirmation Screen

Education Service Center Region 2 Help Desk

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Home Solutions Work Orders Workstations User Account Help About S

**Search the Solutions**  
Enter the text to search for:  
  
+ Add Work Order

**Request Confirmation**  
Your request has been successfully submitted.

Your Work Order Number: **340**  
Summary: **e-mail not working correctly**

OK

Please make note of your work order number for future reference

Once you make note of your work order number click OK

# Open Work Orders

Education Service Center Region 2 Help Desk Powered By: Intuit Track-It!

[Home](#) [Solutions](#) [Work Orders](#) [Workstations](#) [User Account](#) [Help](#) [About](#) [S](#)

**Search the Solutions**

Enter the text to search for:

[+ Add Work Order](#)

**Announcements**

There are currently no announcements

**Your Work Order Requests**

[Add a new work order](#)

On this screen you can view open work orders

**Open Work Orders**[Closed](#)[All](#)

Work Order No.	Summary	Status
<a href="#">340</a>	e-mail not working correctly Date Entered: 07/07/2004 1:27 PM	Pending Technician Assigned: Ozzie_Rivera

[Add a new work order](#)

Make this page my default view

You can click on the work order number to view details and notes made by the technician assigned to the work order

Click here to view old work orders and their resolution

Click here to view all work orders new and closed.

# Completed Work Orders

The screenshot displays the 'Education Service Center Region 2 Help Desk' interface. At the top, there is a navigation bar with links for Home, Solutions, Work Orders, Workstations, and User Account. The 'Work Orders' link is highlighted. On the right side of the navigation bar, there are links for Help, About, and Sign Out. Below the navigation bar, there is a search box labeled 'Search the Solutions' and an 'Add Work Order' button. The main content area shows a work order with the following details:

Work Order No.:	340
Summary:	e-mail not working correctly
Type:	E-mail
Subtype:	Spam
Category:	inbound rules
Requestor:	test
Date Entered:	7/7/2004 1:27:26 PM
Priority:	Priority 3
Date Due:	
Technician Assigned:	Ozzie_Rivera
Date Assigned:	7/7/2004 1:27:26 PM
Completed Date:	7/7/2004 2:19:25 PM
Description:	i am having problems receiving mail from sample@sample.com please white list.
Resolution:	Requested date: ASAP white listed sample@sample.com and tested e-mail with samples.com and was able to send and receive to this destination. work order complete 7/7/2004 2:19:21 PM, Logged by: Ozzie_Rivera -
Status:	Completed
Workstation ID:	

Below the work order details, there is a section for attachments that says 'No File Attachments Found.' and an 'Add an attachment' button. The status 'Completed' is highlighted in blue. An arrow points from the text 'Note the work order status' to the 'Completed' status. Another arrow points from the text 'Once a work order is completed you will be able to view the solution and technician notes. You will also receive an e-mail confirmation of the completed work order as soon as the order is complete' to the 'Resolution' field.

# Solutions Screen

Education Service Center Region 2 Help Desk

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Home Solutions Work Orders Workstations User Account Help About S

**Search the Solutions**  
Enter the text to search for:  
[Input Field]

+ Add Work Order

**Announcements**  
There are currently no announcements

**Solution Search**  
Please enter a keyword or phrase to search for:  
[Input Field]

Search in:  
 Summary  
 Detail

Search

To enter solutions screen click here  
 Make this page my default view

Solutions database has How to documents to help the user fix their own problems. type keyword and click search

# Solutions Screen

Education Service Center Region 2 Help Desk

Powered By: **Intuit Track-It!**

Home Solutions Work Orders Workstations User Account Help About S

**Search the Solutions**  
Enter the text to search for:  
[Search Box]  
+ Add Work Order

**Announcements**  
There are currently no announcements

**Solution Search**  
Please enter a keyword or phrase to search for:  
e-mail  
Search in:  
 Summary  
 Detail  
[Search Button]

**Search Results: 3 solutions**  
[How to block spam on Outlook](http://www.mis.esc2.net/how-to/e-mail/SPAM_Block.pdf)  
[How to change your e-mail password](http://www.mis.esc2.net/how-to/e-mail/email_Password.pdf)  
[How to change your vacation message](http://www.mis.esc2.net/how-to/e-mail/Change_Vacation_Message.pdf)

This screen shot shows all related topics dealing with e-mail

Click on the any of the how to documents for step by step instructions

# Workstation Screen

Education Service Center Region 2 Help Desk

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Home Solutions Work Orders Workstations User Account Help About S

**Search the Solutions**  
Enter the text to search for:  
  
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**Announcements**  
There are currently no announcements

Welcome test, to the Education Service Center Region 2 Help Desk

- Search the Solutions Database**  
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- Manage your Work Order Requests**  
Check the status of work orders you have submitted or [add a new work order](#) for a technician to review.
- View your User Account**  
View the details of your user account.

To view information specific to your computer click here

# Workstation information

## Computer

Name:	CTL-33B
Model:	Inspiron 8100
Service Tag:	CB3BW01
Manufacturer:	Dell Computer Corporation
BIOS Name:	AT/AT COMPATIBLE
BIOS Date:	08/30/01

## CPU

Installed:	1
Vendor:	Intel
Speed:	1000
Model:	Pentium III Mobile
Serial Number:	
CPU Family:	6
CPU Model:	11
CPU Stepping:	1
CPU Vendor Info:	Intel(R) Pentium(R) III Mobile CPU 1000MHz

## Drive

Name:	A:
Description:	
Serial Number:	
Capacity:	0
Free:	0
File System:	
Type:	Removable
Path:	

## Drive

Name:	C:
Description:	
Serial Number:	07D1-0914
Capacity:	40005005760

The workstation link houses all information specific to your computer such as hardware, software installed, devices and other information.

# Any questions?

- If you have any questions or concerns please send an e-mail to <Helpdesk@esc2.net>

Thank you for your patience and support  
Sincerely, MIS Staff

# Priorities

The goal of the MIS department is to respond to all requests for service as quickly as possible. MIS prioritizes requests based on the following general guidelines:

- Priority 1 requests are those that meet one or more of the following criteria:
  - Multiple users are affected.
  - The user's computer is not functional, with no other alternatives available.
  - The network is inaccessible.
  
- Priority 3 requests typically fall into the following categories:
  - The request is specified as non-urgent by the customer.
  - The request involves peripheral equipment such as printers.
  - The user is experiencing an application problem that does not interfere with critical functions.
  - The user has an informational question (e.g., "How do I...?").
  
- Priority 5 requests are those that require scheduling, research, or other advance preparation. Examples of planned requests might include the following:
  - Hardware or software recommendations.
  - Computer setups and moves.
  - Maintenance.
  - Requests for other services.
  - Software installation or upgrades.
  - Hardware upgrades or service