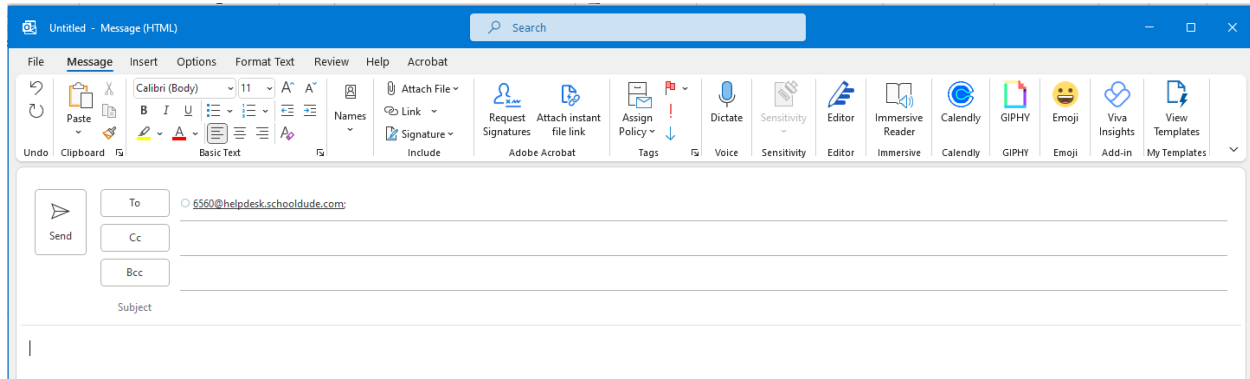


IT Work Order Instructions

IT Work Orders – For all IT-related matters, it is highly encouraged to enter support tickets. Users will be able to access the IT helpdesk request by going to the [Information Technology](#) webpage.

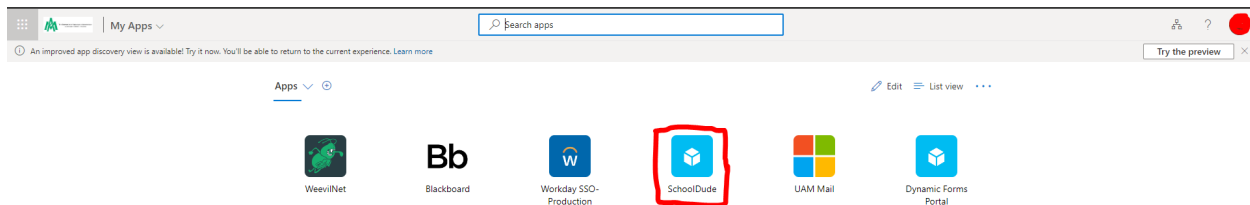
NOTE: IT Work Orders can also be created via e-mail by e-mailing 6560@helpdesk.schooldude.com where a ticket gets created for IT



Step 1A: On all pages on the UAM website, you can click on the myUAM portal link to access the SchoolDude app.



Step 1B: Inside the myUAM portal, click on the SchoolDude application to get started.



Step 2: Please click the IT Request tab. **NOTE: the first page you see is NOT the IT Work Order but rather the Maintenance Work Order screen so be very careful to ensure you enter the right ticket to the right area.**

University of Arkansas, Monticello

SchoolDude apps - Application Links - Logout

UAM

UAM Home Page
Got a problem? Email us

Maint Request **IT Request** Schedule Request My Requests Settings

Click for IT Request

HELP

Legend ▾

Work Request

Welcome to UAM-Maintenance
To submit your request complete the following form. If you have any questions please call 460-1018.

Step 1 Please be yourself, click [here](#) if you are not Julie Barnes test

First Name _____ Last Name _____ Email _____

You may see the following screen while you are being redirected to the IT Request. **NOTE: Make sure your Pop Up Blockers are turned OFF so it can redirect to a new tab.**

SchoolDude apps - Application Links - Logout

Maint Request **IT Request** Schedule Request My Requests Settings

HELP

IT Request

We are taking you to Help Desk. Please give us a moment ...

Step 3: Once you are redirected, you will see the screen below. To complete your IT work order, please see the instructions provided at the top of your ticket request. You will need to enter the Work Type, Location, Building, Room, Due Date, and Description. You will then click Create Ticket at the bottom of the screen. See below for more details.

SCHOOLDUDE Help Desk Home Logout --Select Product--

New Ticket! My Tickets Help Desk New Request

Overview

Instructions

Please see the information below to assist you in completing your IT work order.

WORK TYPE: Please choose the appropriate work type based on the work that you need completed. Please note that for McGehee and Crossett users, please choose the work type accordingly. You will use the work types MCGEHEE and CROSSETT. All other work types will be assigned to a MONTICELLO technician.

LOCATION: You will click on the drop down and select the location (Monticello, Crossett, or McGehee).

BUILDING: You will click on the drop down to select a building based on the location that you selected.

ROOM: Please type in the room number or work order location.

DUE DATE: Please enter the date you would like the request completed.

DESCRIPTION: Please enter as much detailed information as possible so we are able to assist you and complete this work order as timely as possible. Please include a call back number in the event that additional details are needed.

Click Create Ticket at the bottom.

PLEASE NOTE: You will be able to upload attachments and add notes after the work order is created.

Ticket Details

Work Type: Choose... Description:

Location: Choose...

Building: Choose...

Room:

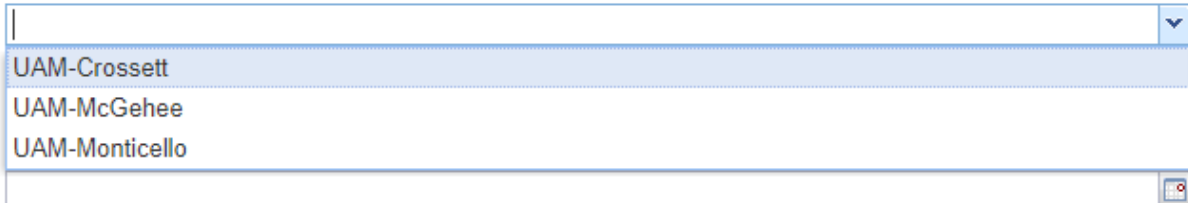
Due Date:

Create Ticket Reset

Step 4: Work Type: Please choose the appropriate work type based on the work that you need completed. NOTE: double check to ensure that you put the right work type for your request.

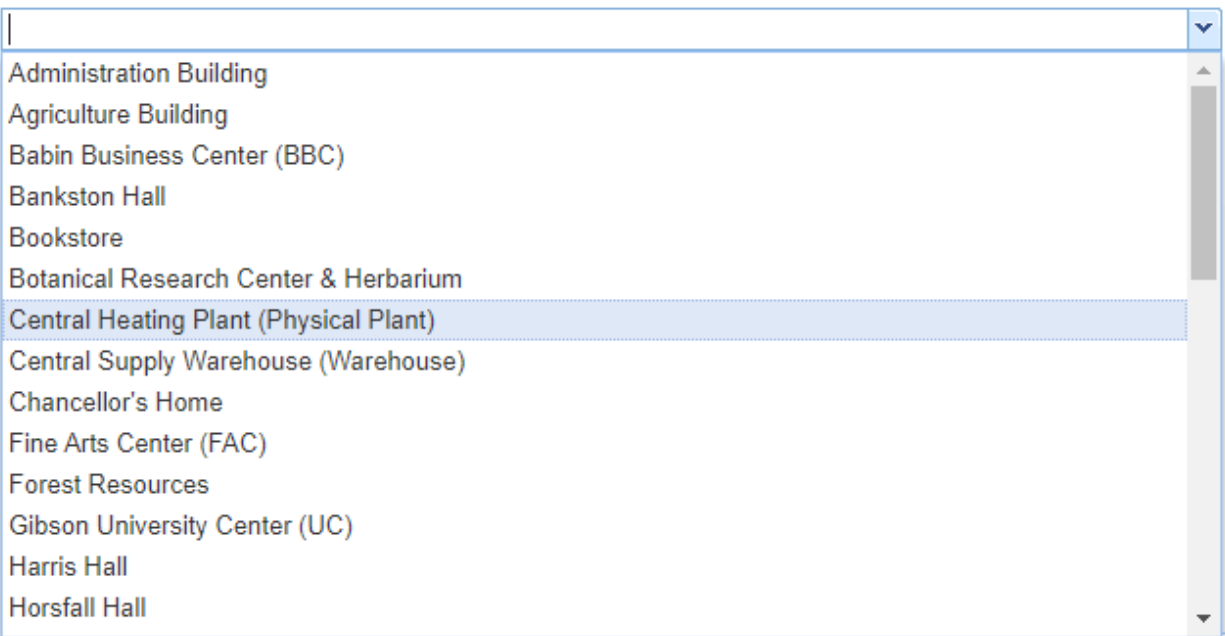
- Account User/Password
- Blackboard
- CROSSETT
- Dynamic Forms
- Email
- Email to Ticket
- Fax (Issues/Modifications)
- Hardware (Computer/Printer/Scan)
- Institutional Research
- MCGEHEE
- Network_Employee (Internet/WIFI)
- Network_Student (Internet/WIFI)
- PeopleSoft/WeevilNet/Workday
- Projects (Anything not defined)

Step 5: Location: You will click on the drop-down and select the location. Please note that McGehee and Crossett work types will go to MCGEHEE and CROSSETT. If you are located on those campuses, please choose the work type accordingly. All other work types will be assigned to a Monticello technician.



A screenshot of a web form showing a dropdown menu for location selection. The menu is open, displaying three options: "UAM-Crossett", "UAM-McGehee", and "UAM-Monticello". The "UAM-Crossett" option is currently selected and highlighted in blue. The dropdown is contained within a light blue border.

Step 6: Building: Once you have selected a location, you will click on the drop-down to select a building based on the location that you selected. (EX: The Crossett/McGehee locations will only see Crossett/McGehee buildings) *Note: If your work order is not specific to a building or it is related to the website, email issues, etc., please choose X – Building Not Applicable.



A screenshot of a web form showing a dropdown menu for building selection. The menu is open, displaying a list of buildings: "Administration Building", "Agriculture Building", "Babin Business Center (BBC)", "Bankston Hall", "Bookstore", "Botanical Research Center & Herbarium", "Central Heating Plant (Physical Plant)", "Central Supply Warehouse (Warehouse)", "Chancellor's Home", "Fine Arts Center (FAC)", "Forest Resources", "Gibson University Center (UC)", "Harris Hall", and "Horsfall Hall". The "Central Heating Plant (Physical Plant)" option is currently selected and highlighted in blue. The dropdown is contained within a light blue border.

Step 7: Room & Due Date: You will enter the room information (if applicable) and the date you would like the request completed. NOTE: please include the office number and any details needed to make sure we know the location to assist you.

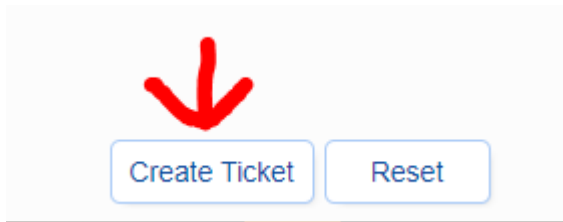


Form fields for Room and Due Date. The "Room:" label is followed by an empty text input field. The "Due Date:" label is followed by an empty date picker input field with a calendar icon on the right.

Step 8: Description: Please type a full description of the work order details, including a call-back number, and time of availability in the event that additional details are needed. **NOTE: it is always better to give more details/instructions than too little so we can do our best to assist. Steps to Repeat are also encouraged as well.**

Description:

Step 9: Please click Create Ticket at the bottom of the screen.



***Note: Once your work order has been created, you will see a confirmation screen of your submission. You can add attachments and notes at this time, cancel the request, or close the screen and view your ticket list. You can add attachments and notes at any time by clicking on My Tickets and clicking on the pencil icon next to your work order ID number.**

Help Desk Ticket ID-17521 Assigned to Accounts



6560@helpdeskschooldude.com

To: ● Rojas Desaray A.; ○ Hudspeth-Jackson Treshai R.; ● Miller Payton

[Reply](#) [Reply All](#) [Forward](#) [Print](#) [More](#)

Tue 7/12/2022 3:22 PM

Reply above this line.

Ticket ID-17521 has been assigned to Accounts.

Location: UAM-Monticello

Building: X - Building Not Applicable

Reporter: RojasD@uamont.edu

On Behalf Of: RojasD@uamont.edu

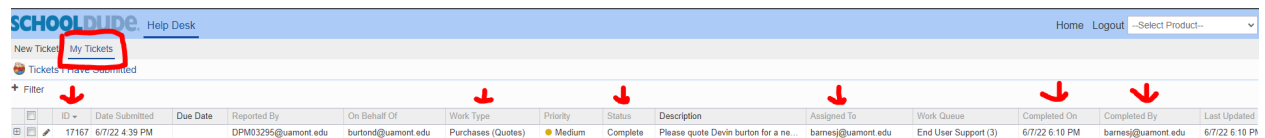
Accounts Members: hudspeth@uamont.edu, RojasD@uamont.edu, MillerDP@uamont.edu.

Issue with [REDACTED] account. [REDACTED] Mixon, Payton, and I looked at her account trying to find out why she was getting locked out. She has been signing on to a computer in the SSC, her Android phone, and personal computer. We directed her to clear her history and cache, hoping that will resolve the issue.

Logging this for documentation

Click [here](#) to view ticket.

To review your submitted tickets, click on the My Tickets tab where you can see all details about your submitted IT Work Orders.



ID	Date Submitted	Due Date	Reported By	On Behalf Of	Work Type	Priority	Status	Description	Assigned To	Work Queue	Completed On	Completed By	Last Updated
17167	6/7/22 4:39 PM		DPM03295@uamont.edu	burtond@uamont.edu	Purchases (Quotes)	Medium	Complete	Please quote Devin burton for a ne...	barnesj@uamont.edu	End User Support (3)	6/7/22 6:10 PM	barnesj@uamont.edu	6/7/22 6:10 PM

How Do I Add Attachments To My Work Order?

Adding Attachments (Max Size is approximately 3 MB)

Step 1: Click on the Attachments tab.



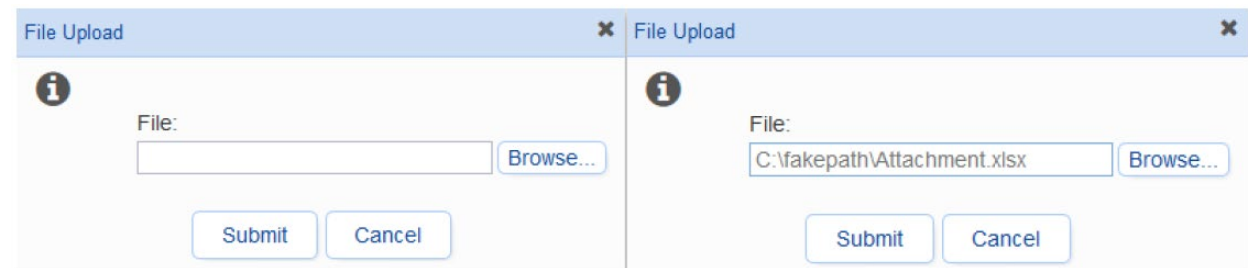
Step 2: Click New at the bottom of the screen.



Step 3: Click on the wheel icon. The first box below will appear.



Step 4: Click Browse to choose the file location. Once the file is selected, click Open and you will see the second box below.



Step 5: Click Submit. Your attachment will be added as shown below.

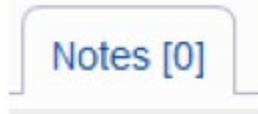


Step 6: Click Save at the bottom of the screen.

How Do I Add A Note To My Work Order?

Adding Notes

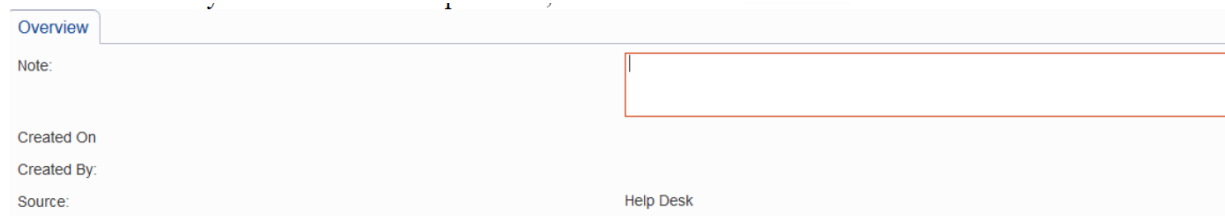
Step 1: Click on the Notes tab.



Step 2: Click New at the bottom of the screen.



Step 3: Enter your note in the area provided, then click Save.

A screenshot of a web interface showing a form for adding a note. At the top left, there is a tab labeled "Overview". Below it, the label "Note:" is followed by a large, empty text input field with a red border. To the left of the input field, there are labels for "Created On", "Created By:", and "Source:". In the bottom right corner of the form area, there is a link labeled "Help Desk".