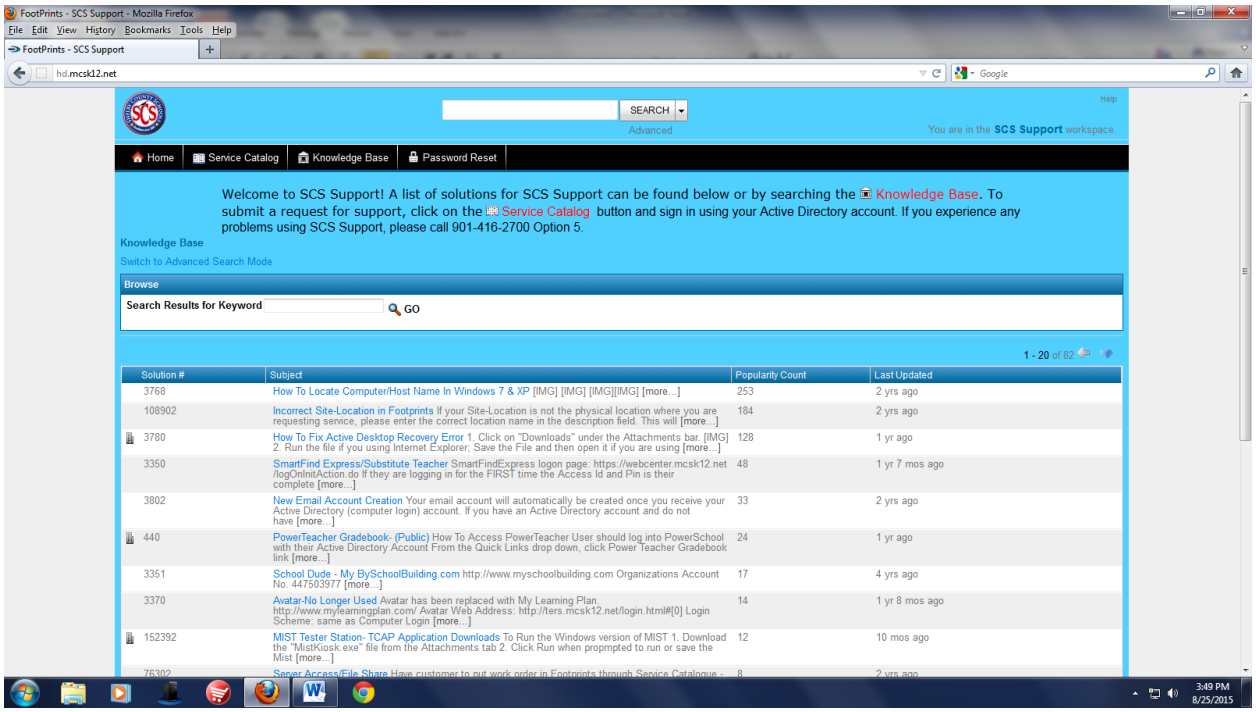
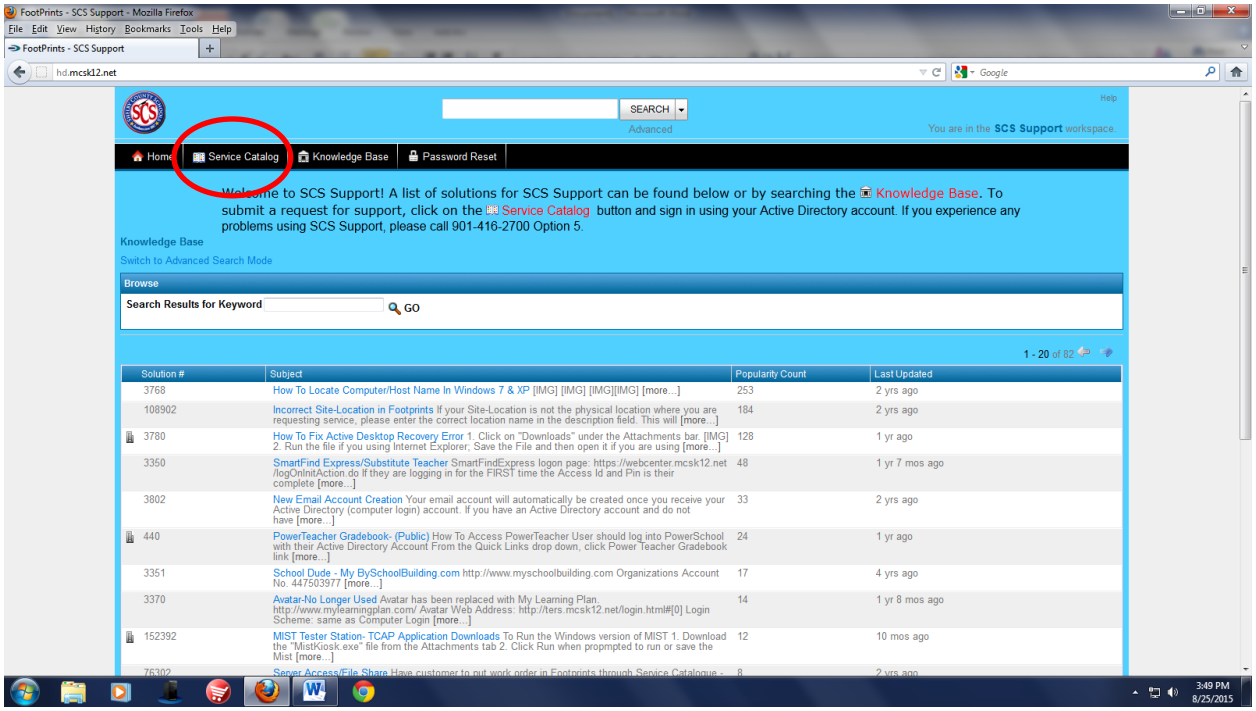
HOW TO SUBMIT A WORK ORDER

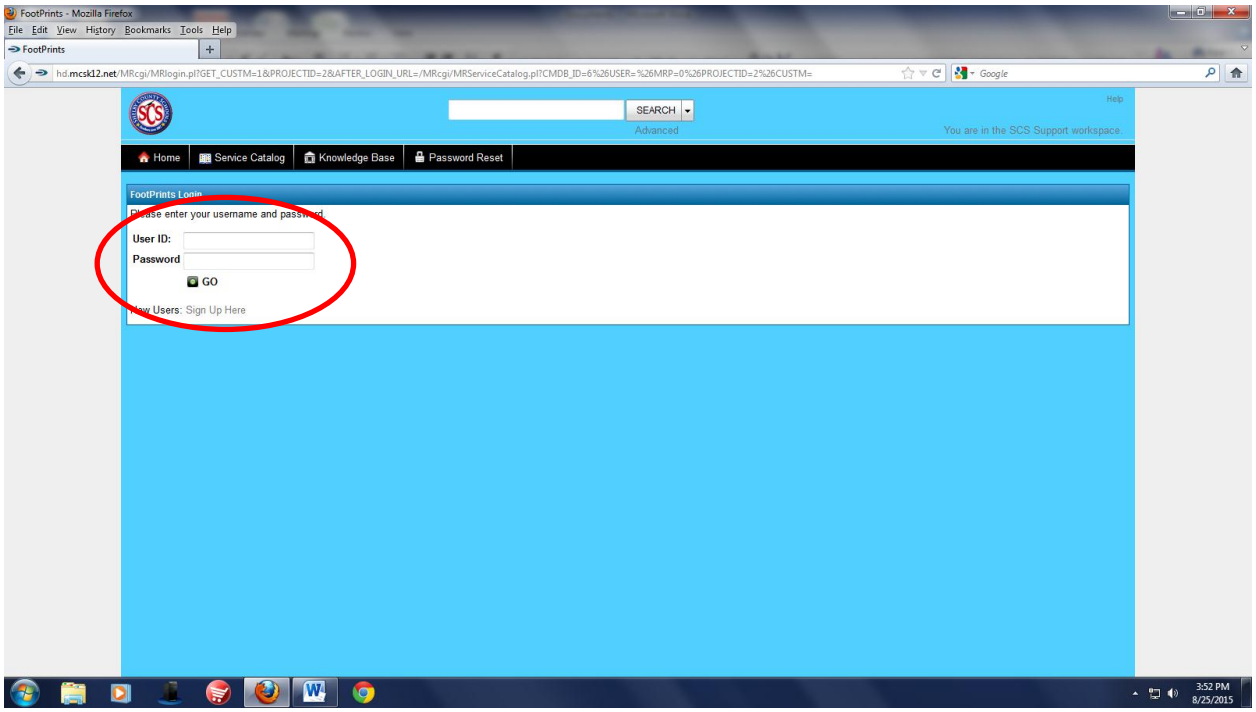
1. Go to hd.mcsk12.net



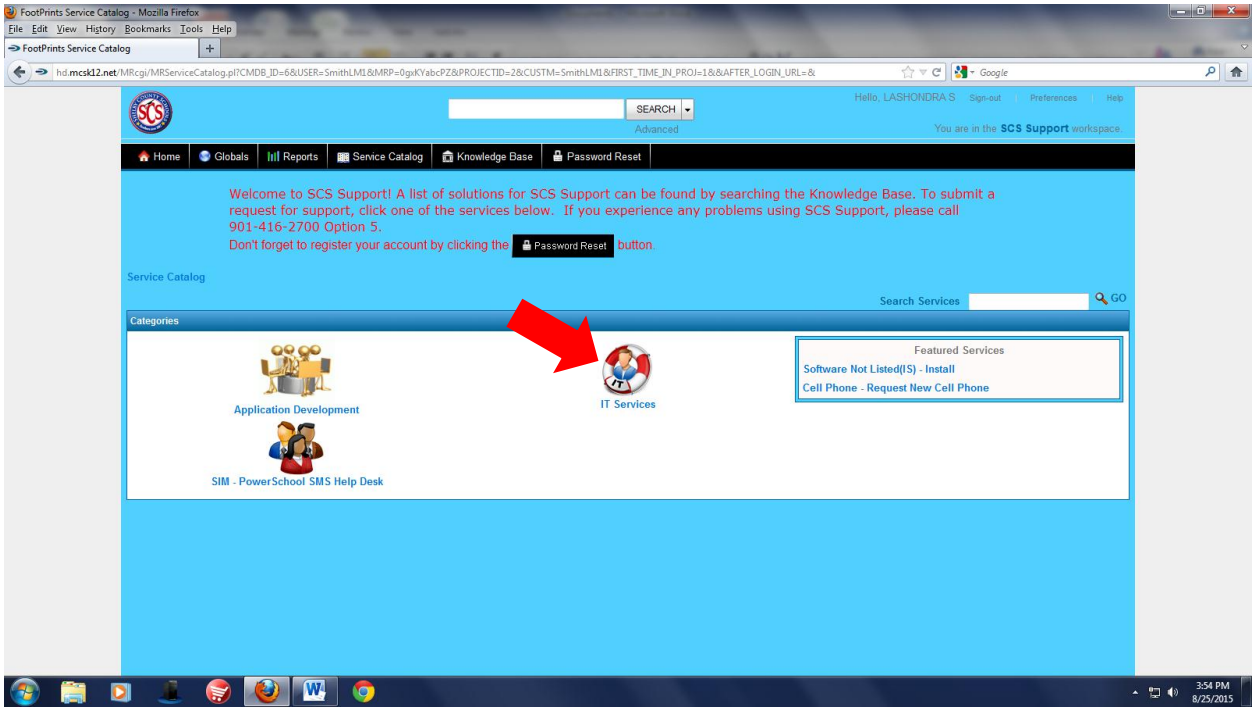
2. Click Service Catalog.



3. Log in using your Active Directory credentials (Ex. SmithLM1).



4. Click on IT Services.



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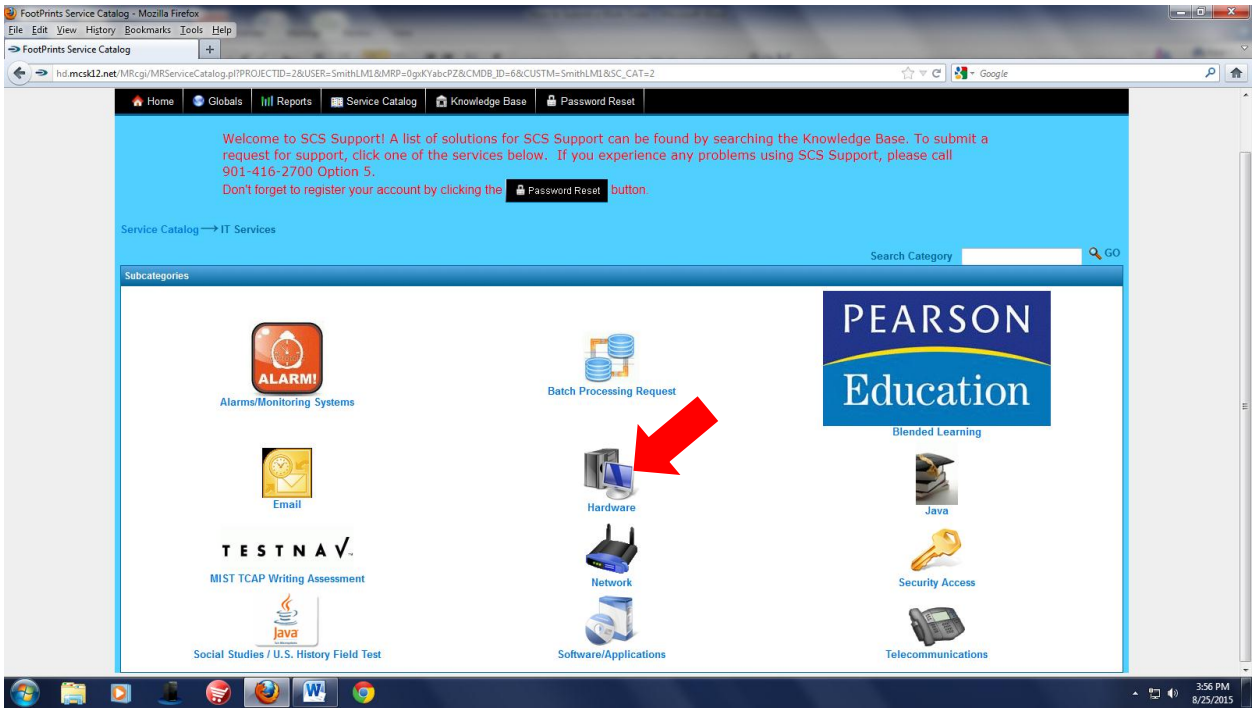
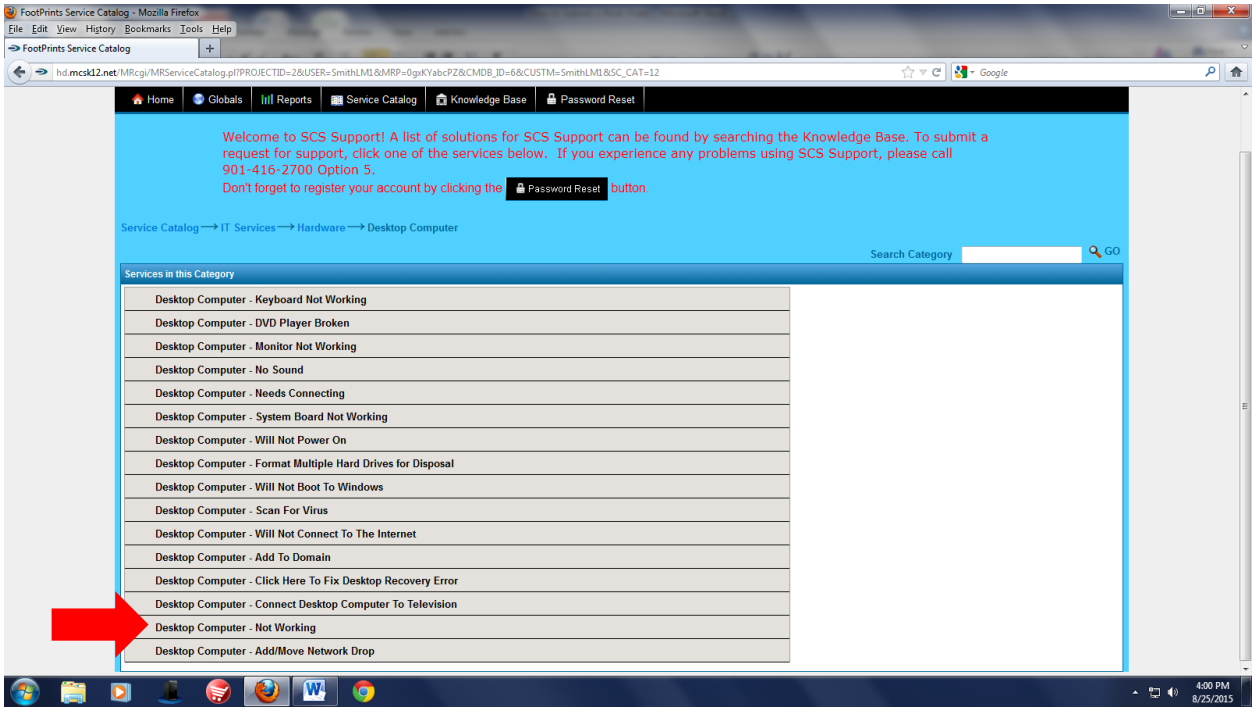
5. Select the appropriate subcategory ("Hardware" will be selected in most cases).

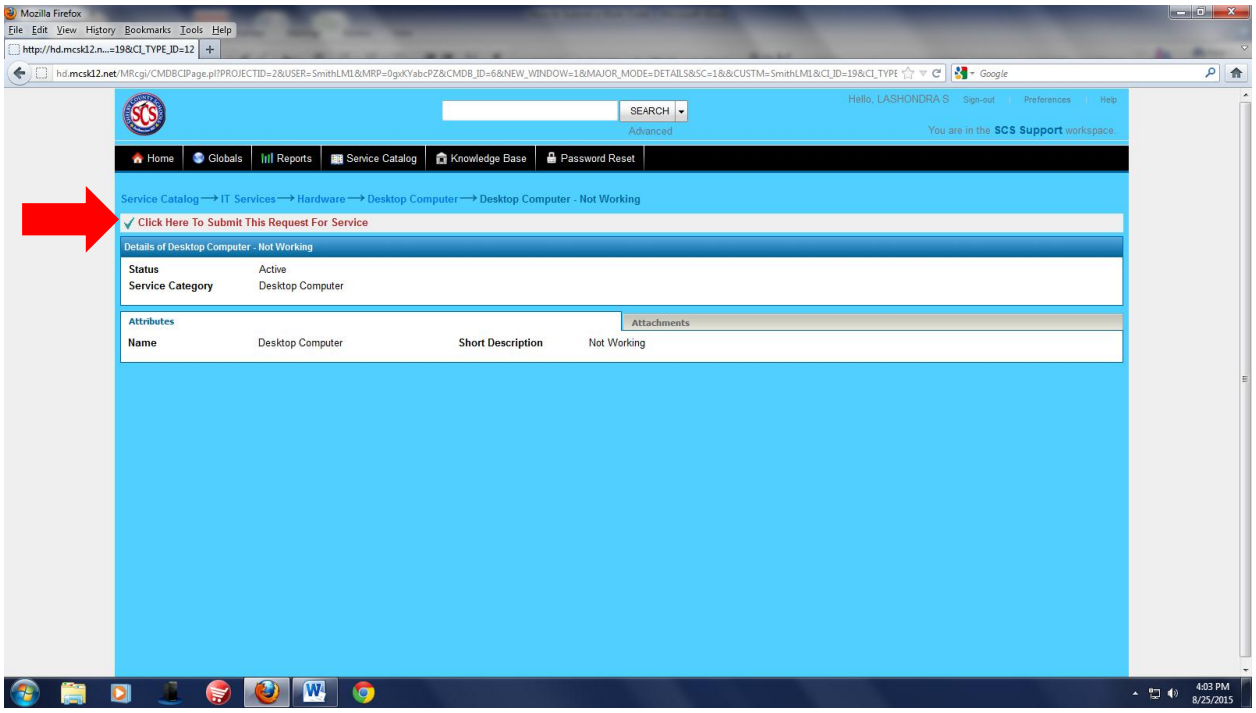


6. Select appropriate Hardware category.

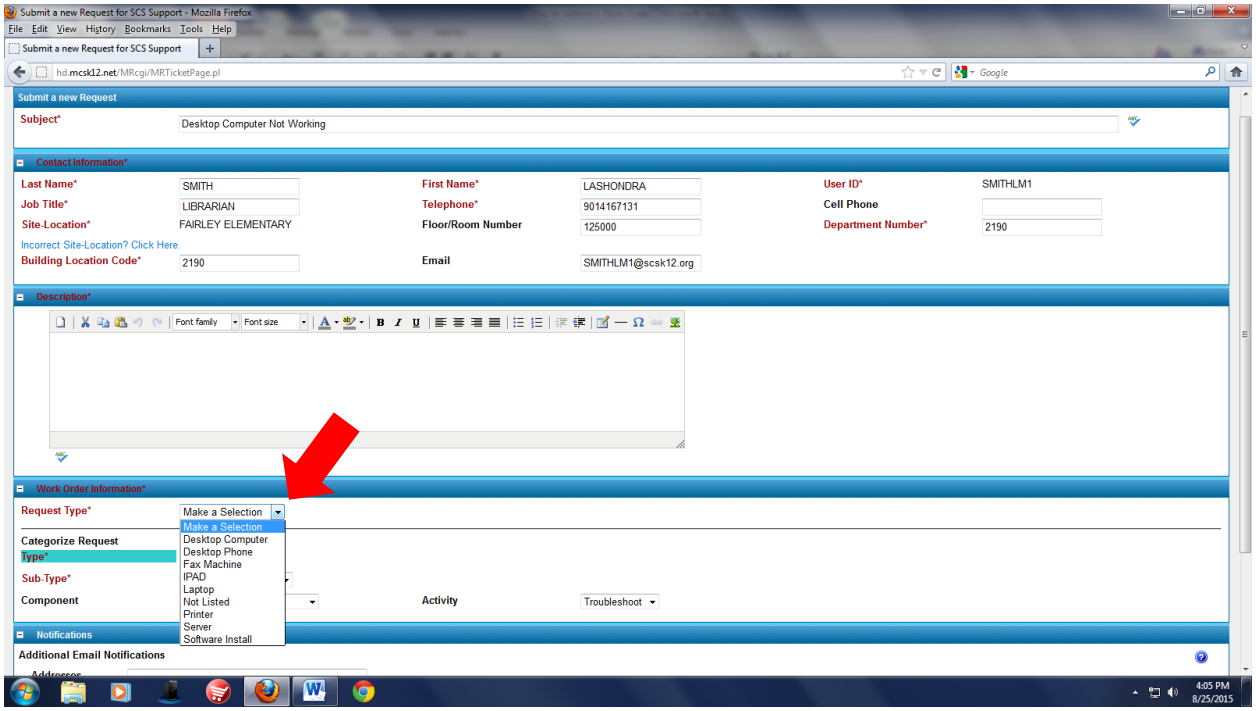
7. Shown below is a print screen of services in the "Desktop Computer" category. For a desktop computer that is malfunctioning, "Desktop Computer – Not Working" would be selected.



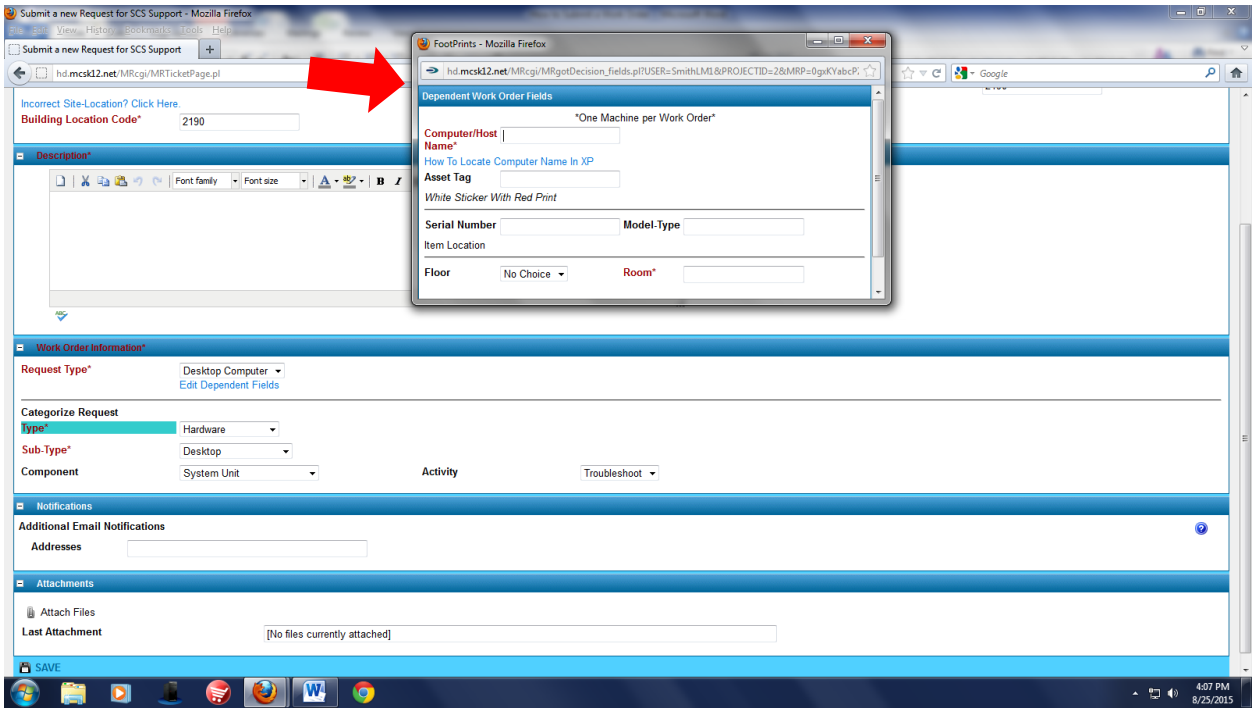
8. Select "Click Here To Submit This Request For Service"



9. **Ensure Contact Information is correct. Choose appropriate "Request Type" from the dropdown menu**



10. **A pop-up box will appear. Fields in red are required. Type "Unknown" for Computer/Host Name and room number. Because the computer/host name is unknown, enter the six-digit SCS ID tag number in the Asset Tag field (ID tag number can be found on the back or bottom of equipment). Click Save at the bottom of the pop-up screen.**



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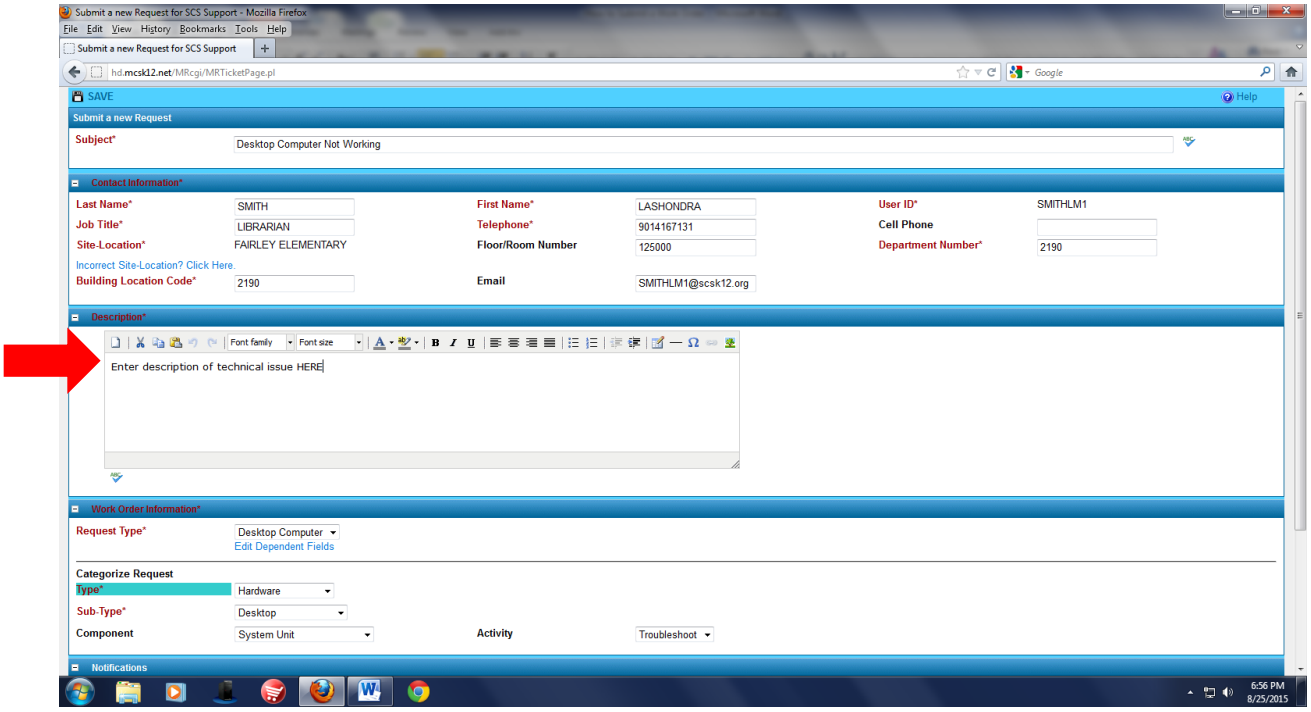
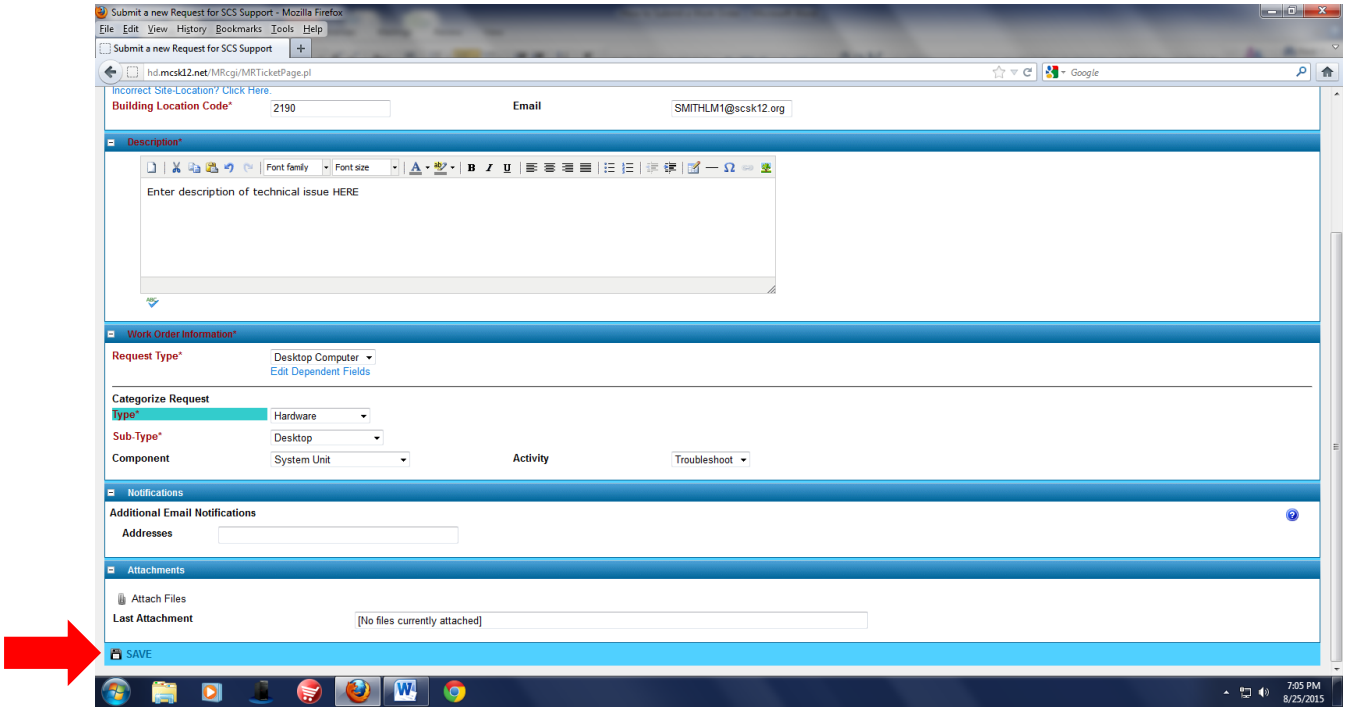
11. Enter a description of the technical issue in the Description box. Be specific/detailed. Include room number in the description.



12. Click Save (located at the top and bottom of page).



13. **The next screen will be a confirmation page. Wait about 15 seconds and the screen will return to the Service Catalog homepage. Click Sign-out (top, right of page). A Work Order confirmation email will be sent to your SCS email account.**