

# HOW TO SUBMIT A WORK ORDER

## 1. Go to [hd.mcsk12.net](http://hd.mcsk12.net)

Welcome to SCS Support! A list of solutions for SCS Support can be found below or by searching the [Knowledge Base](#). To submit a request for support, click on the [Service Catalog](#) button and sign in using your Active Directory account. If you experience any problems using SCS Support, please call 901-416-2700 Option 5.

Knowledge Base  
Switch to Advanced Search Mode

Browse

Search Results for Keyword

Solution #	Subject	Popularity Count	Last Updated
3768	How To Locate Computer/Host Name In Windows 7 & XP [IMG] [IMG] [IMG] [more...]	253	2 yrs ago
108902	Incorrect Site-Location in Footprints If your Site-Location is not the physical location where you are requesting service, please enter the correct location name in the description field. This will [more...]	184	2 yrs ago
3780	How To Fix Active Desktop Recovery Error 1. Click on "Downloads" under the Attachments bar. [IMG] 2. Run the file if you using Internet Explorer; Save the File and then open it if you are using [more...]	128	1 yr ago
3350	SmartFind Express/Substitute Teacher SmartFindExpress login page: <a href="https://webcenter.mcsk12.net/jsp/OnlineAction.do">https://webcenter.mcsk12.net/jsp/OnlineAction.do</a> if they are logging in for the FIRST time the Access Id and Pin is their complete [more...]	48	1 yr 7 mos ago
3802	New Email Account Creation Your email account will automatically be created once you receive your Active Directory (computer login) account. If you have an Active Directory account and do not have [more...]	33	2 yrs ago
440	PowerTeacher Gradebook (Public) How To Access PowerTeacher User should log into PowerSchool with their Active Directory Account From the Quick Links drop down, click Power Teacher Gradebook link [more...]	24	1 yr ago
3351	School Dude - My BySchoolBuilding.com <a href="http://www.myschoolbuilding.com">http://www.myschoolbuilding.com</a> Organizations Account No. 447503977 [more...]	17	4 yrs ago
3370	Avatar-No Longer Used Avatar has been replaced with My Learning Plan. <a href="http://www.mylearningplan.com/">http://www.mylearningplan.com/</a> Avatar Web Address: <a href="http://ters.mcsk12.net/login.html#(0)LoginScheme:sameasComputerLogin">http://ters.mcsk12.net/login.html#(0)LoginScheme:sameasComputerLogin</a> [more...]	14	1 yr 8 mos ago
152392	MIST Tester Station- TCAP Application Downloads To Run the Windows version of MIST 1. Download the "MistKiosk.exe" file from the Attachments tab 2. Click Run when prompted to run or save the Mist [more...]	12	10 mos ago
76302	Server Access/Files Share Have customer to put work order in Footprints through Service Catalogue - 8	8	2 yrs ago

## 2. Click Service Catalog.

Welcome to SCS Support! A list of solutions for SCS Support can be found below or by searching the [Knowledge Base](#). To submit a request for support, click on the [Service Catalog](#) button and sign in using your Active Directory account. If you experience any problems using SCS Support, please call 901-416-2700 Option 5.

Knowledge Base  
Switch to Advanced Search Mode

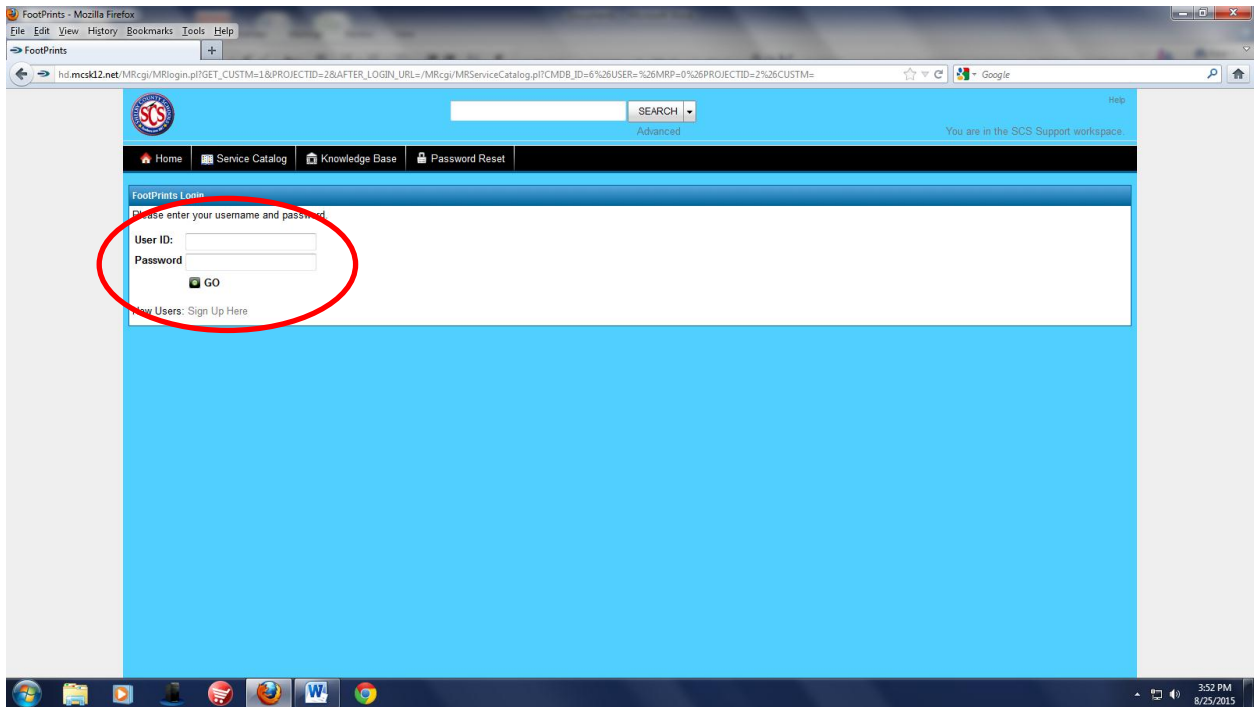
Browse

Search Results for Keyword

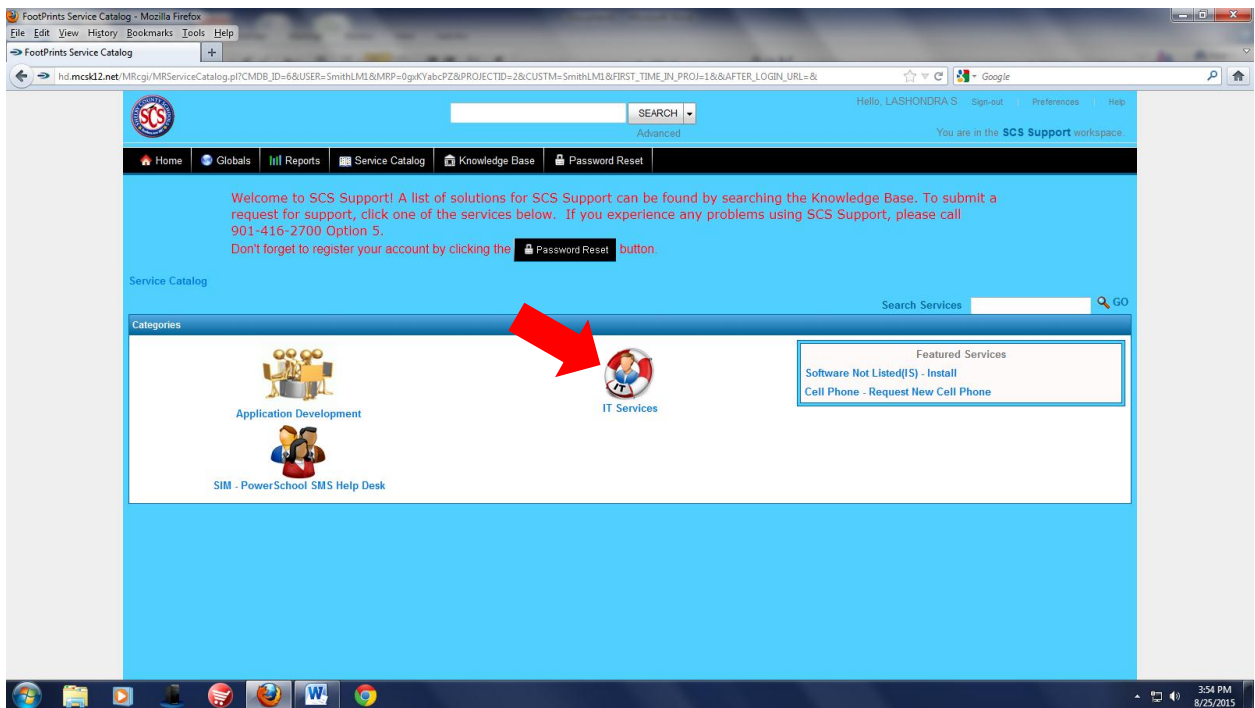
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## HOW TO SUBMIT A WORK ORDER

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

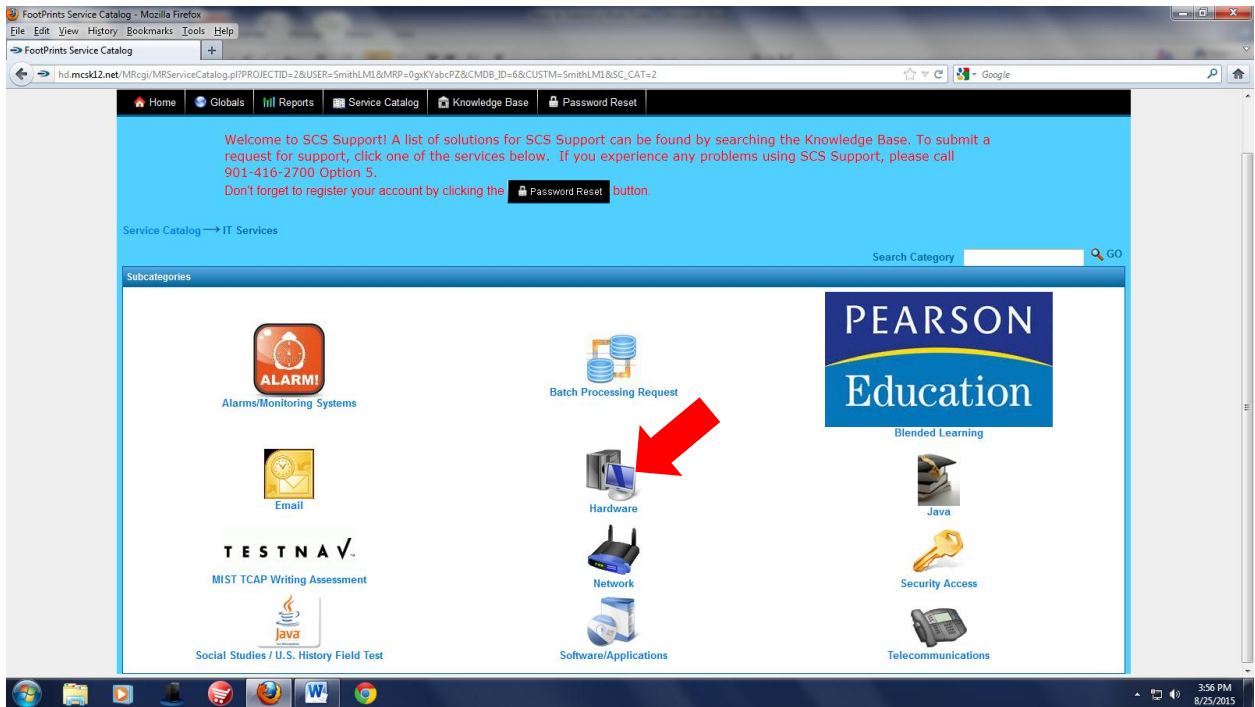


### 4. Click on IT Services.



## HOW TO SUBMIT A WORK ORDER

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

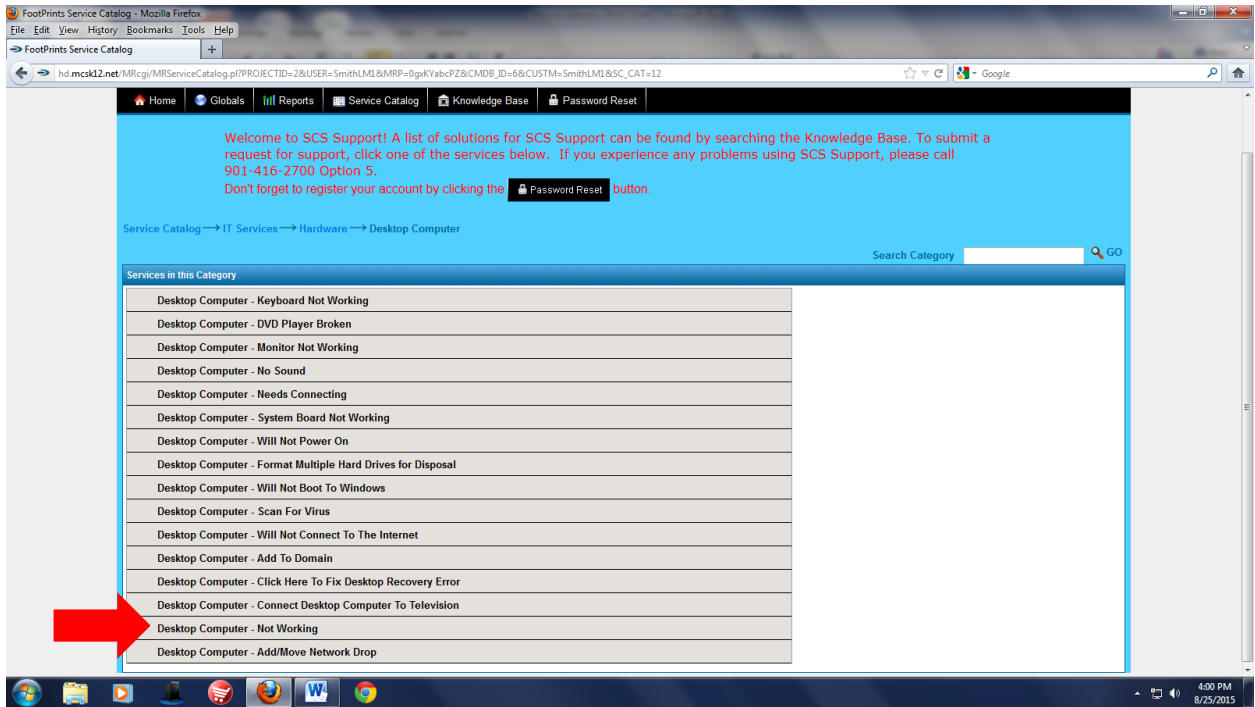


### 6. Select appropriate Hardware category.

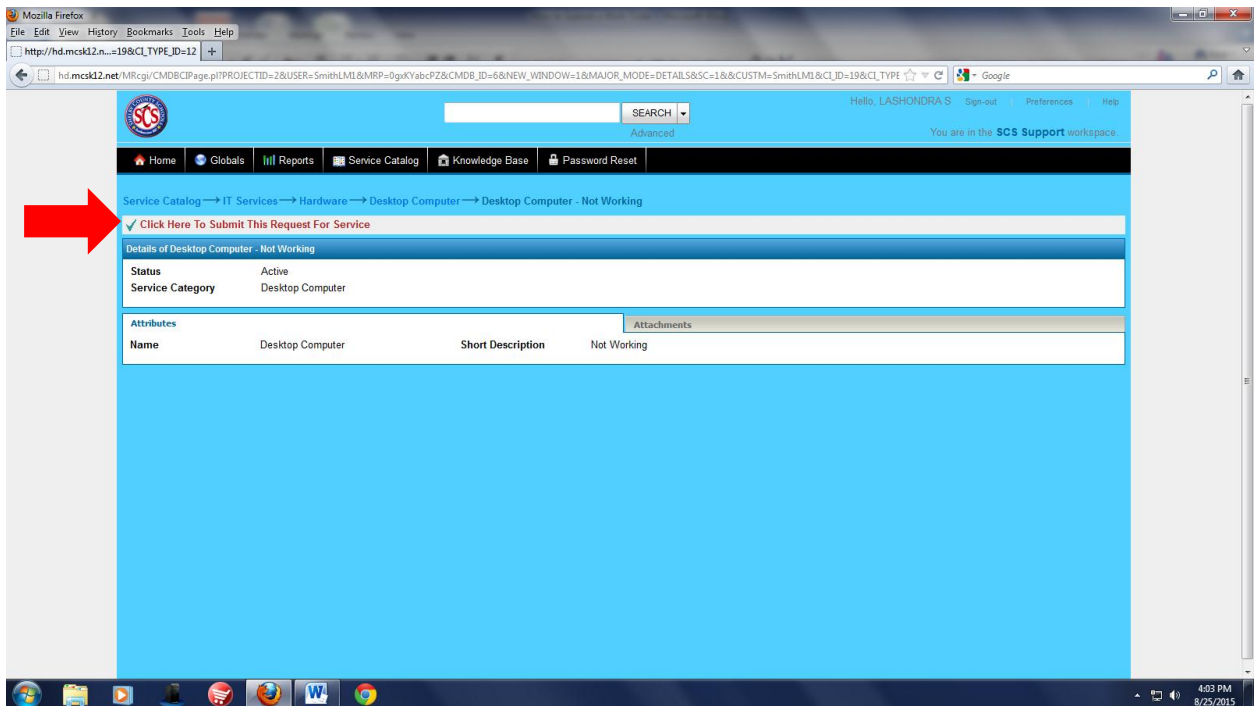


## HOW TO SUBMIT A WORK ORDER

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”



## HOW TO SUBMIT A WORK ORDER

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

Submit a new Request

Subject\* Desktop Computer Not Working

Contact Information\*

Last Name\* SMITH First Name\* LASHONDRA User ID\* SMITHLM1

Job Title\* LIBRARIAN Telephone\* 9014167131 Cell Phone

Site Location\* FAIRLEY ELEMENTARY Floor/Room Number 125000 Department Number\* 2190

Incorrect Site-Location? Click Here

Building Location Code\* 2190 Email SMITHLM1@scsk12.org

Description\*

Work Order Information\*

Request Type\* Make a Selection

Categorize Request type\* Desktop Computer

Sub-Type\* Desktop Phone

Component IPAD

Activity Laptop

Troubleshoot Not Listed

Printer

Server

Software Install

Notifications

Additional Email Notifications

Addresses

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### 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.

Submit a new Request for SCS Support - Mozilla Firefox

Submit a new Request for SCS Support

hd.mcsk12.net/MRcgui/MRTicketPage.pl

Submit a new Request

Incorrect Site-Location? Click Here

Building Location Code\* 2190

Description\*

Work Order Information\*

Request Type\* Desktop Computer

Categorize Request type\* Hardware

Sub-Type\* Desktop

Component System Unit

Activity

Troubleshoot

Notifications

Additional Email Notifications

Addresses

Attachments

Attach Files

Last Attachment [No files currently attached]

SAVE

FootPrints - Mozilla Firefox

hd.mcsk12.net/MRcgui/MRgotDecision\_fields.pl?USER=SmithLM1&PROJECTID=2&MRP=0grKYabcP

Dependent Work Order Fields

\*One Machine per Work Order\*

Computer/Host Name\*

How To Locate Computer Name In XP

Asset Tag

White Sticker With Red Print

Serial Number Model-Type

Item Location

Floor No Choice Room\*

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## HOW TO SUBMIT A WORK ORDER

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

Submit a new Request for SCS Support - Mozilla Firefox

Submit a new Request for SCS Support

hd.mcsk12.net/MRcgui/MRTicketPage.pl

SAVE

Submit a new Request

Subject\* Desktop Computer Not Working

Contact Information\*

Last Name*	SMITH	First Name*	LASHONDRA	User ID*	SMITHLM1
Job Title*	LIBRARIAN	Telephone*	9014167131	Cell Phone	
Site-Location*	FAIRLEY ELEMENTARY	Floor/Room Number	125000	Department Number*	2190
Building Location Code*	2190	Email	SMITHLM1@scsk12.org		

Incorrect Site-Location? Click Here.

Description\*

Enter description of technical issue HERE

Work Order Information\*

Request Type\* Desktop Computer  
[Edit Dependent Fields](#)

Categorize Request

Type*	Hardware	Sub-Type*	Desktop	Component	System Unit	Activity	Troubleshoot
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Notifications

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

Submit a new Request for SCS Support - Mozilla Firefox

Submit a new Request for SCS Support

hd.mcsk12.net/MRcgui/MRTicketPage.pl

Incorrect Site-Location? Click Here.

Building Location Code\* 2190

Email SMITHLM1@scsk12.org

Description\*

Enter description of technical issue HERE

Work Order Information\*

Request Type\* Desktop Computer  
[Edit Dependent Fields](#)

Categorize Request

Type*	Hardware	Sub-Type*	Desktop	Component	System Unit	Activity	Troubleshoot
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Notifications

Additional Email Notifications

Addresses

Attachments

Attach Files

Last Attachment [No files currently attached]

SAVE

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## HOW TO SUBMIT A WORK ORDER

- 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.**