

Entering a new service request:



At the opening screen of TA-Track you have two different options to enter a new service request. The first option is to utilize the Service Request Quick Buttons at the bottom of the page.

Depending on the nature of your request you can select either "Technology Service Request" or "Facility Maintenance request."

The button at the top of the left side menu bar will also take you to a screen to select which type of work request you need to enter.



Clicking on "Technology Service Request" will take you to a screen requesting some basic information about who is making the request. Your name and location should be displayed in the appropriate boxes, so the only thing left to do on this screen is to enter your room number and the serial number on the equipment.

If you are entering a request for another user, you may simply select their name and location for the request.

Once you have completed this click on the "NEXT >>" button.

The information you entered on the last screen is now displayed at the top of the page and a little more information is requested.

The most important information is the description of the request. You may type as much information in this box as necessary.

Once you have completed this information some basic steps are verified to confirm what you may have done to work around the issue.

The screenshot shows a web browser window with the address bar displaying "http://www.track.com/Track.htm". The page title is "Track" and the subtitle is "Do Track with Today's Technology". The main content area contains a form for reporting a problem. The form includes a text input field for "Please enter a description of the trouble you have encountered:". Below this are four radio button questions: "Have you rebooted the computer?", "Have you checked all of the cable connections?", "Have you checked the power connection?", and "Have you ensured that the device is powered on?". A "Submit WO" button is located at the bottom of the form. The footer of the page displays the "Track" logo and the text "Copyright 2001 Administrative Tracking Applications, LLC. All rights reserved."

The last question allows you to note whether or not you have experienced this problem before. Once you have filled out this information click the "Submit WO" button to complete the process.

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