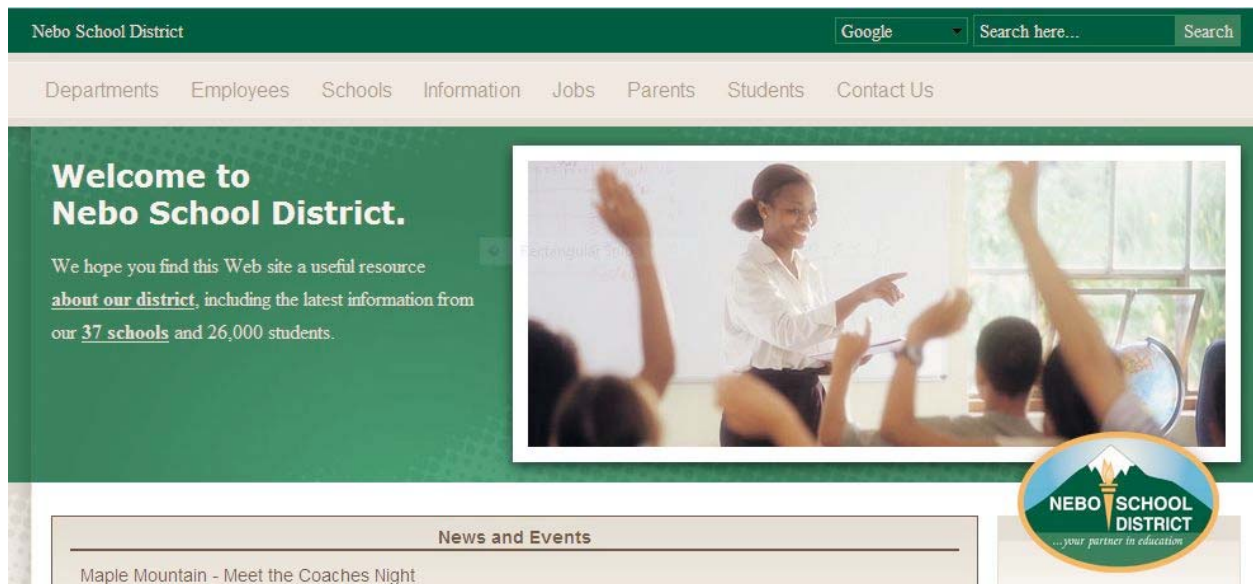


## Technical Services Job Requests – Employee Access

Instructions are included for adding a job request, followed by instructions for reviewing Technical Services job requests. If you have further questions about using this program, please call Ron Andrews at 354-7402. If you have questions about a specific job request, contact Robert Schmoyer at 354-7409.

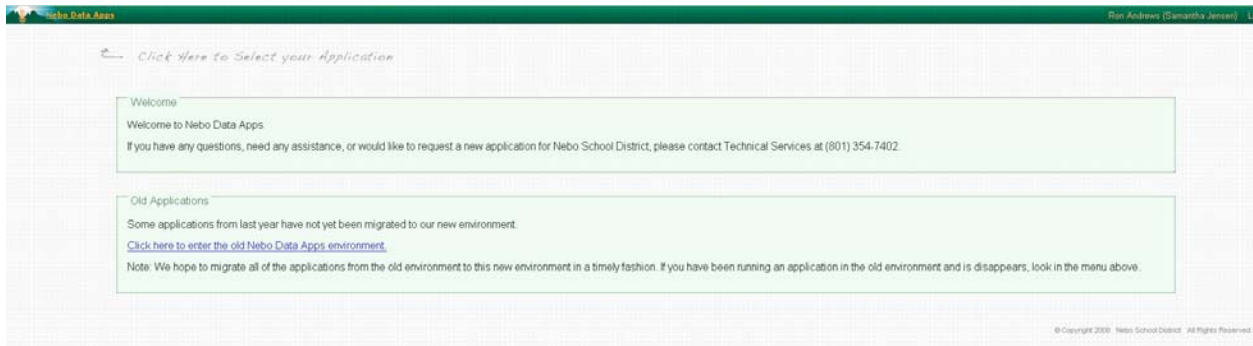
### Adding a Job Request



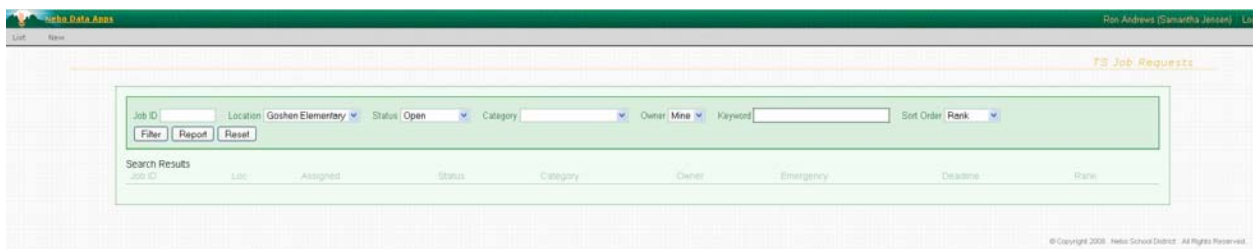
1. On the Nebo District homepage, select the Employee pull-down menu and select Nebo Data Apps.

A screenshot of the "Nebo Data Apps" login page. The page has a green header with the text "Nebo Data Apps" and a small logo. Below the header is a light green background with a grid pattern. The login form is enclosed in a dashed border and contains the following elements: a "Login:" label, a "Username:" label followed by a text input field, a "Password:" label followed by a password input field, and a "Login" button at the bottom center.

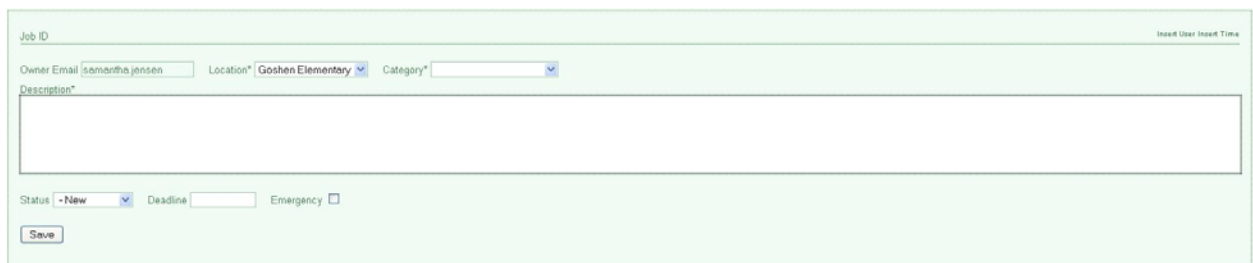
2. Login using your email username and password.



3. Click the Nebo Data Apps link on the top right of the page. Select Technical Services, and then select TS Job Requests.



4. Click New in the gray toolbar at the top left corner of the page.



5. Your location should already be entered in the Location drop-down list. However, if you are assigned to multiple locations within the district, you will need to select the correct location.
6. Select a category for this equipment or job:
  - Network Outage – This affects an entire school or district network.
  - Instructional Lab – A computer lab that is used as the teacher’s primary classroom (the teacher really can’t teach until this problem is resolved).
  - Multi-Use Lab – A computer lab that is used by different teachers, but not as their primary classroom.
  - Employee Workstation – The computer used by a teacher or other employee.
  - Mobile Lab – One of the mobile laptop computer labs that is shared by teachers.
  - Peripheral – Another device, such as a printer, scanner, etc.
  - Mini Lab – A set of computers in a teacher’s room used by students.
  - Other – Something not described above.
7. Enter a detailed description of the problem.

8. If there is a deadline associated with this job, enter that date. The deadline must be at least 14 days in the future. If the job is an emergency, select that checkbox.
9. You may also reopen a job that has been closed, or select a different status using the Status drop-down list.
10. Click Save.

The screenshot shows a web form for job requests. At the top, a green banner displays "Saved!". Below this, the form contains the following fields and elements:

- Job ID 1155** (top left)
- Next User:** Samantha Jensen | **Next Time:** 2009-02-03 16:14:52 (top right)
- Owner Email:** samantha.jensen
- Location:** Goshen Elementary
- Category:** Employee Workstation
- Description:** My computer is not set to print to the correct place.
- Status:** New (dropdown menu)
- Deadline:** (empty text field)
- Emergency:**
- Buttons:** Save, Delete
- Assigned:** Russon, Greg | **Log** (dropdown menu)
- Update User:** Samantha Jensen | **Update Time:** 2009-02-03 16:14:52 (bottom right)
- Entry Author:** Samantha Jensen | **Entry Time:** 2009-02-03 16:14:52 (bottom right)
- Description:** My computer is not set to print to the correct place. (bottom section)

11. A message at the top of the form will indicate that the job has been saved. A log is initially created for this job and is displayed at the bottom of the form. The technician to whom the job is assigned will be shown, and they will use this log to make comments about this job.

## Reviewing Job Requests

1. On the Nebo District homepage, select the Employee pull-down menu and select Nebo Data Apps.

The screenshot shows the Nebo Data Apps homepage with the following content:

- Header:** Nebo Data Apps | Dan Andrews (Samantha Jensen)
- Navigation:** Click Here to Select your Application
- Welcome Section:**
  - Welcome to Nebo Data Apps
  - If you have any questions, need any assistance, or would like to request a new application for Nebo School District, please contact Technical Services at (801) 354-7402.
- Old Applications Section:**
  - Some applications from last year have not yet been migrated to our new environment.
  - [Click here to enter the old Nebo Data Apps environment.](#)
  - Note: We hope to migrate all of the applications from the old environment to this new environment in a timely fashion. If you have been running an application in the old environment and it disappears, look in the menu above.
- Footer:** © Copyright 2009, Nebo School District. All Rights Reserved.

2. Click the Nebo Data Apps link on the top right of the page. Select Technical Services, and then select TS Job Requests.

The screenshot shows a web interface titled "Job Data Area" with a user profile for "Samantha Jensen". The main section is "FS Job Requests". It features a search form with the following fields: Job ID (text input), Location (dropdown menu set to "Goshen Elementary"), Status (dropdown menu set to "Open"), Category (dropdown menu), Owner (dropdown menu set to "Mine"), and Keyword (text input). There are "Filter", "Report", and "Reset" buttons below the search form. Below the search form is a table with the following columns: Job ID, Loc, Assigned, Status, Category, Owner, Emergency, Deadline, and Rank. The table contains three rows of data.

Job ID	Loc	Assigned	Status	Category	Owner	Emergency	Deadline	Rank
1018	120	Greg Russon	New	Multi-Use Lab	James Weiburn			498
1088	120	Greg Russon	New	Employee Workstation	Frank Daybell			451
1155	120	Greg Russon	New	Employee Workstation	Samantha Jensen			380

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- Your location should already be entered in the Location drop-down list. However, if you are assigned to multiple locations within the district, select the desired location from the drop-down list.
- Select a status or category, or enter a keyword to limit the search results.
- Under the Owner drop-down list, you can choose to view only your own requests (default) or you can opt to see all requests for the selected location.
- Click Filter.

This screenshot is identical to the one above, but with the "Owner" dropdown menu set to "All" instead of "Mine". The search results table remains the same.

Job ID	Loc	Assigned	Status	Category	Owner	Emergency	Deadline	Rank
1018	120	Greg Russon	New	Multi-Use Lab	James Weiburn			498
1088	120	Greg Russon	New	Employee Workstation	Frank Daybell			451
1155	120	Greg Russon	New	Employee Workstation	Samantha Jensen			380

My computer is not set to print to the correct place.

- The job requests that match the search criteria will be shown. Jobs can be sorted by Rank, Location, Status, or the person to whom the job is assigned, using the drop-down list at the top right of the form. The rank is the result of an extremely complex algorithm very similar to the BCS system in college football.
- Click Report to create a PDF version of this job list that can be printed.
- For your own requests, you can click the Job ID link to see the job details and the log that is being kept for this request.