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.

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.

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.

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

4. Select a status or category, or enter a keyword to limit the search results.

5. 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.

6. Click Filter.

7. 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.

8. Click Report to create a PDF version of this job list that can be printed.

9. 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.