

Click on the “Work Order” button

Enter your credentials – use your normal network/email/computer credentials (ie., John Smith username= smithj and your password)

Leave “Site Name” as Norwalk Public Schools

Click on “Choose Location” and select the school

Enter the room number in the next field

Click on the “Customer” bar – if the ticket is for service you are requesting, leave the fields as is

You can change the “Who is this ticket For?” bar to “someone else” and input their info if desired

Leave “Notify me of ticket changes” set to Yes, and enter an additional email address if you wish

Click on “Problem Type” bar and select the statement that closest matches the problem

Provide additional information in the next field

Click Save