

To Enter a new Work Order into the Ticketing System

Go To Our Home Page (norwalkps.org)

Click on “For Staff” Icon

Click on “Technology Service Request” Icon

A new page will open and ask for your credentials, use your normal Windows credentials (ie: SmithJ and 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