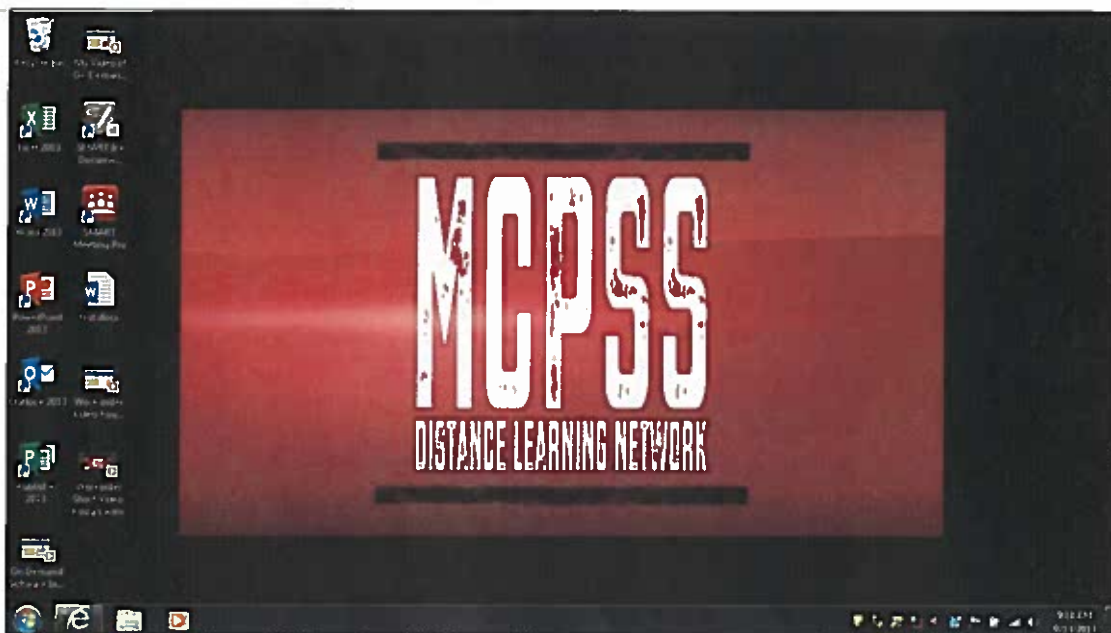


# How to Create a Work Order in the Absolute Work Order System

The steps outlined below will guide you through the process of creating a work order. This handout follows the video also describing this process. Please remember to collect the serial and model numbers from devices now, while they are in working order! Write this information down on a notecard or paper and keep it in a location you will remember. This will help expedite the input of the work order in the event you need assistance.

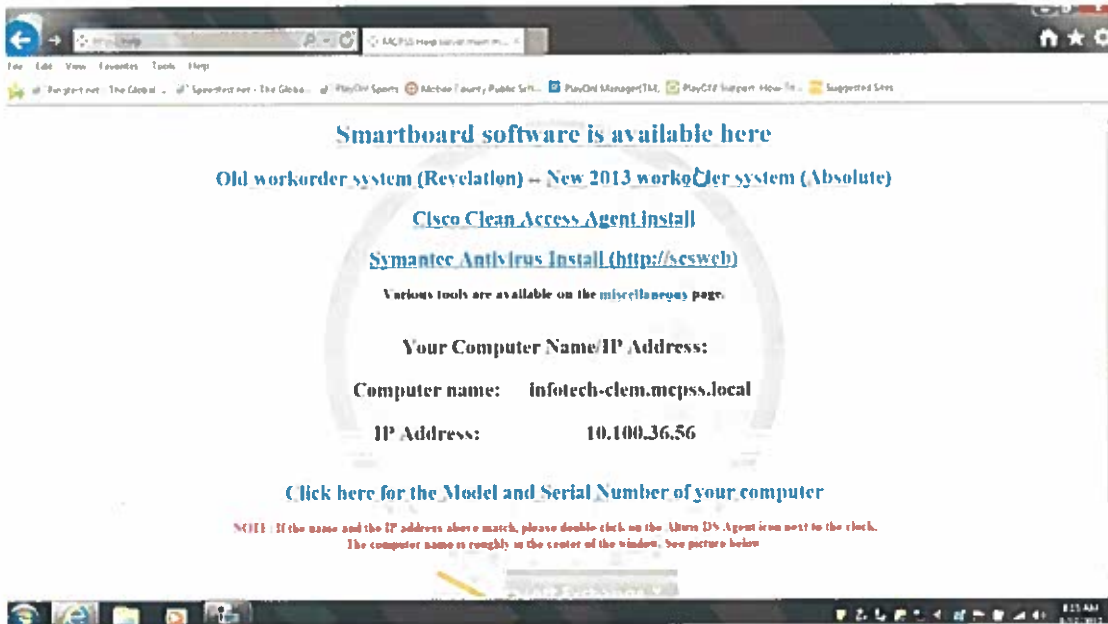
This work order system is for educational technology as it is used in the classroom or technology/computers that are used for daily business operations. It IS NOT for electrical plugs, lights not working, air conditioners that are broke...those are MAINTENANCE issues and ARE NOT reported in this system.

Step 1: Sit down at a working computer. If your desk computer is non-functional, you will need to visit a neighbor's computer, the computer lab, or use an extra computer in your classroom...if you have one. Please make sure you have the model and serial number of the equipment that needs to be repaired.



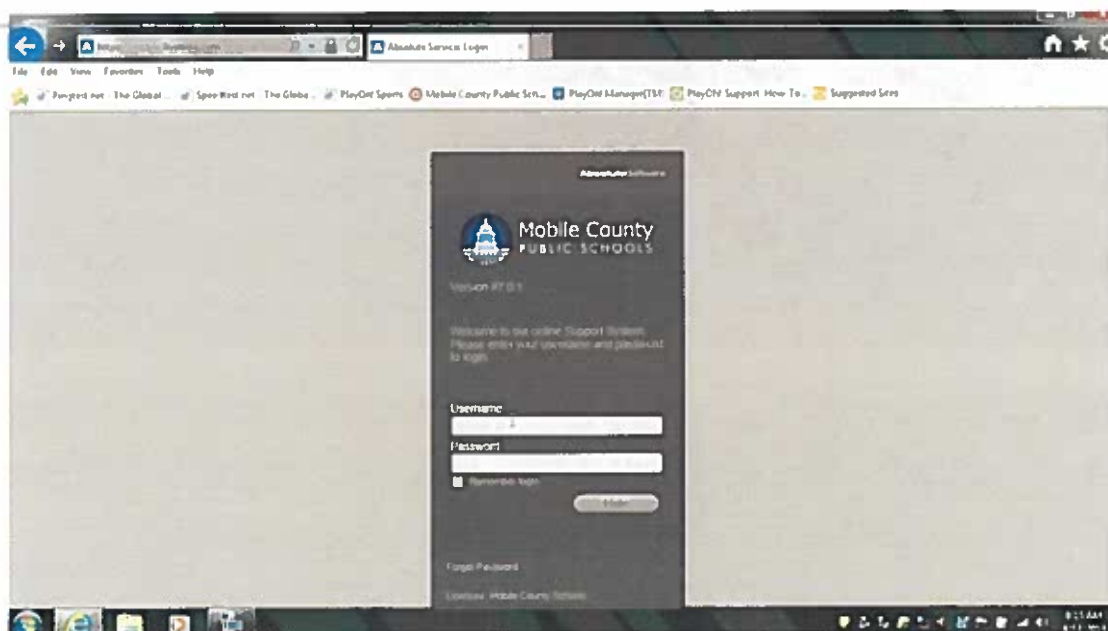
Step 2: Open your web browser (Internet Explorer) and type help/ in the address bar.

Step 3: Select "New 2013 workorder system (Absolute)"

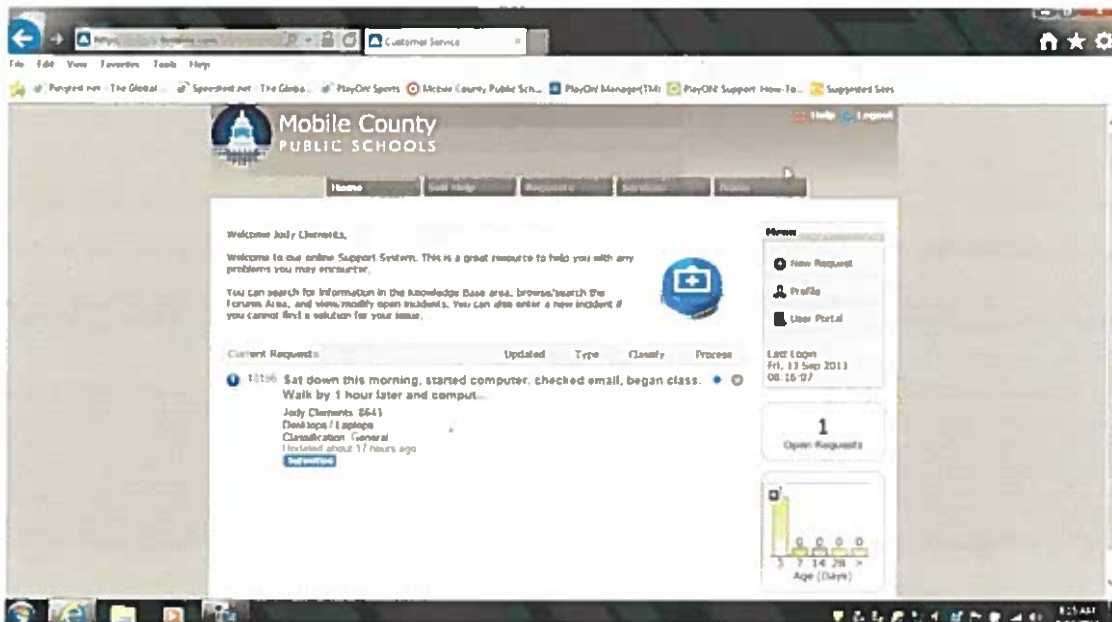


**ALTERNATIVE:** You can also get to the login screen by right clicking the Barton Academy icon in the system tray and choose "Open A Work Order".

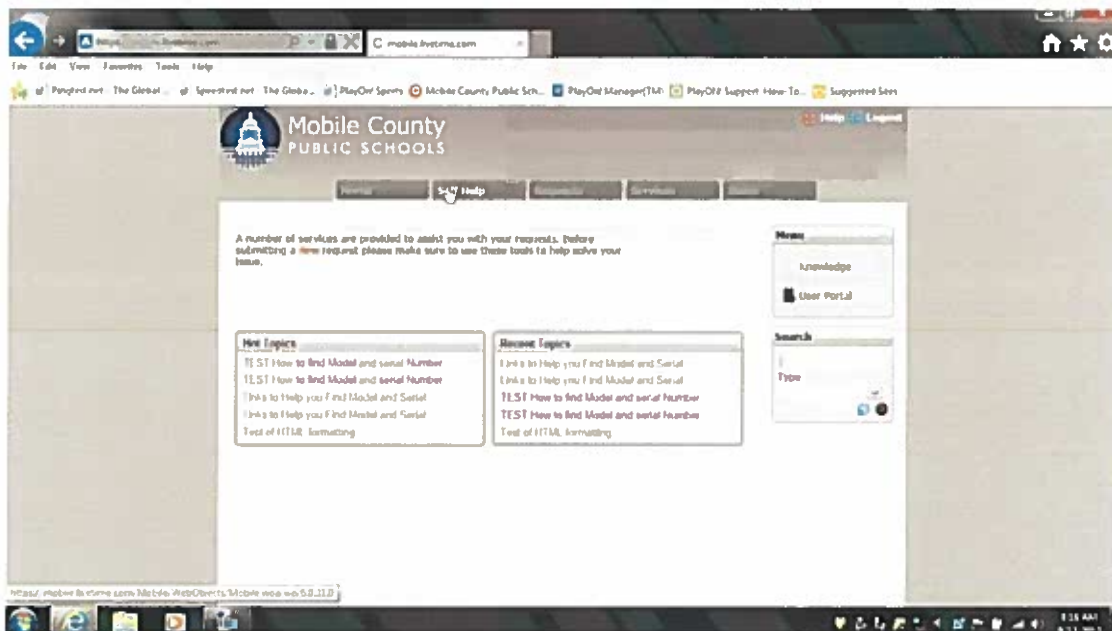
Step 4: Enter your full MCPSS email address and district password



Once logged in, you will see the “Home, Self Help, Requests” tabs at the top. We will not use the “Services, Items” tabs.



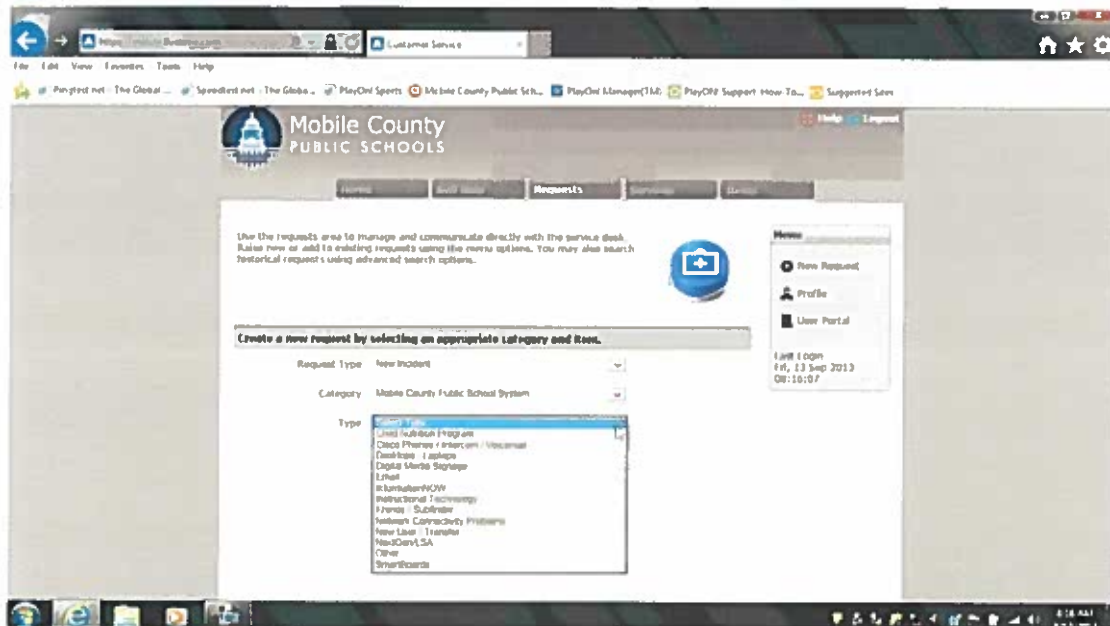
The Self Help tab will provide you with helpful links for information or troubleshooting problems.



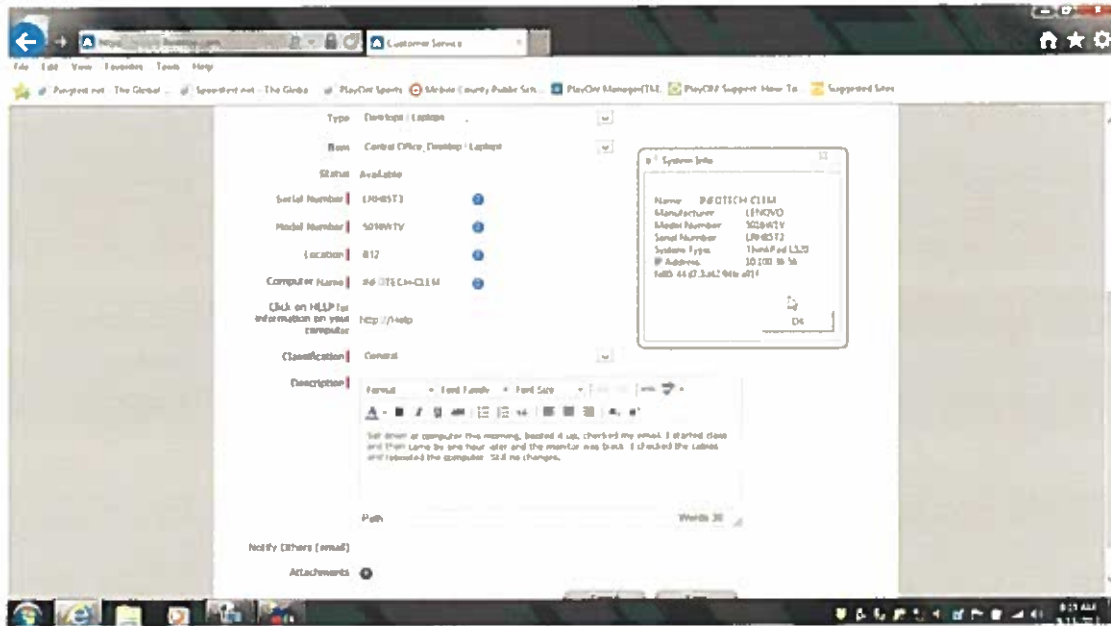
The Requests tab will show the work orders that you have entered and the progress/results of those requests.



Step 5: To enter a work request, select "New Request" from the Menu box on the right side of the window. The first two dropdowns are auto populated for you. The "Type" dropdown will give you a list of items to select. Please identify the type of technology that you need assistance with and choose that from the dropdown.



**EXAMPLE:** If you choose “Desktop/Laptop” from the dropdown menu, you will enter the information requested for the computer that needs repair. Items with the red vertical dash are required fields. If you do not put the correct information in for required fields, your school TST will send this work order back to you for the correct information. If you select the “Help” link, it will populate the information for the computer you are using, so if this is not the computer that is broke, do not use this system information. In the Description field, please give a detailed description of the problem. Once completed, select the “Save” button at the bottom of the screen.



**Step 6:** The work order has now been sent to your school TST and you are given a work request number. The request process is now complete.



