

Cumberland University Quick Step Guide for Requesters



!!!AWESOME, NEW & EASY, 9 STEP PROCESS TO SUBMIT TECHNOLOGY REQUESTS!!!

- To open, or review, a Technology Incident Request, aka HelpDesk Request you must open your Internet Browser (Internet Explorer, Netscape etc...) and browse to <http://intranet.cumberland.edu>.
- From the LINKS FOR YOU on the right hand side, locate and click on: [Information Technology Helpdesk Incident Requests \(HELPDESK\)](#).
- **Alternatively**, you may also copy this link and paste it into the web address window for your browser:
<http://ca.myschoolbuilding.com/myschoolbuilding/mygateway.asp?acctnum=525572978>

Next, follow these easy steps:

Step 1: Required: Enter your school *Email Address* to access the work request page

A screenshot of a web form. At the top, it says "Welcome! To begin, please enter your email address below." Below this is a label "Email Address" followed by a text input field. Underneath the input field is a "Submit" button.

1a. **Required:** If you are not a registered user, you will be able to create an account by following instructions on the screen. Start by entering your *Last Name* in the field provided. Click "**Submit**" to continue.

A screenshot of a web form showing an error. At the top, it says "Welcome! To begin, please enter your email address below." Below this is a label "Email Address" followed by a text input field containing "New_User@darlingtonschool.org". Below the input field is a red error message: "We cannot find the indicated email address. Please either correct the email address or enter your last name below if you are a new requester." Below the error message is a label "Last Name" followed by a text input field. Underneath the input field is a "Submit" button.
















1b. **Required:** Finish this part of the registration by entering your *First Name*, and *Phone Number*. Cell Phone and Pager are optional.

First Name <input checked="" type="checkbox"/>	Last Name <input checked="" type="checkbox"/>
First Name <input type="text"/>	Last Name <input type="text"/>
Email Address <input checked="" type="checkbox"/>	
New_User@darlingtonschool	
Phone Number <input type="text"/>	Pager <input type="text"/>
Cellular Phone <input type="text"/>	
<input type="button" value="Submit"/>	
<small>Note: This information will be saved after you submit your first request. New users are not saved until their first request has been submitted.</small>	

Step 2: Required: Use the drop down menus to select the *Location* where the work needs to take place. Follow the same steps for *Area*, and then type in the *Area/Room Number*.

Step 2 Location <input checked="" type="checkbox"/>	
-- Select Location -- <input type="button" value="v"/>	
Area	Area/Room Number <input checked="" type="checkbox"/>
-- Select Area -- <input type="button" value="v"/>	<input type="text"/>
<input type="checkbox"/> Yes, remember my area entries for my next new request entry.	

Step 3: Required: Select the icon that best describes your *Problem* and click on it. If the problem type is not listed, or you are unsure, choose the one that is closest one.

Step 3 Select Problem Type: <input checked="" type="checkbox"/>			
 Technology Help Desk: Click on the problem type below that best describes your issue.			
 Accounts	 Blackboard	 Curriculum Management	 Data Projector
 Desktop/Workstation	 Email	 Internet Connection	 Printers
 Remote Access	 Smart Board	 Telephone Services	 UPS Backup
 Voice Mail	 Web/E-mail Access	 Wireless Connection	

Step 4: Required: Type in a detailed *Description* of the problem you are reporting. Please be descriptive and complete. The more information you include, the better we will be able to address your needs.

Step 5: Optional: Type in the *Time Available for Maintenance*.

Step 6: Optional: Type in the *Purpose Code*. (Please select a PURPOSE from drop-down list)

Step 7: Optional: Add an *Attachment* to your work order request. (If you have a screenshot or other document pertinent to the problem you could use this.)

Step 4 Please describe your problem or request.

Step 5 Time Available for Maintenance

Step 6 Purpose

Step 7 Attachment

[Attach New File](#) (Maximum allowed is two attachments with a size of 3MB or less per file.)

Step 8 Submittal Password

[Forgot Password?](#)

Step 9

Your new requests are automatically shown as approved by you on submit.

NOTE: You will receive the following notifications.

You will be notified receipt of your request.

You will be notified of status changes to your request.

You will be notified if this request is completed.

Step 8: Required: Type in the *Submittal Password* for Cumberland University.
This password is:

cubulldogs

Step 9: Required: Click *Submit* to have your request sent to the IT Department.

- After you click **Submit**, the screen will refresh and go to the **My Requests** tab.

My Maint Requests

Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the current assigned person name to send email and request changes on your request.

Search for "

Search this results for: **GO** Show All

1 - 10 of total 326 listed

◀ Previous 10 Next 10 ▶

Status	Location	Action Taken	Complete Date
WOID	Building	Request Date	
Area	Description	Type	
Area Number			
Complete 1469 Grounds Break room	Black Hawk College (QC) Quad Cities Building 3 Nanny. Please stop and talk to Jimi in regards to heater they purchased for their break room.	needs to purchase 110 volt heater 11/27/2007 Electrical	11/28/2007 2:28:08 PM
New Request 1468 Gym	Black Hawk College (QC) Quad Cities Building 3 Ron, I have two new banners that need to be hung in the gym. A Wendys and a Reynolds Ford Banner please see me for placement.	No Action Note 11/27/2007 Carpentry	

Request Totals
 13 New Request
 4 Work In Progress
 306 Complete
 1 Declined
 1 Parts on Order
 1 Duplicate Request

On this screen you will see up to date information on your request including the status, work order number and action taken notes. You can click on the number next to the status description to see all requests marked with the status. You can search for any work order request by typing in a key word in the Search box and clicking on GO. This will pull up any of your requests with that word in it. (ex: keys would pull up any request dealing with keys).

Click on the **IT Request** Tab to input another new request.