

# Work Orders with Information Technology (IT)

## I. There are three ways to put in a Service Request with IT:

1. Login to CA To open CA Service Desk open internet explorer browser and type the address <http://tpsescmsr74/CAisd/pdmweb.exe>. The CA Service Desk Login page opens in your web browser. Enter the appropriate user ID and password in the text boxes provided, (**the Login ID and password is your network 5x2 and password**) then click Login.
2. Email all information to the Service Desk team at [servicedesk@tulsaschools.org](mailto:servicedesk@tulsaschools.org)
3. Call the Service Desk at 918-746-6300

## II. What issues do I call IT for

- PC's-- Hardware and Software (District Approved)
- Laptops/Netbooks- Hardware and Software (District Approved)
- Applications (District Approved)
- Printers
- Copiers
- Scanner Installations
- SMART Board and Promethean Board Software installs
- Projector bulbs
- Projectors connected to an Interactive Whiteboard
- Document Camera Installs (i.e. Elmo's, Smart cams, ActiViews)
- UPS's
- Switches
- Cabling – blue data, and white voice
- Phones
- Fax Installs
- Intercoms
- Wireless Access Points
- Wireless connections
- Network a copier for Printing
- Child Nutrition Point of Sale Equipment
- Kronos Clocks (network connectivity)

## III. What information is required during the call to IT

- Room number
- Username
- Contact number
- Computer name
- Problem description
- Computer service tag number

Example – Room 111 – John Hall – 918-833-8400 ext 21212 – Cen-1TVXC3F – Install Active Inspire software. 1TVXC3f

# Work Orders with Facilities

In order to ensure prompt response to work orders and reduce duplicate requests all facility repairs should be communicated to the site Head Custodian and/or Principal's office.

## I. To report a request for repairs please contact the building Head Custodian, Principal and/or Principal's Secretary.

- Requests are entered online and work order numbers are provided upon submission. Status changes are communicated by email to the requestor.
- Emergency requests; needs of life or building risk, should contact the Facilities Office immediately at 918-833-8000

## II. What issues are handled by the Facilities Department?

Grounds	Maintenance	Custodial
Athletic Fields	Asbestos Questions	Cleaning Issues
Edging	Bells	Custodial Staffing
Fencing	Broken Windows & Glass	Custodial Leave Requests
Irrigation	Bugs & Pests	Laundry
Mowing	Cafeteria Equipment	Substitute Custodians
Play Ground	Carpenters	Supplies
Safety	Carpet & Tile	Trash Service
Shrubs	Clocks	Recycling
Stadium Issues	Electrical Outlets	
Trees	Elevators	
Wasps & Ants	Engraving	
Weeds	Furniture	
	Graffiti	
	Guttering & Down Spouts	
	Heating and Cooling	
	Indoor Air Quality	
	INET	
	Labor Crews	
	Roof Leaks	
	Lights	
	Locks	
	Paint	
	Score Boards	
	Signage	
	Sinks	
	Toilets	
	Water Fountains	

Initial requests must be coordinated through your building Head Custodian and/or Principal's Office. For questions regarding a repair request please obtain the specific work order number(s) and call our Facilities office main line at 918-833-8000. If you do not have a work order number please contact one of these building representatives.