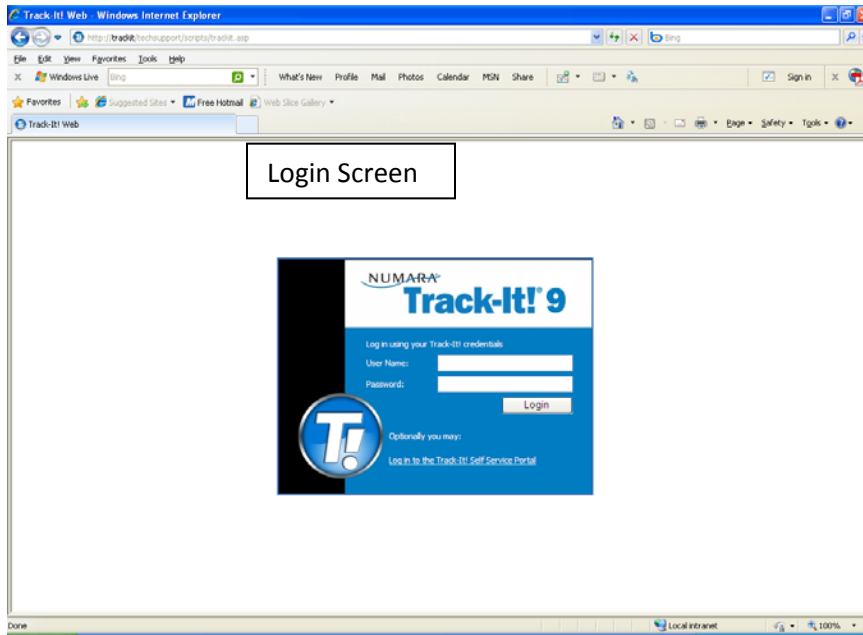
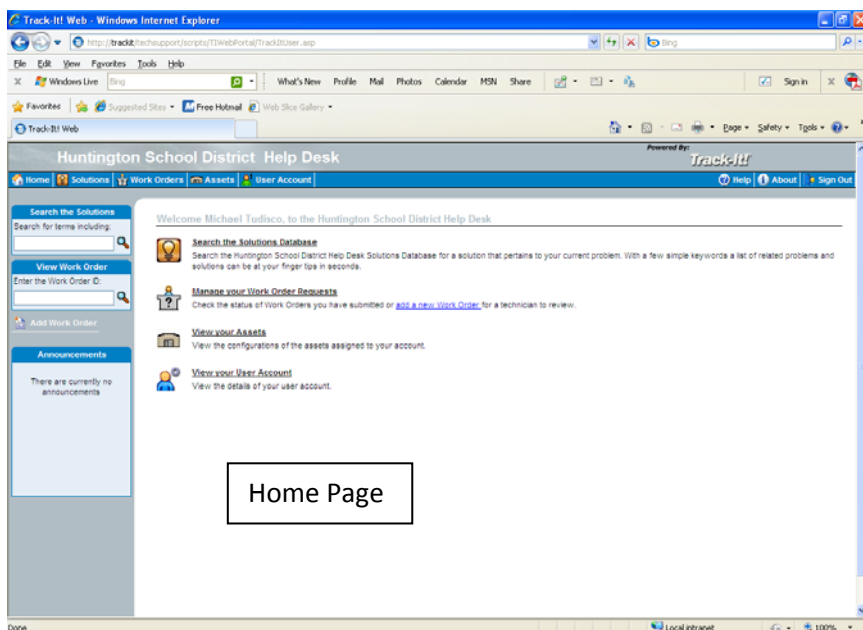


Track-It End User Instructions

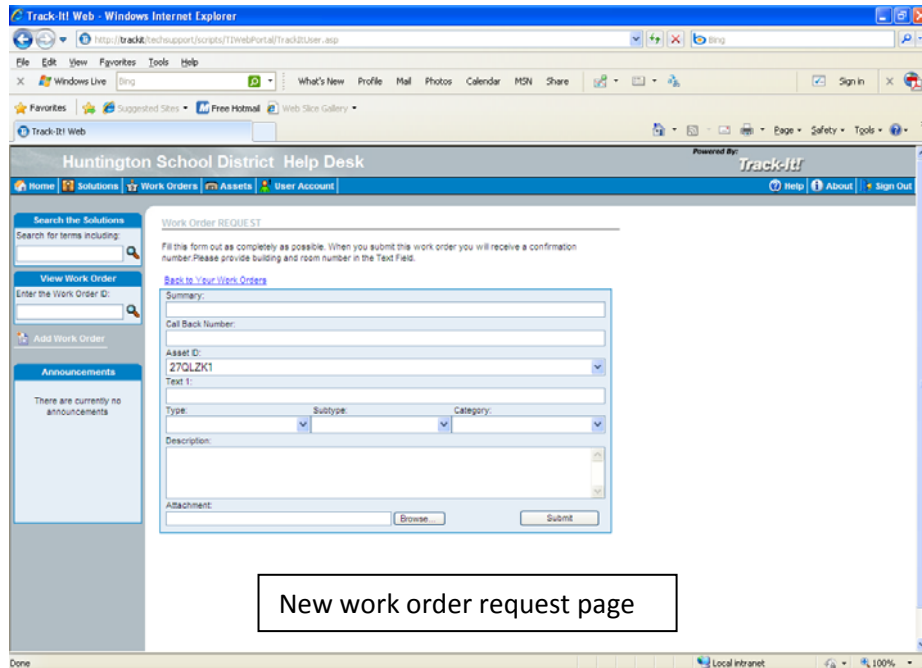
1. Launch Internet Explorer
2. From the hufsd.edu home page, click on the Quick Click Bar and select Track-It or type in the following url: <http://trackit/techsupport> (only accessible from within the district).
3. At the login screen, click on **Log in to the Track-It! Self Service Portal**. This will automatically log you in and bring you to your own personal Track-It home page.



4. From your home page, you can add new work orders and also keep track of existing work orders that you have submitted. To add a new work order, simply click on **add new Work Order** which will bring you to the **Work Order Request** page.



Track-It End User Instructions



The screenshot shows a web browser window titled "Track-It! Web - Windows Internet Explorer" with the URL "http://trackit.techsupport/scripts/T2WebPortal/TrackItUser.asp". The page is the "Huntington School District Help Desk" powered by "Track-It!". The main content area is titled "Work Order REQUEST" and contains a form for submitting a new work order. The form includes fields for "Summary", "Call Back Number", "Asset ID" (with a dropdown menu showing "27QLZK1"), "Text 1", "Type", "Subtype", "Category", "Description", and "Attachment". A "Submit" button is located at the bottom right of the form. A text box with a black border and white background is overlaid on the bottom center of the screenshot, containing the text "New work order request page".

5. To successfully submit a new work order, simply choose a problem from the **Type** drop down menu, then choose the subtype from the **Subtype** drop down menu. Leave the **Category** field blank. In the **Description** field, please type in as much information as you can about the problem. Then in the field labeled **Text 1**, **enter your building and your room number**. You do not need to enter an asset ID or add an attachment. Once you filled in all the information, click on **Submit** and you are done.