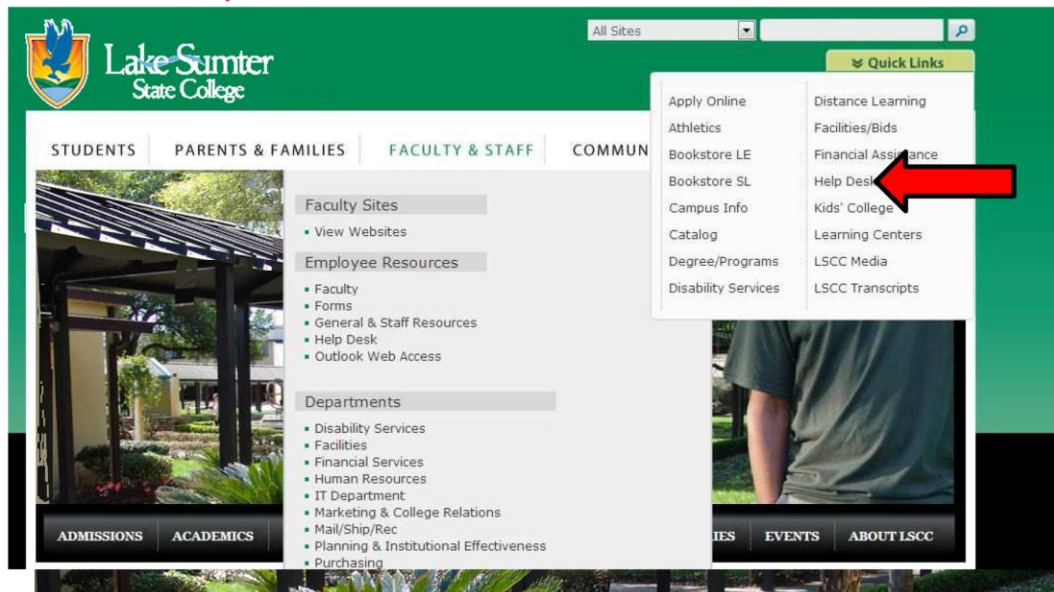


How to Create A Work Order

1. Open a browser instance (IE, Chrome, Firefox, etc.) and got to the following url:
www.lsc.edu



2. Click on Quick Links
3. Then Click on **Help Desk**



4. The LSSC Help Desk Page Appears
5. If you are on campus, click on **Staff, Faculty or Adjunct Faculty**.

Faculty & Staff Site
Employee Resources
Departments
Home
College Relations <ul style="list-style-type: none"> ▪ default ▪ StyleGuide
Disability Services
eLearning <ul style="list-style-type: none"> ▪ Home
Facilities <ul style="list-style-type: none"> ▪ Home ▪ Clery Act Report ▪ Emergencies ▪ Safety & Services Building Site Enhancements ▪ (MRM) Meeting Room Manager ▪ Building Standards ▪ Energy ▪ Environments ▪ Request Services ▪ Capital Improvement Plan ▪ Education Plant Survey 2009-2014 ▪ Emergency Plan ▪ Environmental Health & Safety ▪ Master Plans ▪ Buildings and Grounds Projects
Financial Services <ul style="list-style-type: none"> ▪ Accounts Payable ▪ Exp. Payment Information



HELP DESK

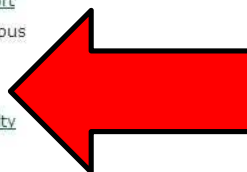
Best Results Using Microsoft Internet Explorer

Browser Differences

- Chrome & IE will handle Integrated Authentication however just as with MRM & SharePoint, Firefox will challenge you for your user name and password.
- **Only Full or Part-Time Permanent Staff/Faculty receive Help Desk Self-Service licenses.** All others submit a work order via helpdesk@lsc.edu. Work order updates must be requested via email.

To file a work request, please click one of the following links:

- If you are off campus
 - [Everyone](#)
 - [Online Support](#)
- If you are on campus
 - [Staff](#)
 - [Faculty](#)
 - [Adjunct Faculty](#)



6. The Lake-Sumter Community College Help Desk Home page appears
7. To Check on or Add a work order, click **ADD A WORK ORDER**

Lake Sumter Community College Help Desk

Powered By: **Track-IT!**

Home Solutions Work Orders Assets User Account Help About Sign Out

Search the Solutions
Search for terms including:

View Work Order
Enter the Work Order ID:

Add Work Order

Announcements
There are currently no announcements

Welcome Record, Paul, to the Lake Sumter Community College Help Desk

Search the Solutions Database
Search the Lake Sumter Community College Help Desk Solutions Database for a solution that pertains to your current problem. With a few simple keywords a list of related problems and solutions can be at your finger tips in seconds.

Manage your Work Order Requests
Check the status of Work Orders you have submitted or [add a new Work Order](#) for

Assets
View the configurations of the assets assigned to your account.

View your User Account
View the details of your user account.

8. The Work Order Request Page Appears
9. Please fill out the work order with as many details as possible.
10. If you wish to add attachments (use a zip file for multiple attachments) click on the **CHOOSE FILE** button
11. When done, click on the **SUBMIT** button to complete the work order. When you submit this Work Order, you will receive a confirmation number.

Lake Sumter Community College Help Desk

Home Solutions Work Orders Assets User Account

Search the Solutions
Search for terms including:

View Work Order
Enter the Work Order ID:

Add Work Order

Announcements
There are currently no announcements

Work Order REQUEST

Fill this form out as completely as possible. When you submit this Work Order you will receive a confirmation number.

[Back to Your Work Orders](#)

Summary (*):

Call Back Number:
435-5028

Priority (*):

Type (*): Subtype: Category:

Description:

Attachment:

(* Denotes a required field.