

Work Orders on KACE

This is an example of a work order submitted to NH service (which will primarily be your queue for broken computer stuff).

New Work Order
NH Service

Queue: North Myrtle Beach High

Title: Cannot Connect To The Internet Title= Very Brief Description of the Problem

Impact: Many people can't work

Category: Software

Machine: Unassigned Filter: NH... *Type in the NH... number on the desktop of the machine- if it does not find the machine, list the serial #, make & model in the comment section.

Client: Lindsay Link

Room #: B101 (required)

Preferred Contact Method: Email

Contact Information: llink@horrycountyschools.net List yourself as the contact so they will let you know when it is ready.

Comment: Trying to access the internet. Getting the message 'No Local Connection Available' even though the computer is plugged into the wall.
Serial Number- HX105C] -Try to list any messages that you received on the computer and be specific.

-If the machine could not be found by serial #, list the make, model, and serial number in this box as well. (Serial= bottom # on HCS barcode/tag)

Attachment: Choose File No file chosen

Save Cancel

Steps for COMPUTER/TECHNOLOGY work orders: (as sent out by Tommy Britt earlier this year)

1. Log onto <https://kace.horrycountyschools.net/>
2. Use your Network Username for Login and Your Network Password for Password. These are the same that you use to log onto your computer
3. Under the Help Desk Tab click NEW.
4. Then chose the type of work order

Work Orders on KACE

- a. Help Desk-If you have a question
 - b. NH service-if you need something fixed, a program loaded, etc
5. Fill in:
- a. Title-This is a brief Description of the problem. EX: Monitor has lines running through It.
 - b. Impact
 - c. Machine: Enter the serial number under the filter. You will then be able to chose the computer from the drop down menu
 - d. Client-Will be your name
 - e. Room number-The room that the device is located
 - f. Preferred Contact method-Your choice
 - g. Contact Info-Usually you
 - h. Comment-Explain the problem in further detail
6. Click SAVE-This will create a ticket for the technology department