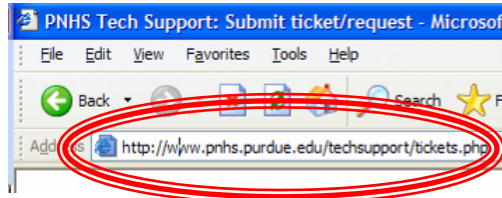


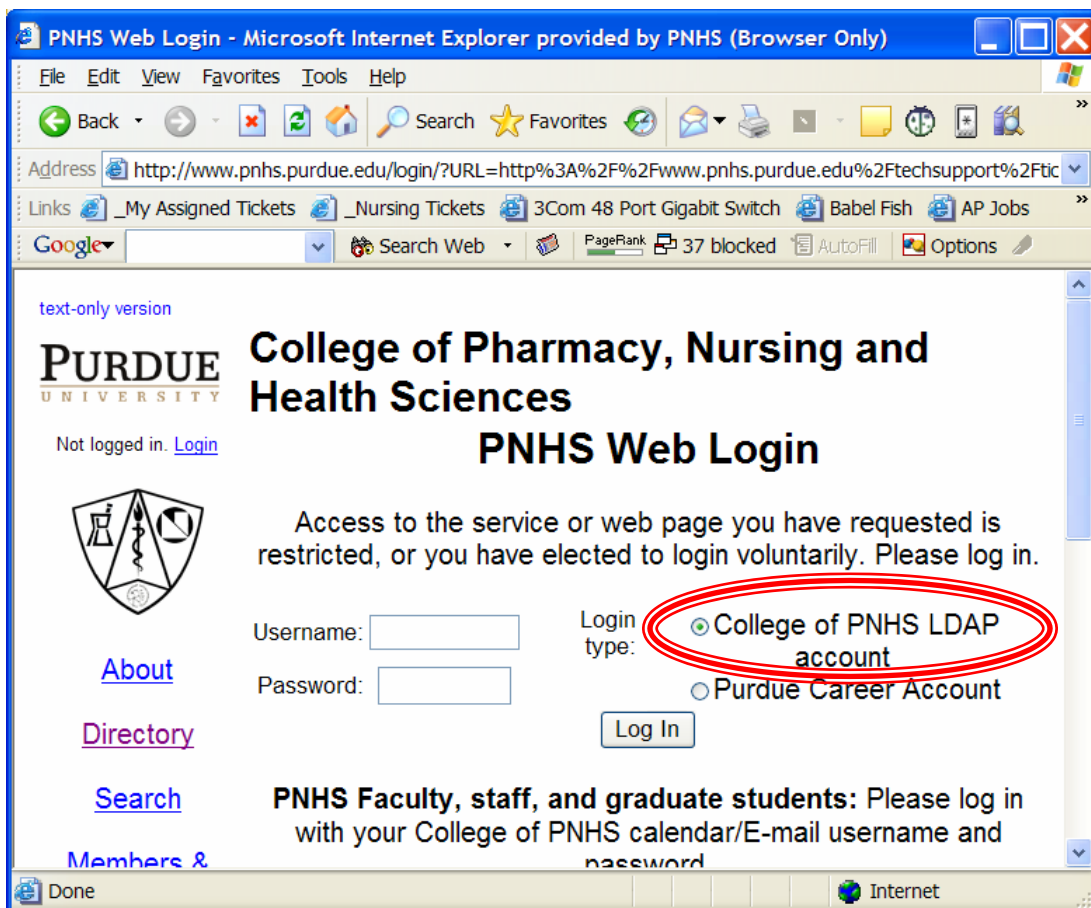


How to Submit a PNHS Work Request

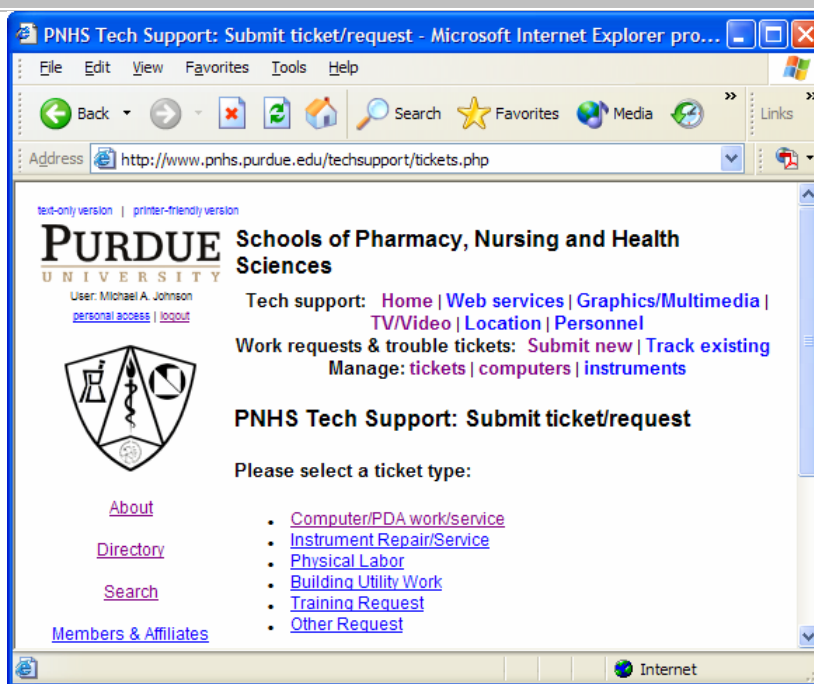
1. Open Internet Explorer.
2. In the Address bar, enter <http://www.pnhs.purdue.edu/techsupport/tickets.php>.



3. Log into the work request system using your PNHS calendar/e-mail username and password. Click on the login button. If you need to request a PNHS account, please see <http://accounts.pnhs.purdue.edu>.



4. Click on the type of work request you want to submit. The majority of the requests will be either "computer" or "instrument" requests. If you need software installed that controls an instrument, put it in as a **computer** request. "Physical Labor" requests are for moving furniture, hanging pictures, installing bulletin boards, etc. "Building Utility" requests are for changes to electrical outlets, light bulb changes, plumbing repairs, etc. "Training" requests are for INSTRUMENTS only. If your request doesn't fit into any other category, select "Other." There should be very few "Other" requests.



5. Fill in the form that will display on the screen. **You will have to complete all items in the form.** An example computer work request is on the next page.

A. For the priority, please use these guidelines:

- Emergency—Lives are in danger or the equipment is about to be destroyed. Example: The computer starts smoking or sparking. **Call any necessary emergency personnel, then Joe Rogers at 765-49-41396 before you submit the work request. These requests will be very rare.**
- Urgent—You are unable to perform your work or research until the request is completed.
- Normal—Most requests will fall into this priority.
- Whenever—The request is mostly informational or there is an extended timeframe in which to do the work. Example: It is the start of the fall semester and you need something done by the beginning of the spring semester.

B. Pick your computer or instrument from the list. If your instrument or computer is not already in the system, please select NEW and fill in the area of the form shaded in grey. For the location in the room, please give the location relative to door entering from the hallway. We do not always know who Betty is or where her desk is located.

Why do we have to fill in all this?

With the old system, we had a problem with people submitting tickets without any name on them. This made it extremely difficult for us to handle tickets, particularly when it wasn't clear what should be done. So we need to know who you are. Since you have to log in to the system, we know who you are, and can pull your phone, office, etc. from a database.

We realize that many of you don't know all of the technical details of your computers. The ones we have built ourselves don't really *have* model numbers. Don't sweat it. Just say "Pharmacy" for the make and "shopbuilt" for the model.

If you have your own office, it seems silly to have to tell us where your computer is, as it's the only one in the room. However, the labs and graduate student offices will have several computers - or more, and it's important for us to know which one we're looking for. Just say "on desk" or "under desk." Remember, after you have filed one request for a given computer, it will be in our central database, and you can select it from the drop-down list instead of typing everything in again. That was the idea - we are building a database of computers so we can track the problems each one is having. This should make it easier for us to spot problem machines and, hopefully, service them better. The same applies to instruments.

PNHS Tech Support: Computer/PDA work/service - Microsoft Internet Explorer provided by PNHS

Contact Information for new computer/pda work/service ticket
 Michael A. Johnson (765) 496-6689 mikej@pharmacy.purdue.edu
 Requester's name phone E-mail Send me status reports on this request

RHPH 151 School of Pharmacy Admin Account to bill: 010 1330 0000 SHOP
 building/room department fund dept proj dref

Computer description
 Computer: new computer
 If your computer is not in the list, select "new computer" and fill in below:
 When you fill in this information, the computer will be added to the list.
 Make: Pharmacy (e.g. "Dell" or "Pharmacy")
 Model: Shopbuilt (Odie) (e.g. "PowerEdge" or "shopbuilt")
 Operating System: Windows XP
 Location: RHPH 151A right desk from door
 building room location in room (e.g. "2- desk from door")
 PNHS ID: PNHS-TS-0037 (If no sticker, leave blank)

Problem description
 This is a hardware problem with a select one
 software problem with select one
 other/more complex/don't know problem
 Detailed problem description:
 Write Instructions for various systems.

Priority: Whenever Available to be worked on: Now
 Clear form Submit computer/pda work/service ticket Cancel

6. When you are finished, click on the submit button. You will get a confirmation message similar to the one below. **If you do not get a confirmation message, submit a new ticket.**

