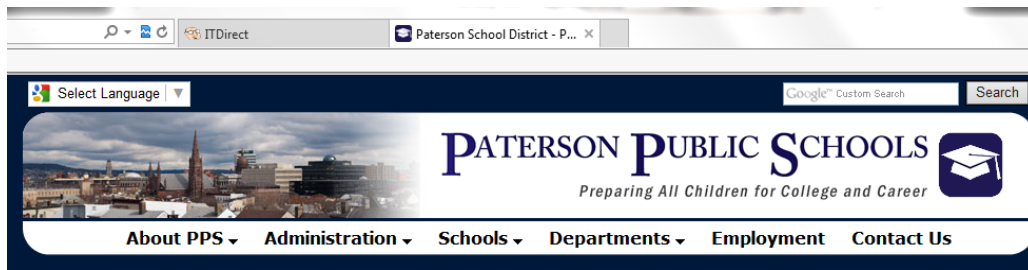
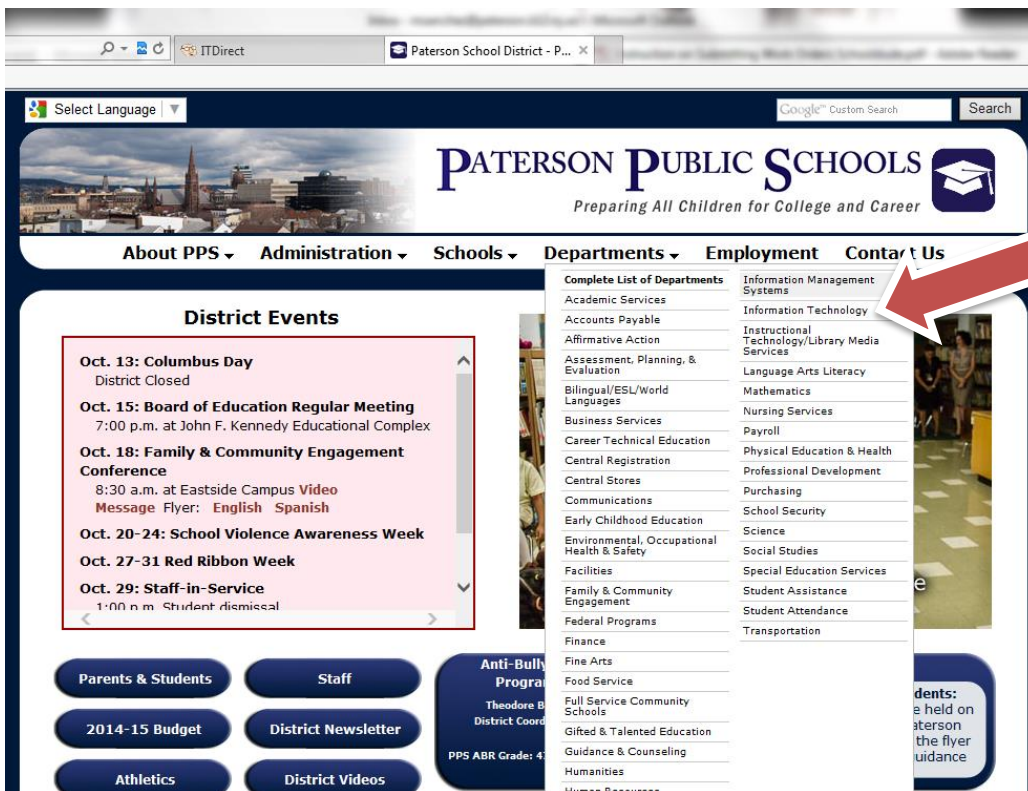


Instructions on Submitting Work Orders

1. Go to District website www.paterson.k12.nj.us



2. Click on "Information Technology" under the Departments tab



3. Click on Work Orders



4. Enter your full email address and temporary password – Paterson#1 (Note: If you do not remember your password, click on Forgot Password. You will then receive an email with a link to reset your password.?)

ManageEngine
ServiceDesk Plus

Sign in to your account





Email Address:

Password:


[Forgot Password?](#)

Keep me signed in

Sign In

Sign In using    



Don't have a ServiceDesk Plus account? [Sign Up Today](#)




5. Click on Paterson Public Schools IT Help Desk

Welcome to Paterson Public Schools.
How can we help you ?

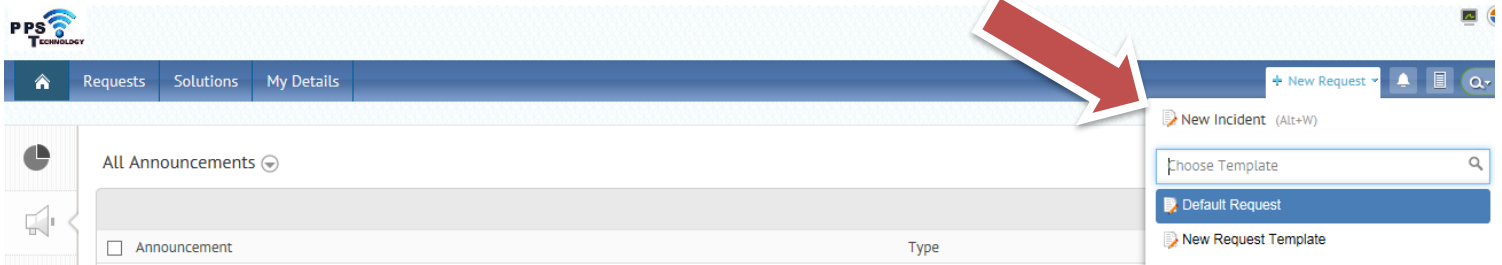
Which service desk do you need help with?

 **Paterson Public Scho...** 

IT Help Desk

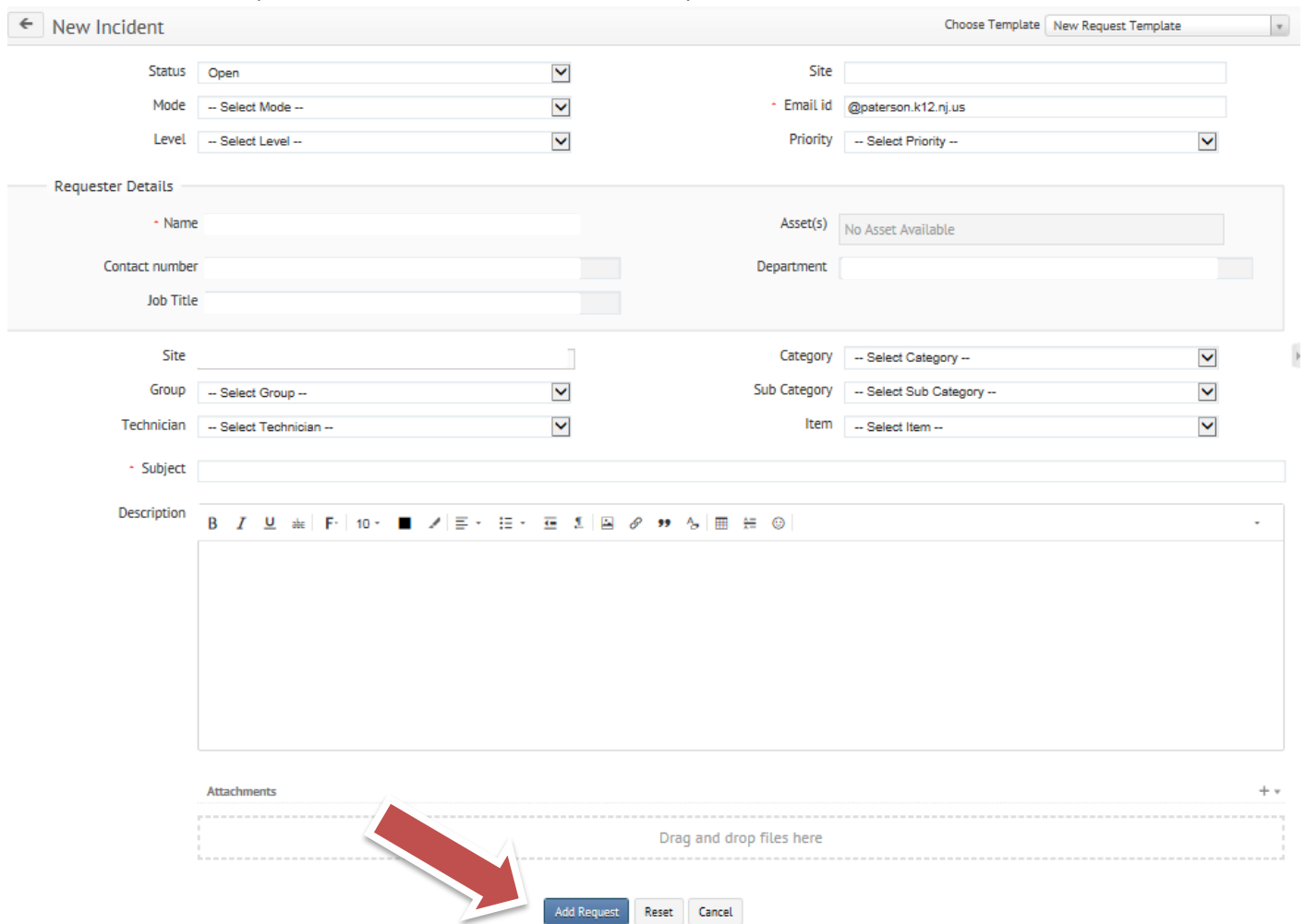


6. Click on New Request and then New Incident



The screenshot shows the PPS Technology interface. The top navigation bar includes 'Home', 'Requests', 'Solutions', and 'My Details'. A red arrow points to the '+ New Request' button in the top right corner. A dropdown menu is open, showing 'New Incident (Alt+W)', 'Choose Template', 'Default Request', and 'New Request Template'.

7. Fill in all required information and click on Add Request



The screenshot shows the 'New Incident' form. The form includes the following fields and options:

- Status: Open
- Mode: -- Select Mode --
- Level: -- Select Level --
- Site: [Empty]
- Email id: @paterson.k12.nj.us
- Priority: -- Select Priority --
- Requester Details:
 - Name: [Empty]
 - Contact number: [Empty]
 - Job Title: [Empty]
 - Asset(s): No Asset Available
 - Department: [Empty]
- Site: [Empty]
- Group: -- Select Group --
- Technician: -- Select Technician --
- Category: -- Select Category --
- Sub Category: -- Select Sub Category --
- Item: -- Select Item --
- Subject: [Empty]
- Description: [Empty]
- Attachments: Drag and drop files here
- Buttons: Add Request, Reset, Cancel

A red arrow points to the 'Add Request' button.