Workorder Guidelines

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Required information for every work order:

Quick Description (see below) - Student full Name, ID, Grade, ASSET# -- for every workorder except a new request, asset # will be added to those as they get processed.
Quick Description - Staff full name, Asset #

Quick Description Examples:

NEW REQUEST – for requesting new devices (in the subject line indicate where the student is coming from)
REPAIR – has damage of some sort and needs to go to bench repair
CHARGER – anything to do with chargers
VPP APP – for Apple VPP App purchase for iPad
SOFTWARE – for any software requests – details for the software should be in the notes section
TRANSFER – for transferring devices between schools (in the subject line state "transfer from to where" - ie. transfer from LNHS to SIHS) - When the laptop is ready, transfer the work order to your queue.
RETURN – when student/staff leave the district (in the subject line indicate one of the following: charger set included, bill attached, receipt attached)
PUT ON HOLD – for any student/staff on any kind of leave or extended absence (ex. Maternity, worker's comp., etc.)
This allows workorders to be processed in the most efficient way.