

# User Guide for the Minnehaha Academy Technology Request System

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## Introduction

The Technology Request System exists as a link between the Faculty / Staff and the Technology Team of Minnehaha as a method to keep us informed of what issues and problems are arising with our computer users. Through the System, users are able to submit a Tech Request to the Technology Team, and then check the status of that request as the Team addresses it.

## Submitting a Technology Request

Technology Requests are submitted through an online form on the Minnehaha Website, [www.MinnehahaAcademy.net](http://www.MinnehahaAcademy.net), by following the link under the "Faculty / Staff" menu.

A Technology Request consists of the following user-provided information: Name, Email contact, Room Number or Office, Campus, the Priority of the Request, the Category of the Request, and a detailed Description of the problem being experienced. (Note there is an "Other" choice for Category, which will automatically display a text field for a custom category name). All fields are required before the form will successfully submit any information to the System database.

When the form is submitted, it first checks to see if all the required information has been provided. If a field is lacking input, it will be highlighted in red and the Request will *not yet be submitted*. All information already provided will be retained by the form until all fields are completely filled.

When all information has been provided and the form submitted, you will see a non-editable reiteration of the information submitted, including the System-assigned "Ticket Number". You can either print this page (it will automatically print only the text without the background coloring), or write down your Ticket Number for future reference. You will also receive an email from the System with this same set of information for your records.

## Checking the Status of an Existing Request

Immediately after submitting a Technology Request, you will be able to check its status by clicking the "Check the status of a Request" link at the bottom of the submit page. To check the status of a Request, you will need to know both the System-assigned Ticket Number and the email address associated with your request [this is a security feature, as the Database is otherwise accessible and visible to the outside world]. If your Ticket Number and email do not match, you will receive an error message and be allowed to try again. [For the time being, you may also check the status of a request submitted to the former system by following the link on this page].

When you check the status of your Request, you will see several new fields in addition to the information you submitted. The first is the System-provided date/time stamp of when you submitted the ticket. Second is a "Delegated To" field, which will tell you if your Request has been delegated to a specific member or members of the Technology Team (the field will appear blank if no specific delegation has been made). The third new field indicates whether your ticket has been marked as "Completed", and, if so, the time and date when it was marked as such (note that you will also receive an email notification when your Request has been marked as completed).

The Technology Team is allowed to change both the Priority and Category of your Request if deemed appropriate, so be aware that the information you see listed on the lookup page under these two items may be different than the choices originally submitted with your Request.

Lastly, below your Request's description, you will see an area for Public Comments. These are comments that the Technology Team has posted with regard to your Request, intended either as troubleshooting and solution updates / messages to each other or as solution information for you to read. If no comments have been made on your Request, you will see the text "No comments have been made on this Tech Request".