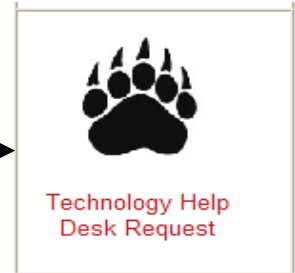


West Oso ISD - Quick Step Guide for IT Direct Requesters

Link to **IT Direct** is located on the West Oso ISD Website *Employee Portal* and *Technology Department* Section

Open your Internet Browser (Internet Explorer, Netscape, etc)
Go to West Oso ISD website: <http://www.westosoid.net/>

Click on employee portal button.
Click on Technology Help Desk link to enter a work order. →



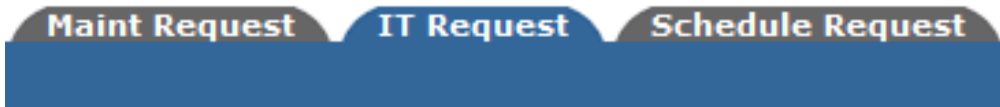
First time users follow the prompts to fill in the requested Information:

- Enter your email address and click **Submit**. You may be asked to enter your first and last name if you are a **new Requester**.

If you are a new user, welcome! You can begin by indicating your email address

Email Address

- Make sure you are on the **"IT Request"** tab. If not, simply click on this tab to access the IT request form.



Step 1: This will be filled in with your information from the email address you entered at the sign in screen.


Indicates required information.











Step 1 Please be yourself, click here if you are not Briancruz Administrator

First Name <input type="text" value="Briancruz"/>	Last Name <input type="text" value="Administrator"/>	Email <input type="text" value="briancruz@bighs.com"/>
Phone <input checked="" type="checkbox"/> <input type="text" value="911"/>	Pager <input type="text" value="919-393-3948"/>	Cellular Phone <input type="text"/>

Step 2: Make sure you are on the **IT Request Tab**. Click on the drop down arrow and highlight a **Location** that you want the work to be done at and click the mouse. Follow the same steps for **Area**. Also be sure to **type** in your Area description or **Room #**.

Step 3: Select the "Problem Type" that best describes your request/issue.

 **Technology Help Desk:**
Click [here](#) for Technology Emergency Contacts
Click on the problem type below that best describes your issue.

 Accounts	 Audio / Visual	 CPU / Computer	 Interactive White Board
 Internet Connection	 Miscellaneous/Questions (IT)	 Printers	 Telephone Services
 Video Conferencing	 Web Site		

Step 4: Type in your description of the problem.

Step 4 Please describe your problem or request.

- Depending on how the account was setup, the remaining steps may vary. Fill them out to the best of your ability making sure you at least fill in the required fields indicated with a **red check box** including NA.
- Type in the submittal password of: **bears**
- Click submit
- After you click submit, the screen will refresh and go to the **My Request** Tab. You can access the “My Requests” section at anytime by entering this site with your email address. On this screen you will see up to date information on your requests including the status, work order number and action taken notes. You can click on the number next the to status description to see all request marked with that status. You can search for any work order request by typing in a key word in the **Search** box and clicking on **GO**. This will pull up any of your requests with that word in it.
- Click on the **IT Request** Tab to input a new request if desired.

If there are any questions or concerns, please call us at 361-806-5900 ext. 128 , ext. 169 and or ext. 126.