

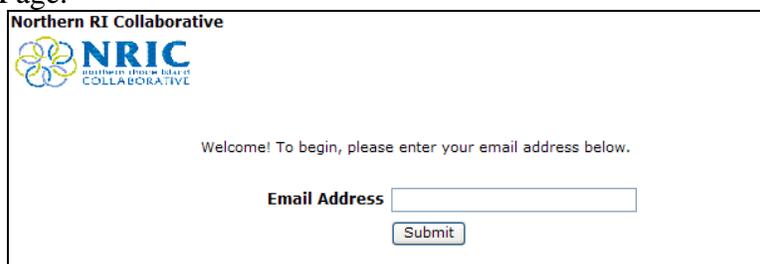
Northern Rhode Island Collaborative Quick Step Guide for IT Requesters

- Open your Internet Browser (Internet Explorer, Netscape etc...) and go to:

<http://www.myschoolbuilding.com/myschoolbuilding/msbdefault.asp?frompage=/myschoolbuilding/myitdrequest.asp>

Either click on the link above or copy and paste it into your browser address bar

- You should save this link to your favorites and make a short cut on your desktop
- Enter your Northern RI Collaborative email address to access the Technology Work Request Page.



Northern RI Collaborative

 **NRIC**
Northern Rhode Island
Collaborative

Welcome! To begin, please enter your email address below.

Email Address

Step 1: Contact Info: This will be filled in with your information from the email address you entered at the sign in screen. Please verify that this information is correct. If there are any mistakes, go to the “Settings” tab to update your personal information.

Step 2: General Info: Click on the drop down arrow and highlight the **Location** for where the request needs to take place. Follow the same step for **Area** and then type in the **Area/Room Number**.



Step 1 Please be yourself, click here if you are not Tom Rambacher

First Name <input type="text" value="Tom"/>	Last Name <input type="text" value="Rambacher"/>	Email <input type="text" value="tomram@nric-ri.org"/>
Phone <input type="text"/>	Pager <input type="text"/>	Cellular Phone <input type="text"/>

Step 2 Location

-- Select Location --

Area
-- Select Area --

Area/Room Number

Yes, remember my area entries for my next new request entry.

Step 3: Problem Type: Select the icon that best describes the category of your problem and click on it. If you do not see a problem type that matches your request, choose the one that is closest to your problem.

Step 3 Select Problem Type:

Technology Help Desk: Click on the problem type below that best describes your issue.

Accounts/New	Assistive Technologies	Browser Filtering (CIPA)	CD Drive
Computer Monitor	Copier	CPU / Computer	Desktop/Workstation
Drive A or B / Floppy	Email	Equipment Checkout	Equipment Moving
Fax	Internet Connection	Keyboard	Laptop
Mouse	Password	Printer Cartridge	Printers
Wireless Connection	Wiring	WorkStation Setup	

Step 4: Problem Description: Type in a detailed description of the problem you are reporting. Please be descriptive and complete. The more information you include, the better we will be able to address your needs.

Step 5: (Optional) Time Available for Maintenance: Enter the best time for a technician to come by and perform the work. Enter a time when the room is unoccupied or when a technician’s presence will have the least amount of class disruption.

Step 4 Please describe your problem or request.

Step 5 Time Available for Maintenance

Step 6: (Optional) Attachments: You can attach a file to your request. Attachments can be used to give the Technology department a better understanding of the request you are entering. You can include up to 2 screenshots, pictures, diagrams, or documents up to 3MB each.

Step 7: Type in the *Submittal Password* of: **password**

Step 8: Click “**Submit**” to send your request to the Technology Department.

Step 6 Attachment
 Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

Step 7 Submittal Password
 [Forgot Password?](#)

Step 8

Checking the Status of Your Requests:

After you click submit, the screen will refresh and go to the *My Request* Tab.

My IT Requests

Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the current assigned person name to send email and request changes on your request.

Search for "

Search this results for: [Show All](#) 

1 - 1 of total 1 listed

◀ Previous 10 Next 10 ▶

<input type="checkbox"/> Status	<input type="checkbox"/> Location	<input type="checkbox"/> Action Taken	<input type="checkbox"/> Complete Date
<input checked="" type="checkbox"/> Incident ID	<input type="checkbox"/> Description	<input type="checkbox"/> Assigned To	
<input type="checkbox"/> Area		<input type="checkbox"/> Request Date	
<input type="checkbox"/> Area Number		<input type="checkbox"/> Type	
Work In Progress 100 Classroom 14	St. James School Website states server can't be found. Unable to access internet. Time Available: anytime	No Action Note Tom Rambacher 10/25/2007 2:34:23 PM Internet Connection	

On this screen you will see up to date information on your request including the status, work order number and action taken notes. You can click on the number next to the 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**. Click on the **IT Request** Tab to input a new request.