

TRACKIT



HOW TO SUBMIT AN ELECTRONIC COMPUTER ASSISTANCE REQUEST

1. Submit a Request
 - Using *GroupWise* send an email to “[trackit](#)”.
 - You do not have to use the “@chillicotheschools.org” unless you are making the request from an account other than *GroupWise*.
 - If you are not able to access *GroupWise* from your computer, you may send the request from anywhere but be sure that you/they indicate that the work order is for a different person so that it can be changed when received.
2. Subject Line
 - In the subject line of your email give a basic description of the problem (i.e. “printer will not print” or “cannot log onto network”, etc.).
 - In the body of the email section give details (i.e. “what were you doing when the problem occurred, how long has this been going on, any new programs recently installed).
3. One problem per work order—this will allow tracking of each specific item needing to be addressed.
4. Information request—if you just want information or have a simple question, please do not send a *Trackit* request as the program will automatically create a work order. It would be best to email Nathan or Sonja through *GroupWise* with those requests.
5. Verification notice—within 15 minutes you should receive notification from *Trackit* verifying the receipt of the request and assigned work order number.
6. Completion notice—once the work order has been completed you will receive another notice from *Trackit* letting you know it has been completed, what the problem was, and how it was resolved.

If you have any further questions about *Trackit* please contact [Nathan](#) or [Sonja](#).