Telephone/Computer/Printer/Web Work Request Instructions

**Step 1:** Open your browser and navigate to the college web site [http://www.lamission.edu](http://www.lamission.edu), select **Faculty and Staff**, and select **Online Work Request** link under **Services**.

**Step 2:** The Online Work Order System window appears with the following options:

**WORK REQUEST MENU OPTIONS**

- **IT Work Requests**
  - [Audio-Visual Equipment Reservation](#)
  - [Telephone Work Request](#) (on-campus use only)
  - [Audio-Visual/Computer/Printer/Web Work Request](#) (on-campus use only)

- **Plant Facilities Work Requests**
  - [Plant Facilities Work Request](#) (on-campus use only)

Click on **Telephone Work Request** link to submit a telephone request or click on **Audio-Visual/Computer/Printer/Web Work Request** link to submit a computer or printer or web request, the sub menu of IT work request appears as Figure 1:

**Step 3:** To submit a new request, click on **Create A New Request**. You are asked to provide user name and password as the following Figure 2.
Step 4: Click on OK button. Figure 3 is your next screen.

User name and password are the same as your user name and password of your Outlook email.
**Department** and **Your Location** are drop down menus for selection. The entries for **Requestor**, **Phone**, **Email Address** and **Department** will auto-fill for your next request after the first completed fill. (You may still edit them for your next request as you wish).

**Step 5:** Once you have made all your entries, click on **Press to Continue to Next Page** button to continue to the next confirmation page as Figure 4

**Figure 4**

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**INFO. TECH.**

**CONFIRMATION: CREATE WORK REQUEST?**

**PROBLEM DESCRIPTION:** My computer does not work! Please fix.
**REQUESTOR:** Jan April
**REQUESTOR’S PHONE #:** 7608
**E-MAIL:** AprilJT@lamission.edu
**DEPARTMENT:** Information Technology
**REQUESTOR’S LOCATION:** Learning Resource Center/Library
**ROOM:** 129

Pressing the button below will send this work request to our office.

[**PRESS TO CREATE THIS WORK REQUEST**](http://support.lamission.edu:82/itmembers/IT_AddCR.asp)

Click Here - To Cancel Your Entry

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**Step 7:** Click on **Press To Create This Work Request** button to confirm your submission. Figure 5
A confirmation had also been sent to you via email to acknowledge the Information Technology department had received your work request.