

Telephone/Computer/Printer/Web Work Request Instructions

Step 1: Open your browser and navigate to the college web site <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

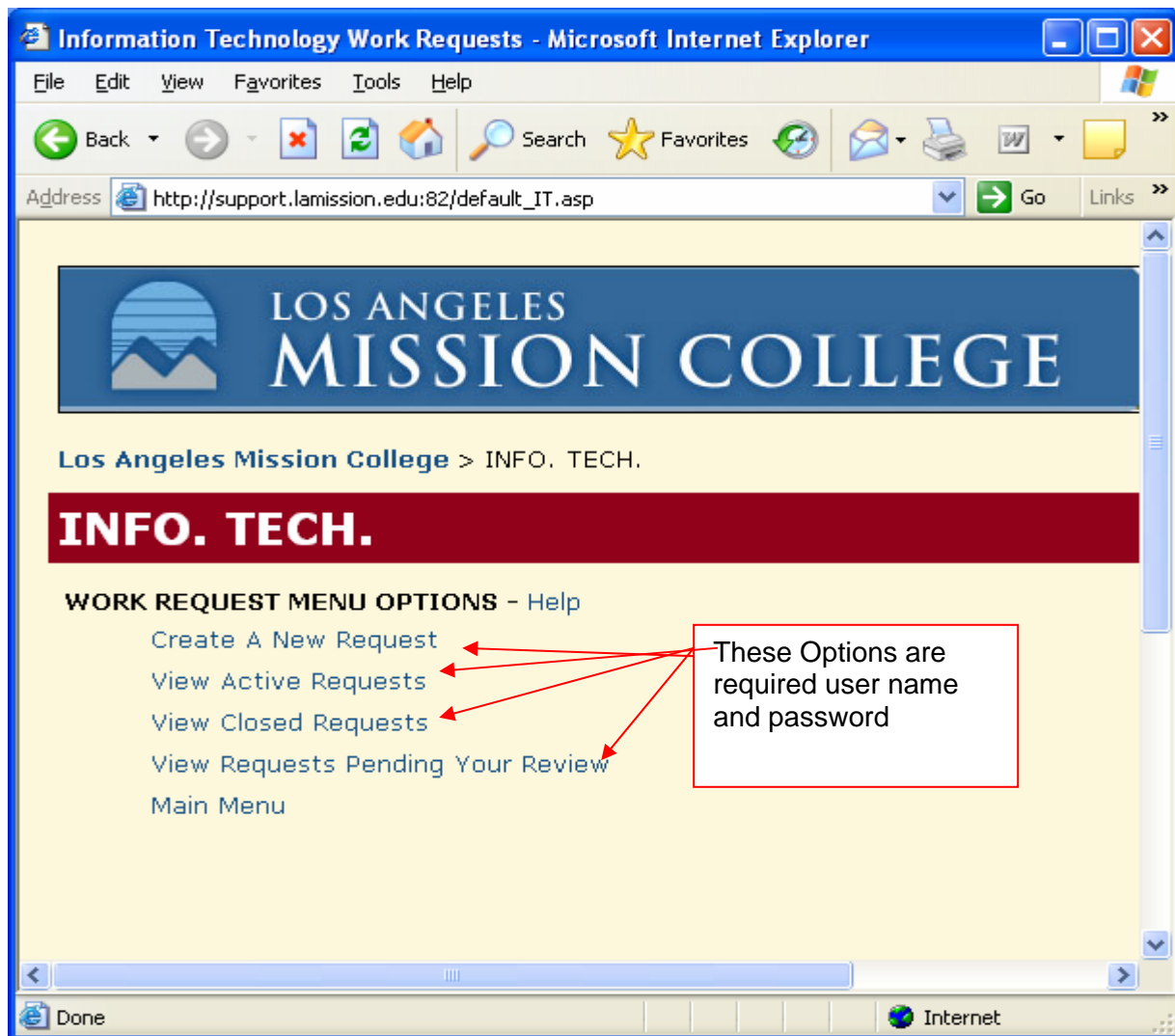
IT Work Requests

- [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

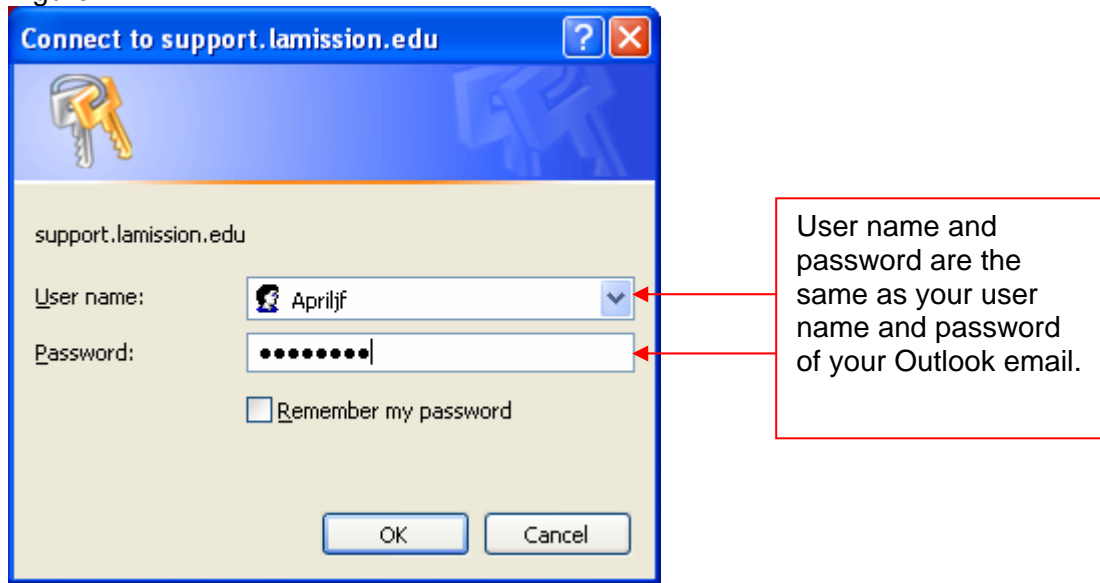
- [Plant Facilities Work Request](#) (on-campus use only)

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:



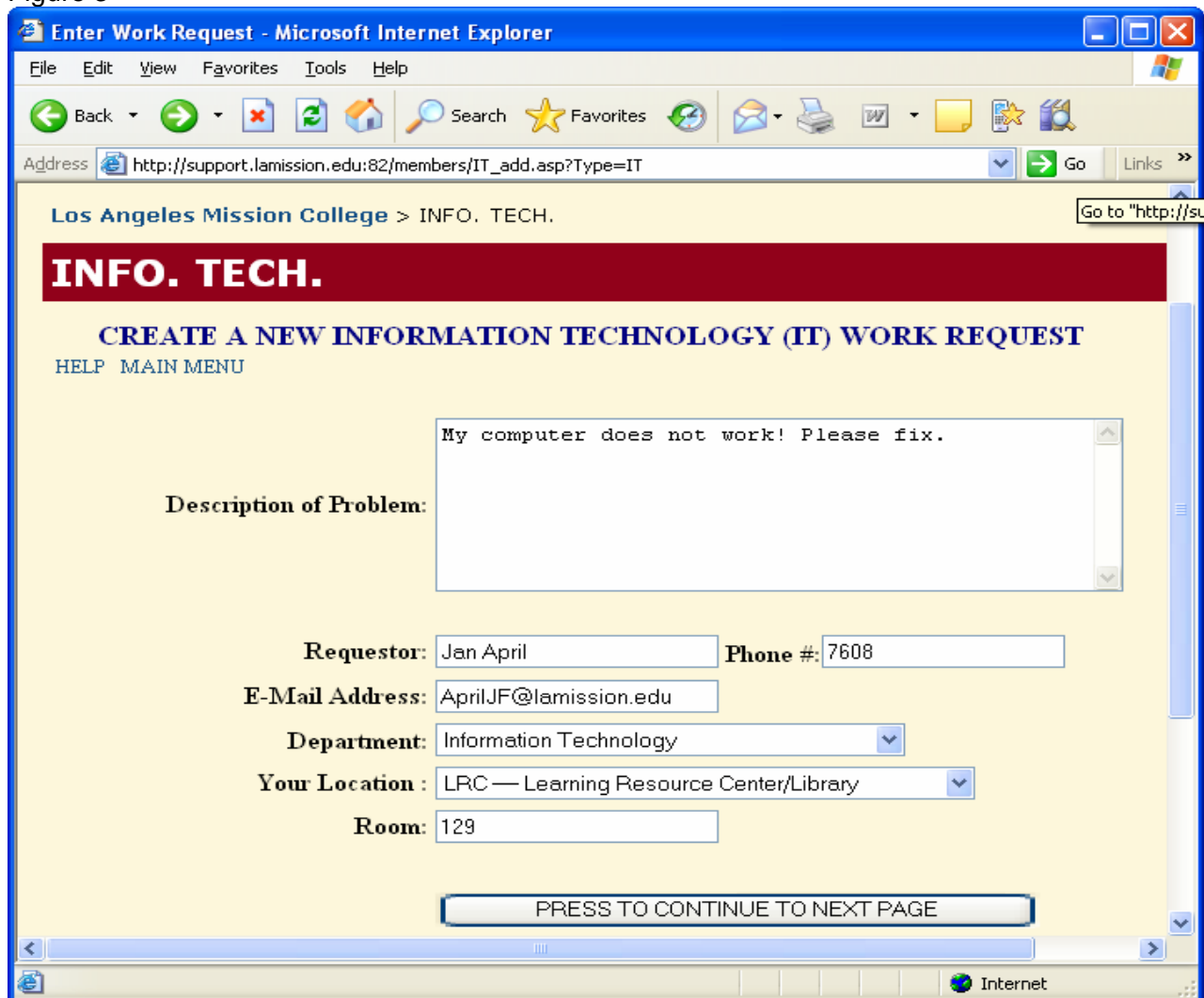
Step 3: To submit a new request, click on **Create A New Request**. You are asked to provide user name and password as the following Figure 2

Figure 2



Step 4: Click on OK button. Figure 3 is your next screen

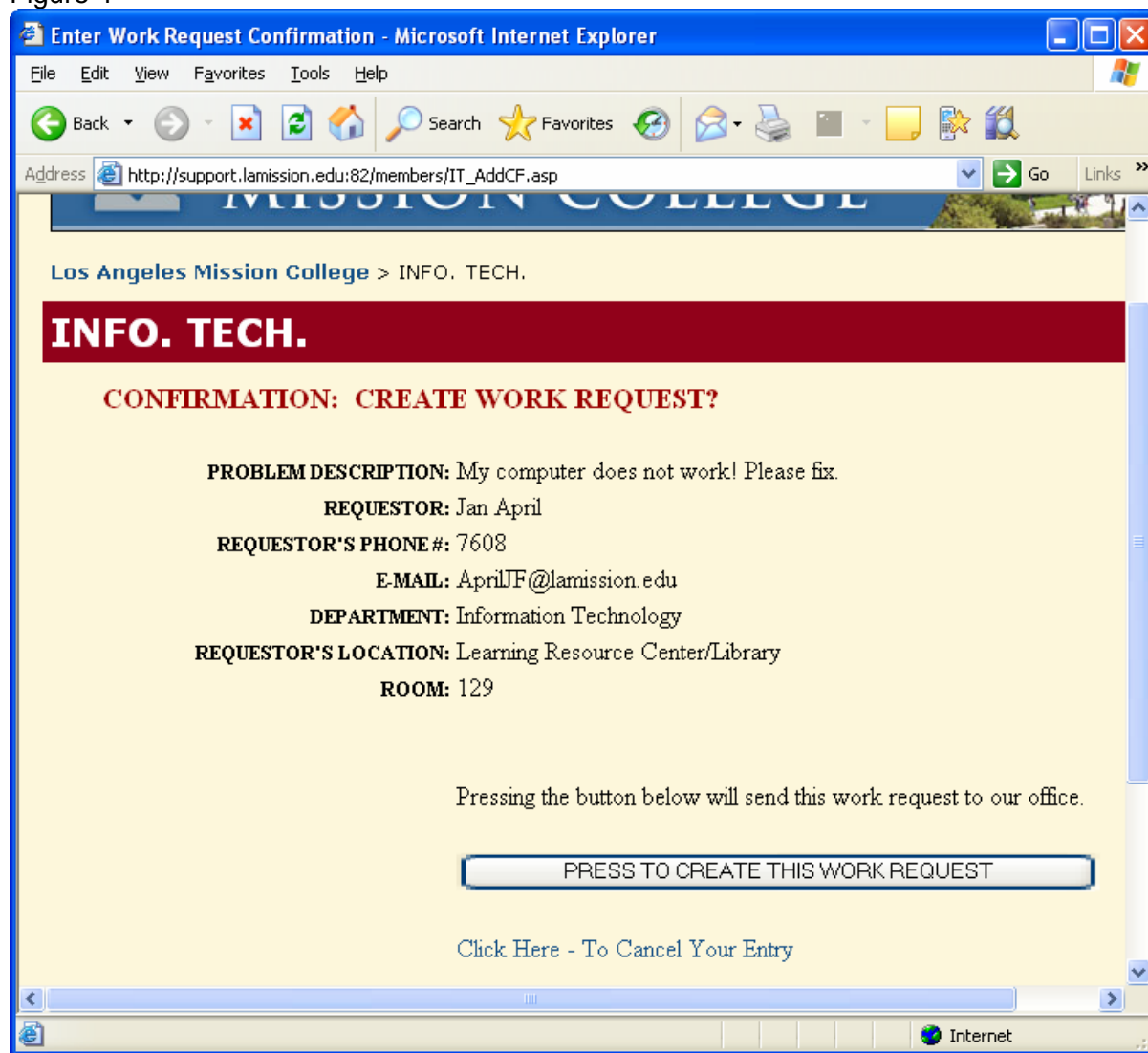
Figure 3



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).

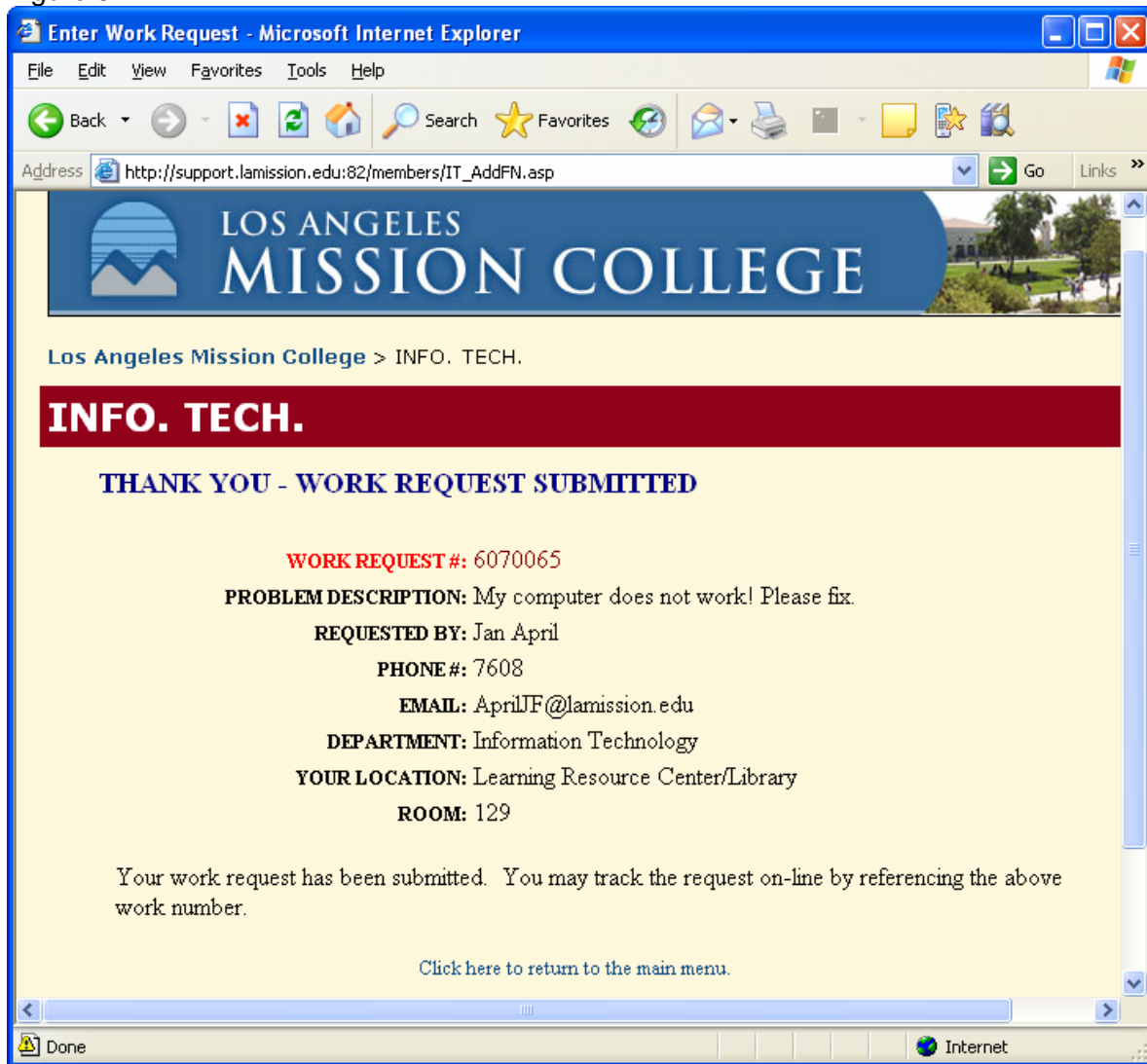
Step 5: Once you have made all your entries, click on **Press to Continue to Next Page** button to continue to the next confirmation page as Figure 4

Figure 4



Step 7: Click on **Press To Create This Work Request** button to confirm your submission. Figure 5

Figure 5



Note:

A confirmation had also sent to you via email to acknowledge Information Technology department had received your work request.