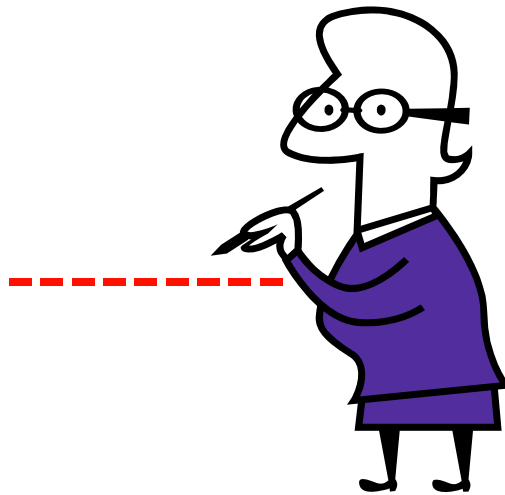


On-Line Forms



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Willard R-II School District
<http://www.sisworkorder.com/WICO>



Submitting a Ticket

Logging in to the system

1. Start Internet Explorer, not Mozilla, and navigate to the web site:
<http://www.sisworkorder.com/WICO>

2. Enter your User Name and Password, which should be the same as your Novell account.
3. Click the Login button.



User Name

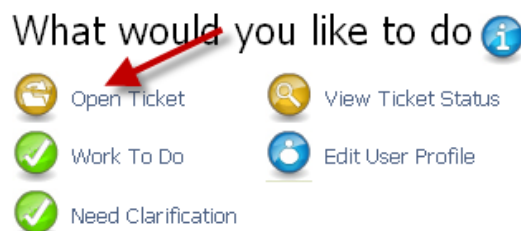
Password

Login

[Forgot Password](#)

Creating a Ticket

1. The *WELCOME* screen will be displayed. Click “Open Ticket.”



2. The next screen has 3 data fields, each with a drop down box. Use the arrows in the drop down boxes to
 - a. Select Request Type: *Maintenance, Technology, Transportation*
 - b. Select Building
 - c. Select Location
3. Click “Next.” Please note that one of your choices is “Cancel.” If you change your mind or get interrupted, you may click “Cancel” at any time.

Step 1 of 2

Select Request Type

Building:

Location:




Next Cancel

4. The next page has a series of menu selections that must be completed to describe the issue or need.
5. Please note that fields with an * cannot be left blank. If your ticket does not indicate “SUCCESS” at the top of your screen after creating it, review it for errors.
6. Once you have completed all fields, click “Create.”
7. “Cancel” is also an option at this point. By canceling here will delete the ticket completely.

Step 2 of 2

Technology

Category:	Technology
Building:	District Office
Location:	Any location
Teacher Or Staff Name:	<input type="text"/> Enter last name first
Date of Request:	<input type="text" value="7/16/2008"/>  Enter date completing form
Tech item needing attention:	<input type="text" value="monitor"/> * Select
Description:	<input type="text"/> Give a detailed description of the problem
Date to be completed:	<input type="text"/> Date
Interferes with Instruction:	<input type="radio"/> Yes <input type="radio"/> No (Select one)
Safety Hazard:	<input type="radio"/> yes <input type="radio"/> no (Select one)
Best Time:	<input type="text"/> Best Time to perform work
Comments:	<input type="text"/> Any additional comments/instructions

 Create
  Back
  Cancel

If you were successful, the next screen should show you a summary of the ticket you just created. You will notice at the bottom of the screen the route that this work order will travel during the approval process. At any time you will be able to log in and check that status of a ticket.

Under “What would you like to do now:” you can choose to:

- Enter a similar Request (Same Location, Same Type)
- Enter a different Request (different Location or Type)
- View Ticket Status
- You can log out of the system by clicking the “Log out” link in the top right hand corner.

The screenshot shows a web application interface. At the top right, the date and time are displayed as "July 16, 2008 Wednesday 10:39 AM". The user is logged in as "jgarton". A navigation bar contains several icons and labels: "Open Ticket", "Work To Do", "View Ticket Status", "Edit User Profile", "Request Support", and "Home". A "Logout" link is highlighted in yellow in the top right corner, with a red arrow pointing to it.

The main content area displays a "SUCCESS" message and a list of ticket details:

- Department:** Technology
- Building:** District Office
- Location:** Any location
- WOID:** 12080
- Teacher Or Staff Name:** Garton, Janetta
- Date of Request:** 7/16/2008
- Tech item needing attention:** other
- Description:** ignore, just getting screen captures for handout
- Date to be completed:** ASAP
- Interferes with Instruction:** No
- Safety Hazard:** no
- Best Time:**
- Comments:**

Below the details, there is a section titled "What would you like to do now:" which is circled in green. It contains three options:

1. Enter a similar Request (Same Location, Same Type)
2. Enter a different Request (different Location or Type)
3. View Ticket Status

At the bottom, there are two sections: "Status" and "Route".

The "Status" section contains a table:

Time Stamp	Status	Level
7/16/2008 10:42:58 AM	WO Created by jgarton	Originator


The "Route" section shows a vertical flow of steps:

- jgarton
- ↓
- Tech Dir
- ↓
- End Of Route

A red arrow points to the "Route" section.

Viewing Ticket Status

If you are concerned about a request or a work order and want to know the status, after logging into the program select the menu option “View Ticket Status.”

What would you like to do 

-  Open Ticket
-  View Ticket Status
-  Work To Do
-  Edit User Profile
-  Need Clarification

The next screen will show you a listing of all tickets you have created.

- Your ticket will either be in the Open Tickets table or the Closed Tickets table.
- To view the status of a particular request you will need to click on the link **Detail** to the left of the WOID number. **DO NOT CLICK** in the BLUE shaded area. You will be able to view the Route Approval Box and see the level of your ticket.

Welcome jgarton September 19, 2006
Tuesday 10:10 AM
Logout

 Open Ticket  Work To Do  View Ticket Status  Edit User Profile  Request Support  Home

Open Tickets
Technology

Detail	WOID	Building	Location	Department	Status	Teacher/Staff Name	Tech item needing attention	Description	Date to be completed	Interferes with Instruction	Safety Hazard	Best Time	Comments
Detail	3296	Willard South	N/A	Technology	Approved by Scott :	Forrest, Sims, Mead	software	These teachers needs SIS installed on their stations	ASAP	No	no		

1

Closed Tickets
No Data To Display

Need Clarification

If for some reason you did not complete your request to the satisfaction of any person in the route, they will have the option of clicking “Need Clarification” or “Reject Ticket.” See the sample message below.

1. If you have been chosen to provide clarification, upon getting an email, you will be able click the provided link, “Provide Clarification” to access the ticket on-line and respond in the Additional Comments box. See the example email below.
2. After providing clarification you must click “Provide Clarification” in order for your ticket to be sent back through the route.

lblanken,

jroyal has Requested Clarification for the following request:

WOID:1034

Building: District Office

Location: Any location

Department: Personal Leave request

Date of Request:3/3/2006 12:00:00AM

Teacher/Staff Name: test

Days Previously taken: test

First date to be Absent:3/3/2006 12:00:00AM

End date to be absent:3/3/2006 12:00:00AM

Substitute Name:

Substitute needed?: No

Time to be absent: Both

Approved with full Deduction: False

Not Approved: False

Approved with No Deduction: False

What would you like to do?

1.[Provide Clarification](#)

2.[View Request Detail](#)

3.[View Tickets that Need clarification](#)

4.[View Ticket Status](#)

5.[Home](#)

Notice of Approval

Once your work order or request has been completed by the final person in the route an email will be sent to you indicating your ticket has been complete. At that point you can assume your request has been approved. Below is a sample email indicating completion of a ticket. This same type of email will be sent to you for all types of tickets upon completion.

lblanken,

WO Completed by rclaybou

: Checked ice maker again. When it is making the noise call us.

WOID: 1008

Building: District Office

Location: Any location

Department: Maintenance

Date of Request: 2/23/2006 12:00:00 AM

Room Number: Basement

Teacher/Staff Name: Kent Medlin

Maintenance item needing attention: plumbing

Description: Ice machine is driving everyone nuts. It has been unplugged, because of the racket

Date to be completed: At your convenience

Best Time: At your convenience

Comments: Kent requested I fill out a work order.

What would you like to do?

1. [View Request Detail](#)
2. [Open Ticket](#)
3. [View Ticket Status](#)
4. [Home](#)

Other On-Line Forms

Maintenance

Step 2 of 2
Maintenance

Category: Maintenance
Building: District Office
Location: Any location

Teacher Or Staff Name: Enter last name first

Date of Request: * Enter date completing form

Room Number: * Please enter room number

Maintenance item needing attention: * Select one

Description: Give a detailed description of the problem

Date to be completed: Date

Best Time: Best Time to perform work

Comments: Any additional comments/instructions

Transportation

Step 2 of 2
Transportation

Category: Transportation
Building: Willard East
Location: 3rd/4th Grade Hall

Teacher Or Staff Name: Enter last name first

Dept: Enter Club, Department, or sport

Trip Date: Date of Trip

Destination: Place traveling to

Pick up location: Door or Lot to be picked up at

Departure Time: Time to leave for trip

Estimated Return Time: Time to be returned to school

Number of participants: Number of people riding bus

Special Requests Or Accommodations: Enter any special instructions

Will be paid for with Activity budget: Yes No If this will be paid for by an activity budget, please mark

Activity budget code: Enter the Activity account code here. Only numbers will work

Driver Assigned: DOT use only

Bus Number: Enter Bus number used on field trip

Bus Costs: # of miles @ \$2.50/mile. Use cheat sheet provided

Begin mileage: Driver use only

End Mileage: Driver use only

Time Out: Driver use only.

Time In: Driver use only

Total Time: Driver use only

Driver Cost Compensation: Driver use only. Total time x hourly rate

Comments: Any additional comments/instructions

Leave & Payroll Information

SISFIN HR Portal

The HR Portal is used to submit leave requests (professional, personal, and sick) and view leave balance; update personal information; view W4 Information; and view pay, benefit, and deduction history.

1. In your browser navigate to <http://neon.willard.k12.mo.us/index.aspx>, or access the **District Website>Staff>Resources> District Online Forms: HR Portal** link.
2. Enter Your **UserID**. (5 digit employee number obtained from Central Office).
3. Enter Your **Password** (5 digit employee number obtained from Central Office).
4. Click the **Login** button.

Please Login

Enter your UserID and Password

UserID	<input type="text"/>
Password	<input type="password"/>

caps lock may interfere with password
version 3.06 build 080219

Login

Powered by School Information Systems Inc. www.sisk12.com

5. Select the appropriate task from the **myPortal** section.
- You can change your userID and password.
 - Please be sure that when requesting days off that you indicate in the duration box either 1 for a full day and .5 for a half day. If a half day, indicate morning or afternoon in the comments box.

myPortal

- Change UserID, Password
- View Personal and W4 Info
- View Leave Balance
- View Pay History
- View Benefit History
- View Deduction History
- Submit Leave Request
- View Leave Request Status
- Submit Personal Info Changes
- View Personal Info Changes

mySisfin

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