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How to submit a work order

Double click to open Google chrome.



Go to <u>www.mcisd.net</u> and click on staff login.

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When you click on staff login it will take you rapid identity login. Please enter credentials (the way you login on a desktop) then click on Go.



When you click Go the rapid identity dashboard will appear we are looking for Service Desk.



Once you login using your credentials this screen will appear click on Mission CISD icon.

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It will take you to a similar screen it's different from the technician view. Click on the icon that says new request as shown.

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I am not sure if it will take you to this screen but just incase please select <mark>Technology Systems only</mark>.

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When you click on <u>Technology Systems</u> this screen should appear it is important to include the <u>location and subject</u>.

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In the description box please read message provided. Optional: If you want to add a screenshot of something you can drag and drop in the box that says Attachments.

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The last step will be to click on Add Request button. Once you add your request you will receive an email with confirmation your work order was sent.