Service Request Etiquette

1. ONE- Only 1 item per work order. I have to categorize each work order.
2. DETAILS – **Put as much info as you can to help me solve your problem**.
3. PHONE # - Please put your extension or phone number in the needed space. It makes contacting you easier.
4. E-MAILS/Calls – These are NOT work orders and are only used as the very last resort. Please use my extension 29921 and leave a message if you cannot get a hold of me.
5. ENCORE – It is preferred that you send a work order using YOUR OWN Encore account.
6. STUDENT/TEACHER INFO – To change a username, assign rights, and any other network issues, I need full name, username, and what info needs to be updated. (students – id and pin)
7. DUPLICATES – NO duplicates. There is actually a second tab on the work order page that you can view and add notes to open work orders.

Monday/Wednesday: Adams

Tuesday/Thursday: Burton

Friday: Flex

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