



WORK ORDER REQUESTS

PLEASE USE THE FOLLOWING PROCEDURE FOR ALL WORK ORDER REQUESTS

Submit a work request by sending an email to the appropriate address below:

Technology Work Order Requests	Maintenance Work Order Requests
<ul style="list-style-type: none"> • maisd-tech@rt.muskegonisd.org 	<ul style="list-style-type: none"> • maintenance@rt.muskegonisd.org
<ul style="list-style-type: none"> • wesley-tech@rt.muskegonisd.org 	*To be used only for maintenance/repair issues
<ul style="list-style-type: none"> • ctc-tech@rt.muskegonisd.org 	

You can also submit a work request from the MAISD website – Quick Links – Work Requests.

Subject Line

Technology: Room # and/or Program Name, Staff or Student Computer (example: Welding, Student PC)

Maintenance: Room # and/or Program Name, Work Request (example: Room #3, Painting)

Email Message – Include the following in your email:

Technology Work Order Requests	Maintenance Work Order Requests
✓ Specify machine – teacher or student station, laptop or desktop	✓ Specify building
✓ Specify location of the machine in the room	✓ Specify room # or office title/name
✓ Include the room phone number or other pertinent contact information	✓ Include the room phone number or other pertinent contact information
✓ Give a detailed description of the problem	✓ Give a detailed description of the problem

❖ Explain the issue as precisely as possible – some issues may require long explanations while others may not. The more information that is given, the better prepared the responder will be to address the issue in a timely manner.

Work Order Ticket

Your email will automatically place a work order in the Request Tracker queue and will generate a ticket number. This ticket number will automatically be emailed to you for further reference. **Please do not reply to this email** unless you have further information to add to the work order. The work order queue is monitored all day long, during normal working hours.

Work Order Resolution

An email will be automatically sent when the issue has been resolved. The person responding to the work order may include further information to you in this email. **Please do not reply to this email** unless you have further problems. Replying to this email will re-open your ticket for this work order.

If you do not have access to your email, the MAISD website, or in case of an emergency, you may contact the Help Desk at 767-0414 to report the issue. The Help Desk will follow the above procedures to submit a work order using the information that you provide. For emergency maintenance issues please contact Ted Tyers at 578-8763.