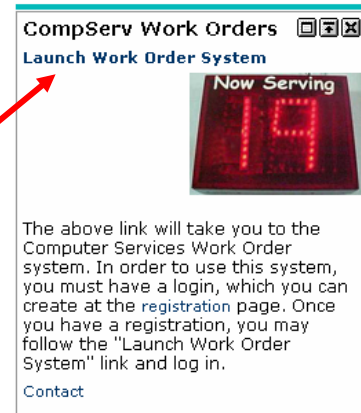


# Using Computer Services Work Order System

## Creating a Work Order

1. Log into myCuesta. (<http://my.cuesta.edu>)
2. Locate the “**CompServ Work Orders**” channel.  
*If necessary, add the CompServ Work Order channel to a tab.*
3. Click the link, **Launch Work Order System**.  
*The Computer Services Web-Based Work Order System screen will appear.*



Support Options

Select one option:

*NOTE: If you do not have a work order account, refer to “Creating an Account” below.*

4. In the “Select one option:” field, select “**Create New Case**” and click the **Go** button.  
*The New Case screen will appear.*

New Case New Case  
Status: Open

One Line Description:

Select the best category choices below:

Location

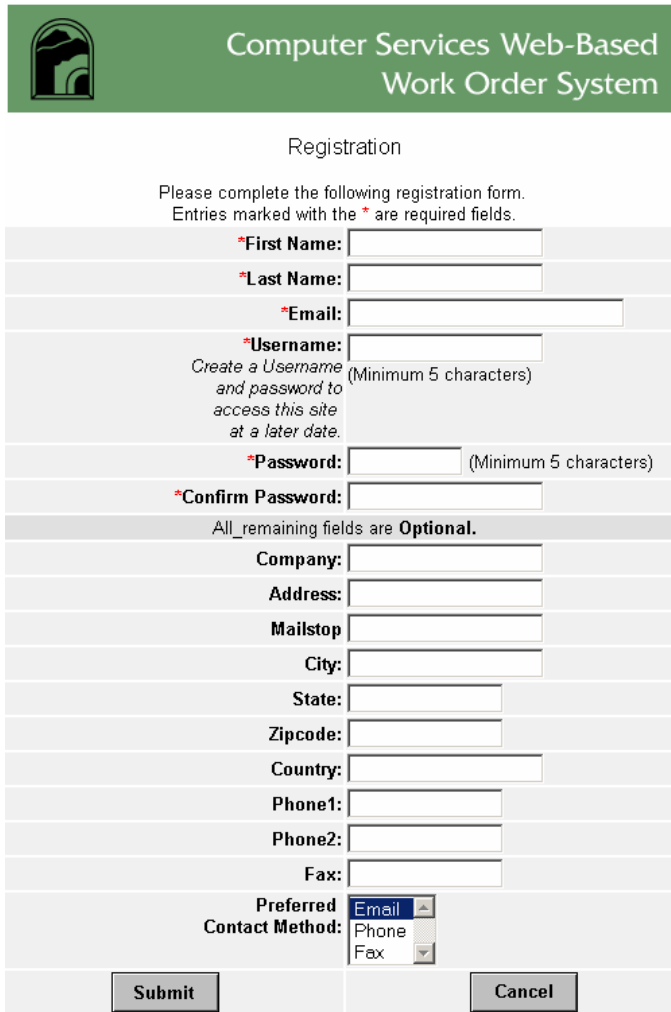
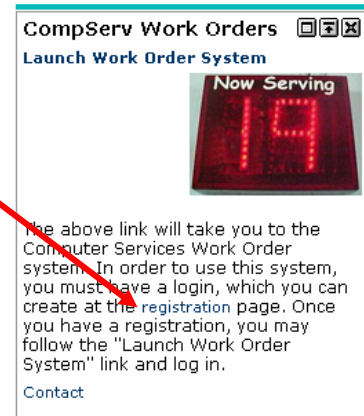
Priority

Describe the problem or question in detail:

5. Enter the appropriate fields and click the **Submit** button when done.  
*A work order number will be assigned your case.*

## Creating an Account

1. Log into myCuesta. (<http://my.cuesta.edu>)
2. Click the link, **registration**, located in the “CompServ Work Orders” channel.  
*The Registration screen will appear.*



Computer Services Web-Based Work Order System

Registration

Please complete the following registration form.  
Entries marked with the \* are required fields.

\*First Name:

\*Last Name:

\*Email:

\*Username:  (Minimum 5 characters)  
*Create a Username and password to access this site at a later date.*

\*Password:  (Minimum 5 characters)

\*Confirm Password:

All remaining fields are **Optional**.

Company:

Address:

Mailstop:

City:

State:

Zipcode:

Country:

Phone1:

Phone2:

Fax:

Preferred Contact Method:

Submit Cancel

3. Enter the following information in the appropriate fields:
  - **First Name** = enter your first name
  - **Last Name** = enter your last name
  - **Email** = enter your email address

- **Username** = enter a username of your choice, though we recommend using your network username (e.g. first initial followed by first 7 characters of your last name)
- **Password** = enter a password of your choice, though we recommend using your network password
- **Confirm Password** = re-enter the password
- **Company** = enter your department/division (*optional*)
- **Phone1** = enter your Cuesta phone extension (*optional*)

4. Click the **Submit** button.

*Your account will be created. You can now login and create work orders!*