

Using Cuesta's Work Order System

Create a Work Order

1. Log into myCuesta. (<http://my.cuesta.edu>.)
2. Locate the “**Work Order Ticket Systems**” channel, usually on the My Job tab.

NOTE: If necessary, add the Work Order Ticket Systems channel to a tab.

Create a quick **Information Technology** work order?

Send an email to cs@cuesta.edu, with a short description of the problem in the Subject line and detail in the message area. You can even submit attachments and/or CC others.

3. Click the link for the desired system.



Work Order Ticket Systems

Information Technology RT system
The above link will take you to the Information Technology Work Order system

- Information Technology (formerly "Computer Services") provides technology support and training to Cuesta College employees.
- [Click here for detailed instructions on how to create/view tickets](#)

Facilities Services Work Order System
The above link will take you to the Facilities Services Work Order system

- Facilities Services responds to requests relating to: audio/visual, lighting, heating, air conditioning, plumbing, grounds, custodial, general maintenance, and workplace safety concerns.
- [Click here for detailed instructions on how to create/view tickets](#)

Reprographics Work Order System
The above link will take you to the Reprographic Work Order system

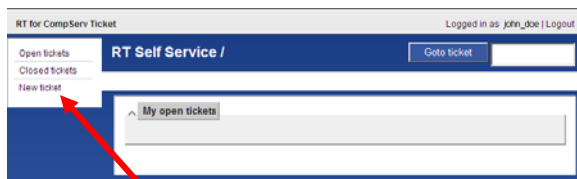
- Reprographics responds to requests relating to photocopying and printed materials
- [Click here for detailed instructions on how to create/view tickets](#)

Marketing Work Order System
The above link will take you to the Marketing Work Order system

- Marketing will assist you in posting a Cuesta Calendar item.

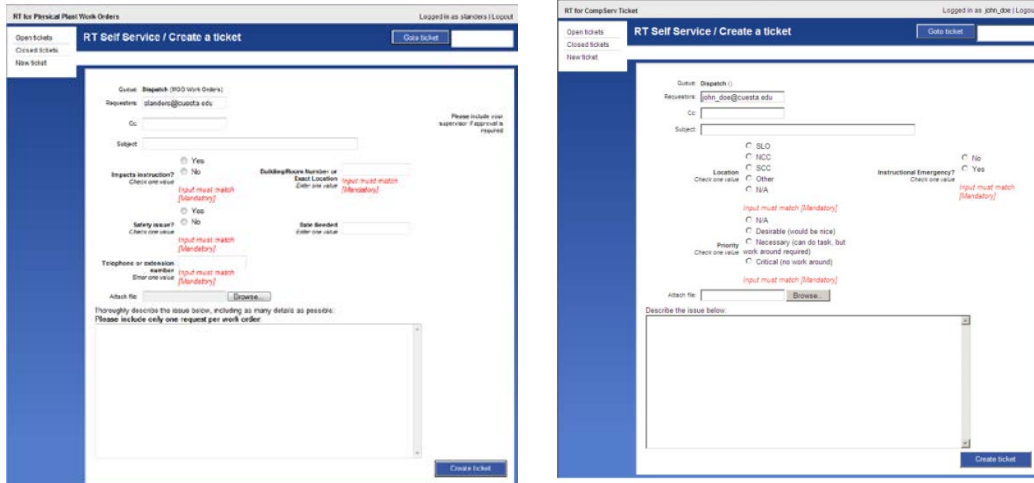
Contact 

The appropriate RT Ticket screen will appear.



4. Click **New ticket**.

A New Case screen will display. The appearance of the screen (i.e. the number and types of fields) will depend upon the system selected.



5. Enter data in the appropriate fields.
See sidebar to attach a file.

Attach a File

- Click the **Browse** button.
- Locate and double-click on the desired file.

To add another file click **Add More Files** and then repeat steps a. and b.

6. Click the **Create ticket** button. 

A work order number will be assigned to your case.

Review a Work Order

1. Log into myCuesta. (<http://my.cuesta.edu>)
2. Locate the “**Work Order Ticket Systems**” channel, usually on the My Job tab.
3. Click the link for the desired system.
4. Click **Open tickets** (to view open tickets) or **Closed tickets** (to view resolved tickets).

Add the Work Order Channel

1. If necessary, log into myCuesta.
2. Click the **Content/Layout** link, at the upper left of the screen.

The Manage Content/Layout screen will appear, displaying a mock-up of myCuesta.

3. Click on the tab where you wish to add a channel.



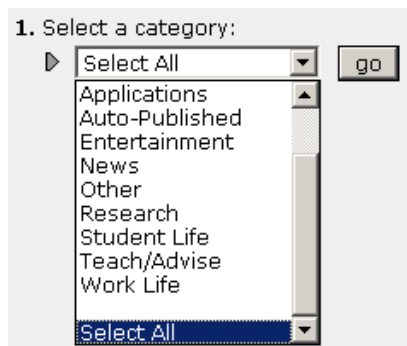
4. Click on the "New Channel" button where you want the channel to be placed.

The myCuesta mock-up will disappear, replaced by step 1 (Select a category) of “Steps for adding a new channel” will appear.



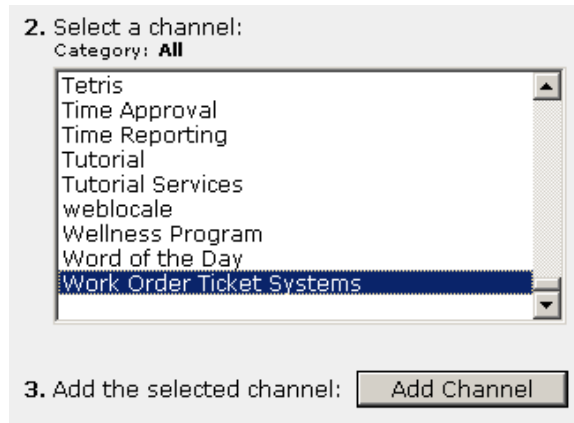
5. Click the drop-down arrow to the right of “Select Category”.

A list of categories will appear.



6. Click “**Select All**” (or another subcategory), then click the **Go** button.


Steps 2 and 3 of “Steps for adding a new channel” will appear.



7. Click on the channel, **Work Order Ticket Systems**, from the list under “Select a channel”.
8. Click the **Add Channel** button.

The Manage Content/Layout screen will re-appear.

9. Click the “**back to ---- tab**” link, at the upper left of the screen.

For example:  [back to Home Tab](#)

You'll be returned to the last displayed myCuesta tab.