

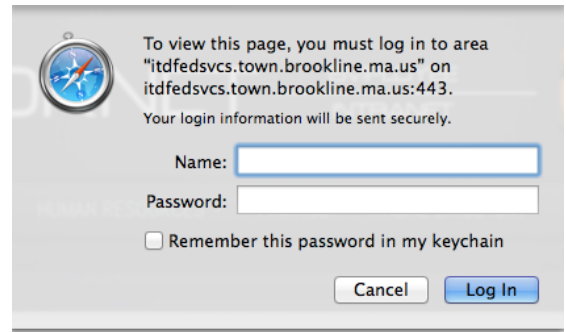
# How to Complete a Help Desk or Building Maintenance Work Order

## 1. Log on:

<http://home.brooklinema.gov/index.php/how-do-i/work-orders> or  
Click on the Help Desk icon from the Brookline intranet.

Login using your Windows/AD credentials.

\*Please call Help Desk x4357 if you need assistance.



To view this page, you must log in to area "itdfedsvcs.town.brookline.ma.us" on itdfedsvcs.town.brookline.ma.us:443.  
Your login information will be sent securely.

Name:

Password:

Remember this password in my keychain

## 2. Chose IT Request (Help Desk) or Maintenance tab.

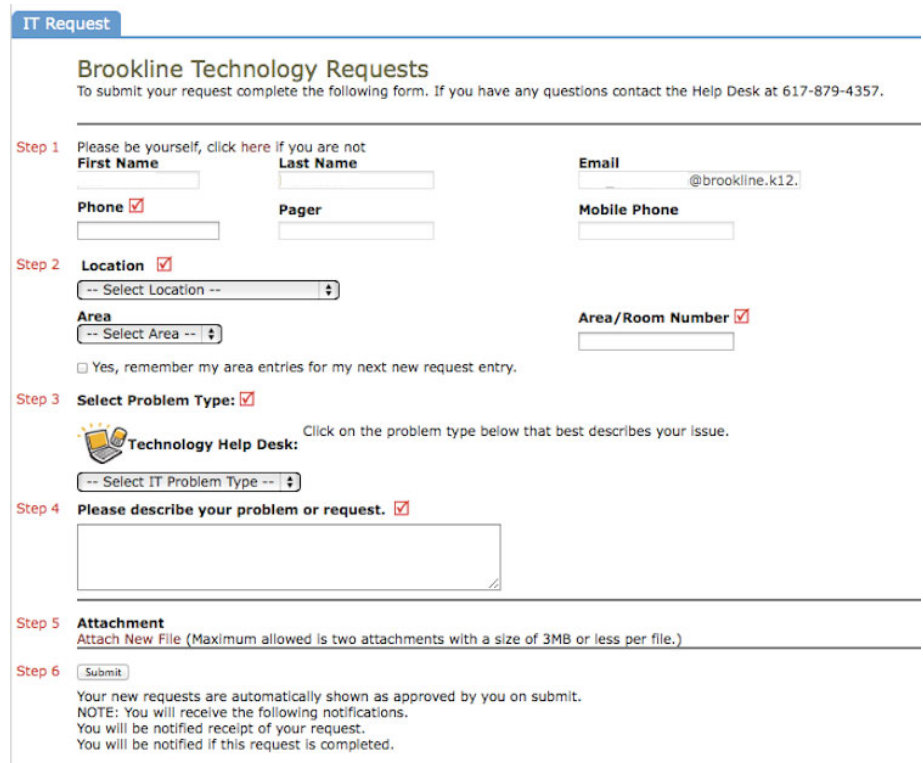
## 3. Submit a Work Order Form:

Complete all Steps with all required information and Submit.

\*Select "Yes, remember my area entries for my next new request entry."

\*Please describe the problem with as many details as possible, including what you may have done to troubleshoot.

\*This information will be saved for your next login once you have submitted a work order.




**IT Request**

### Brookline Technology Requests

To submit your request complete the following form. If you have any questions contact the Help Desk at 617-879-4357.

**Step 1** Please be yourself, click here if you are not  
**First Name**  **Last Name**   
**Phone**   **Pager**   
**Email**  @brookline.k12.  
**Mobile Phone**

**Step 2** **Location**   
-- Select Location --  
**Area**  **Area/Room Number**   
 Yes, remember my area entries for my next new request entry.

**Step 3** **Select Problem Type:**   
 **Technology Help Desk:** Click on the problem type below that best describes your issue.  
-- Select IT Problem Type --

**Step 4** **Please describe your problem or request.**

**Step 5** **Attachment**  
Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

**Step 6**

Your new requests are automatically shown as approved by you on submit.  
NOTE: You will receive the following notifications.  
You will be notified receipt of your request.  
You will be notified if this request is completed.

## 4. My Requests Tab:

Check the status of your work orders or edit a work order.