

New Login Procedures for TroubleTrakker Pro

TroubleTrakker Pro is a web-based reporting system. If you have a computer, software, printer or other technology problem, please use TroubleTrakker (TT) to notify the technology specialist.

A link to TT can be found on the Intranet:

<http://www.grandviewschools.org/intranet/> You will be prompted for a username and password.

username: ghcsd

password: teacher

Click on the **Support** Tab. On the Support page, click on TT of the TT icon.



At the TroubleTrakker Pro login screen, enter your email username. (**Note:** Do not include anything AFTER the @ sign.) Enter your email password. Click on the Login button. See figure 1-1.

The screenshot shows the K12USA.com website with a 'Web Service Login' section. On the left is a navigation menu with links like Home, Our Company, Contact Us, User Comments, Our Services, Pricing, Demos, Our Clients, Q & A, Free Trial, and Login. Below the menu is a 'Did You Know?' section with a news item about a server theft. The main content area features the TroubleTrakker Pro logo and a description of the service. Below this is a link for login help. The login form itself includes fields for State/Country (Ohio), District (Grandview Heights City Schools), Username (jdoe), and Password (masked with asterisks). There is a checkbox for 'Remember my ID on this computer' and a 'Login' button. A 'Password lookup' link is also present at the bottom of the form.

Figure 1-1: TroubleTrakker Pro login screen.

At the next screen, you will select the type of problem by clicking once on the icon. See Figure 1-2 below.

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Report a Problem

Click on the type of problem you wish to report on.

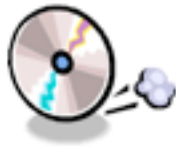
You will be prompted to provide more information about your problem.



Computer



Printer



Software



Keyboard



Mouse



Email



Network



Web Page



Point of Sale



HVAC


Figure 1-2: Problem Types




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At the next screen, locate your name from the drop down “Reported by” field; next, fill in the remaining fields that have a red arrow. Provide a detailed description of the problem about which you are reporting. When you are finished, click on the Submit Request button.

Report a problem

Please complete the form below.

 Indicates required field.

Reported by:	<input type="text" value="ANDREW GREGA"/>	
Problem Type:	<input type="text" value="Email"/>	
Priority:	<input type="text" value="Normal"/>	
Building:	<input type="text" value="GRANDVIEW HEIGHTS HIGH SCHOOL"/>	
Room:	<input type="text" value="-- Select A Room --"/>	
Name:	<input type="text" value="Andrew Grega"/>	
Room #:	<input type="text" value="111 C"/>	

Please provide any additional details here. 

I am unable to open an attachment with a .pdf ending. |

To attach a file to this ticket,
click **Browse** and select a file, then click **Attach File**.

<input type="text"/>	<input type="button" value="Browse..."/>	<input type="button" value="Attach File"/>
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Click the trash can icon to delete attached files.

Attached files	Size	
<i>No files attached</i>		

Figure 1-3: Report a Problem form

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At the next screen, you will see a confirmation.

Report a problem

Thank you!

Your problem has been reported and you will receive a confirmation message.

RE: Ticket 4523-8212008


 **Would you like to report another problem?**

Figure 1-4: Confirmation window.

Click Yes if you have another problem to report.. Click No if you are finished. Remember to logout of TroubleTrakker Pro. On the left side of the page, you will see a list of options. Logout is the last option/link.



Figure 1-5: Options