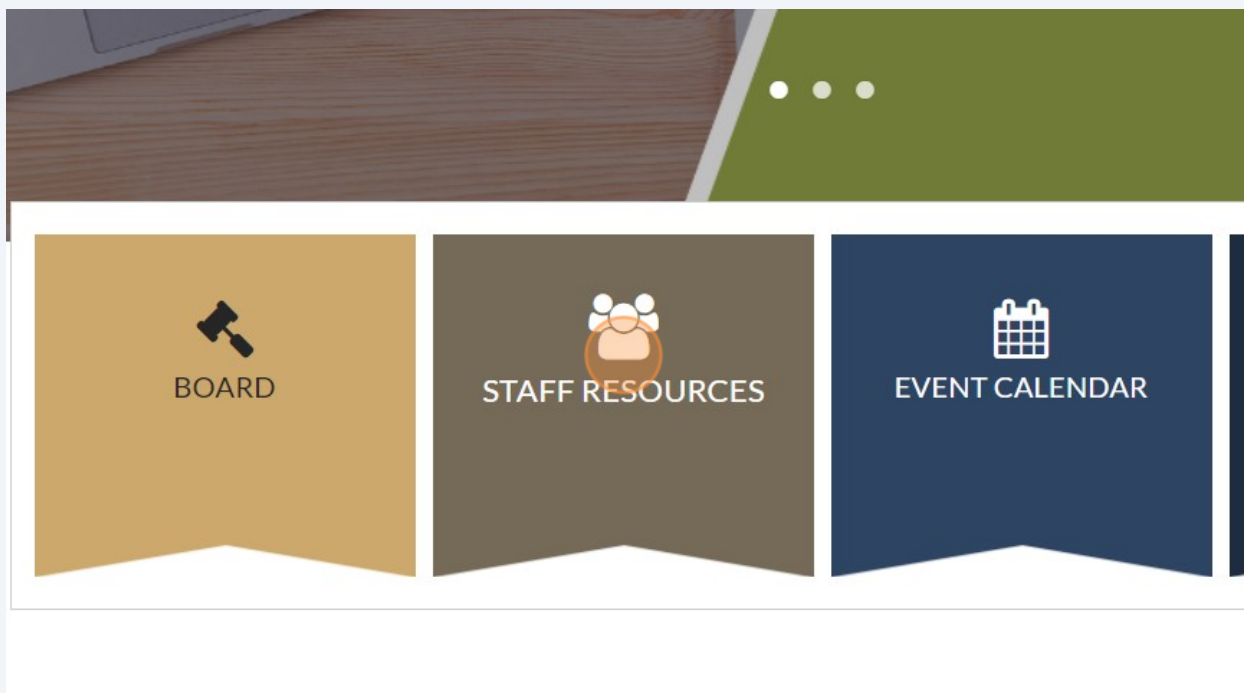


# How to Submit a Maintenance Service Request

1 Navigate to <https://www.tehamaschools.org/>

2 Click "Staff Resources".



### 3 Click "Service Requests"

- Insurance
- Report of Accident Form
- Vehicle Travel Log

## PRINTING FORMS

- Press Printing & Internal Duplicating Request

## TECH FORMS & LINKS

- Service Requests (general tech help, video conference reservation, equipment, etc)
- Google Apps TCDE Email
- Google Apps TCDE Calendar
- Remote Support

## 'FUN' STUFF

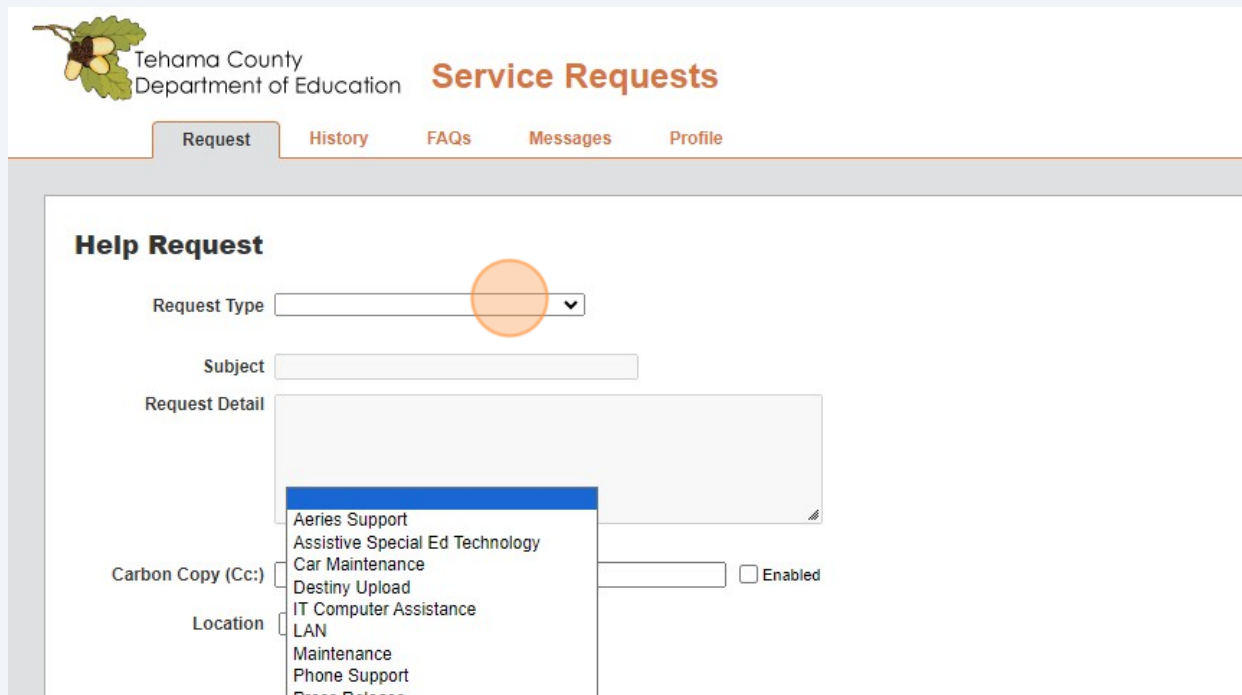
- Employee Directions - How to Order TCDE Clothing
- Employee Survey - 'Our Favorite Things'

### 4 Log In using your TCDE account.

The screenshot shows a login form with the following elements:

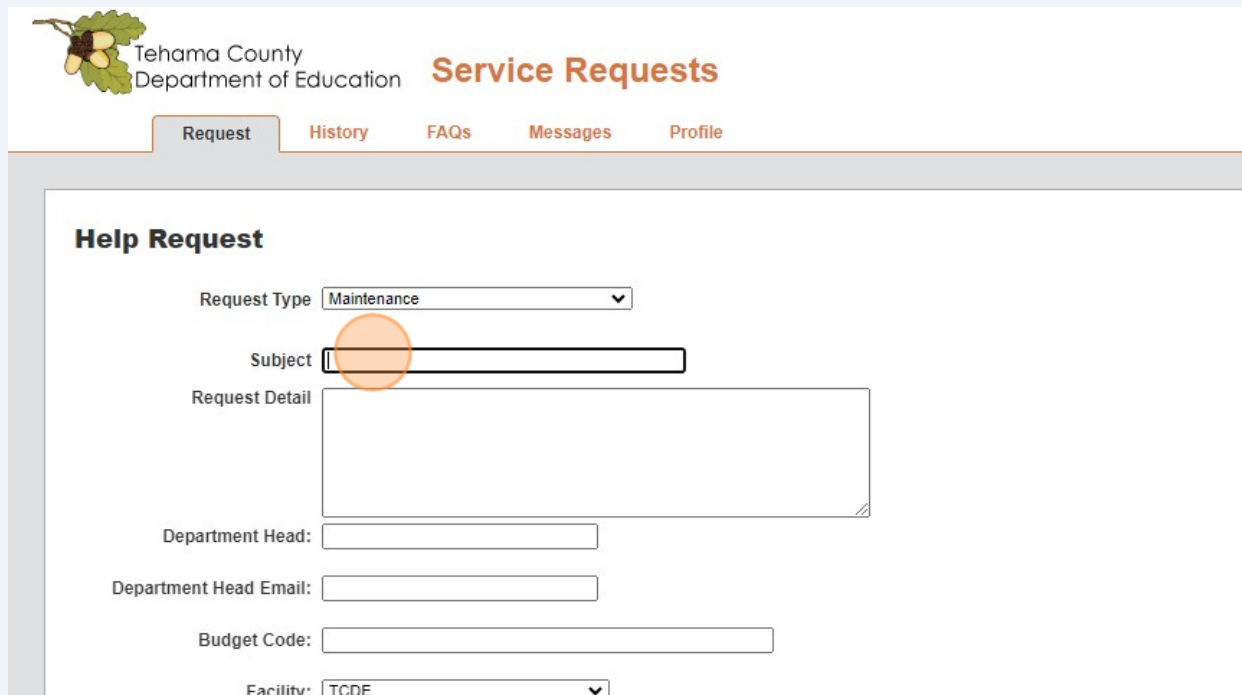
- A text input field containing the username "kzazueta".
- A password input field with a blue background and a single dot visible.
- A checkbox labeled "Remember me".
- A dark blue "Log In" button, which is highlighted by an orange circle.

- 5 Select '**Maintenance**' from the request dropdown.



The screenshot shows the 'Service Requests' form for Tehama County Department of Education. The 'Request' tab is active. The 'Request Type' dropdown menu is open, showing a list of options: Aeries Support, Assistive Special Ed Technology, Car Maintenance, Destiny Upload, IT Computer Assistance, LAN, Maintenance, Phone Support, and Press Release. The 'Maintenance' option is highlighted. An orange circle is drawn around the dropdown arrow. Other fields like 'Subject', 'Request Detail', 'Carbon Copy (Cc:)', 'Location', and 'Enabled' are visible but not the focus of this step.

- 6 Enter the '**Subject**' for the service request. For example, 'Furniture Setup in HR'.



The screenshot shows the 'Service Requests' form with 'Maintenance' selected in the 'Request Type' dropdown. The 'Subject' field is highlighted with an orange circle, indicating where to enter the request details. Other fields like 'Request Detail', 'Department Head', 'Department Head Email', 'Budget Code', and 'Facility' are visible.

7

Enter the **Request Details** and be specific. Add any details that Maintenance will need to complete the request.

Tempe County  
Department of Education

## Service Requests

Request History FAQs Messages Profile

### Help Request

Request Type: Maintenance

Subject: Furniture Setup in HR

Request Detail

Department Head:

Department Head Email:

Budget Code:

Facility: TCDE

Site:

8

For example, "Hello, HR ordered a few desks that need to be set up in the HR Department. We have the area marked where the desks should be setup within the dept. The desks are currently located in the AV Room and will take a cart to move because they are heavy. Thank you!"

9

**Department Head**, **Department Head Email**, and **Budget Code** are optional fields but if applicable must be included.

**Facility** and **Site** are required fields. Please be sure to enter the correct locations.

Request Description: Hello, I've ordered a few desks that need to be set up. The desks are currently located in the AV Room and will take a cart to move because they are heavy. Thank you!

Department Head:

Department Head Email:

Budget Code:

Facility: TCDE ▼

Site:

Carbon Copy (Cc):  ☐ Enabled

Attachments

Location: TCDE ▼

10

If you would like your Manager cc'ed on the request, enter the appropriate email. If you select a cc, the person you selected will receive an email confirmation and be able to follow along on the progress once the request is submitted.

Department Head:

Department Head Email:

Budget Code:

Facility: TCDE ▼

Site: TCDE - HR Department

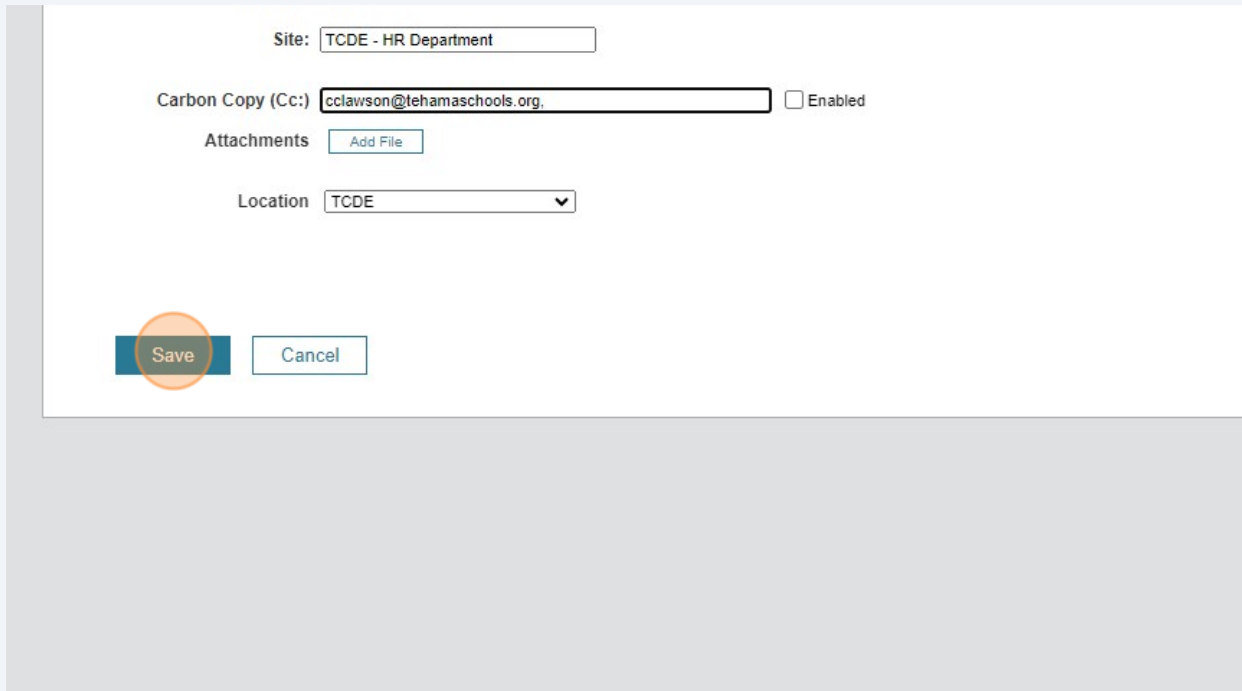
Carbon Copy (Cc): cclawson@tehamaschools.org ☐ Enabled

Attachments

Location: TCDE ▼

- 11 You also have the option to add **Attachments**. Attachments are anything that can help support your request.

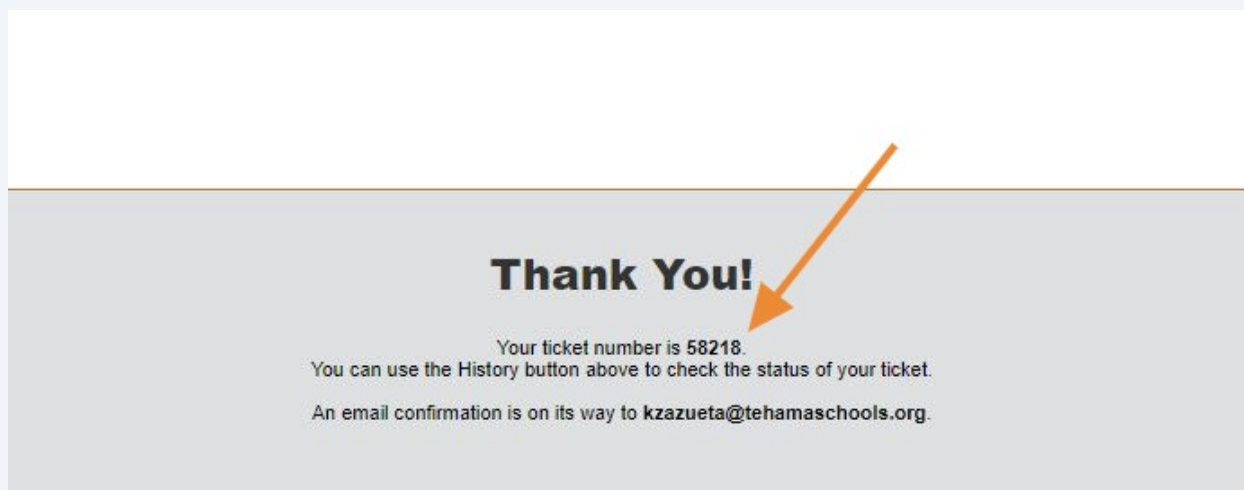
- 12 Click "**Save**" once the request is ready to be submitted.



The screenshot shows a web form for submitting a request. It includes the following elements:

- Site:** A text input field containing "TCDE - HR Department".
- Carbon Copy (Cc):** A text input field containing "cclawson@tehamaschools.org". To its right is a checkbox labeled "Enabled".
- Attachments:** A label followed by a button labeled "Add File".
- Location:** A dropdown menu showing "TCDE".
- Buttons:** At the bottom left, there are two buttons: "Save" (highlighted with an orange circle) and "Cancel".

- 13 Once the request has been submitted, you will receive a confirmation receipt. It should include a ticket number for reference.



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Also, you should receive an email with your request and details. From the email you can add notes and cancel if the request is no longer needed.

