



DJJ Office of Technology and Information Services - Work Order System

- In browser connect to DJJ Web Site (www.djj.state.ga.us) and navigate to DJJ Business Links by clicking on “Employees” menu item.



- In DJJ Business Links page click on “Help Desk Requests” link.

TIP Form

Legislative Tracking Online

DJJ Online Training ?

→ *Help Desk Requests* ?

JTS Online *OQA Online* *OCI Online* *CCS Online* *SMS Online*

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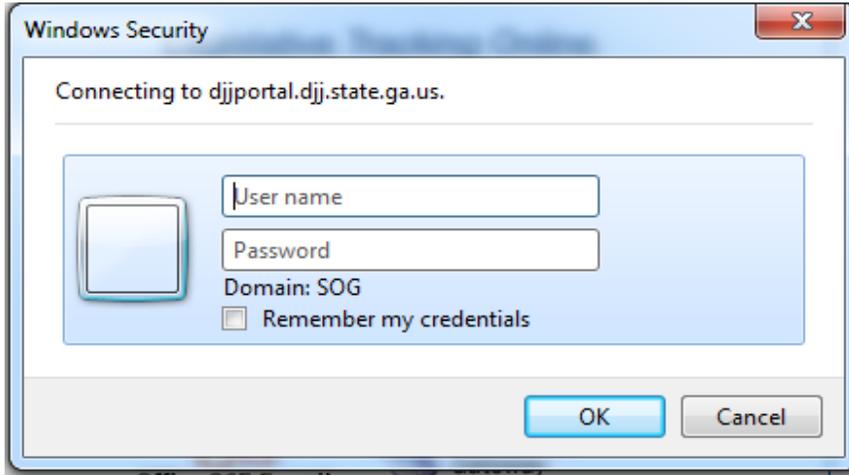
Information Security Agreement





- Click the “Help Desk Requests” link will generate a prompt with pop up asking for Username and Password credentials. Please provide your Windows login credentials.



- The Work Order page will be displayed pending successful submission of your Username and Password. All of your submitted work orders will be listed. Click on respective work order numbers to view the work order status. Please note this page also has capability to search or filter your work orders by “Status”, “Period” and “Search by subject”. Choose respective filter options and click on “Search Results” button to apply the filters/search criteria for your Work Orders.

Sample Screen:

Work Orders list: Records Found: 2

Add New Work Order

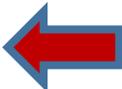
Status: Any Status Search by subject? No Yes

Period: Last Month From: 7/18/2015 To: 8/18/2015 [Search Records](#)

ORDER #	ORDER SUBJECT	STATUS	DATE ENTERED
40232	DJJ Public Website -- GPA	Completed	8/17/2015 1:21:50 PM
40146	THIS IS A TEST RECORD. ROSE PLEASE IGNORE THIS WORK ORDER.	Canceled	8/5/2015 1:56:06 PM

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- Please click on “Add New Work Order” Button to submit a new work order.



Work Orders list: Records Found:2

Status: Search by subject? No Yes
 Period: From: To:

ORDER #	ORDER SUBJECT	STATUS	DATE ENTERED
40232	DJJ Public Website -- GPA	Completed	8/17/2015 1:21:50 PM
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- In New Work Order form enter
 - “Order Subject:” → Example: Printer not working
 - “Order Description:” → The printer is powered on but on choosing to print a document no response.
 - Click on “Save” button to submit the work order.

The system will automatically load and capture logged in user’s details (i.e. Name, Phone Number, Location and Email Address).

Also the system will be sending automated email for notification only. (Please DO NOT REPLY TO THIS EMAILS as this email is for notifications only).

Sample blank Work Order form:

WORK ORDER

Order Status: N/A Date Entered: N/A Date Assigned: N/A Date Completed: N/A

Sender Name: Sender Phone:
 Sender Location: Sender Email:

Order Subject:
 Order Description:

Order Category:
 Order SubCategory:

Assigned to Group: N/A
 Assigned To Employee: N/A
 Employee Phone: N/A
 Employee Location: N/A Employee Email: N/A

Sample notification email:

-----Original Message-----

From: SQLService@djj.state.ga.us [mailto:SQLService@djj.state.ga.us]

Sent: Thursday, August 13, 2015 1:40 PM

To: xxxxxxxxxx

Subject: WO# 40202, Sender: xxxxxxxxx : Printer not Working

Please DO NOT REPLY DIRECTLY to this email. This email has been sent from a non-monitored alias.

You can check your Work Order status by calling Help Desk 1-844-DJJ-Tech (1-844-355-8324).

WO Description: The printer is powered on but on choosing to print a document no response.

Please contact DJJ Help Desk at 1-844-DJJ-Tech if further assistance is needed on DJJ OTIS work Order System.