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.

   ![Image of Work Order Ticket Systems]

   NOTE: If necessary, add the Work Order Ticket Systems channel to a tab. Refer to “Adding the Work Order Channel” below.

3. Click the link for the desired system. The appropriate RT Ticket screen will appear.

   ![Image of RT Ticket screen]

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 and, when done, 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](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.*