

CCTE SERVICE DESK

SUBMITTING REQUESTS

UPDATING CONTACT INFORMATION

The CCTE Service desk pulls your phone number and address from the Exchange e-mail system. However the only way to get that data into Exchange is for you to put it there. Please take a moment to update your contact information. Note that this is information anyone in the district can look-up and use so consider that before entering any personal numbers.

LOGIN TO EXCHANGE

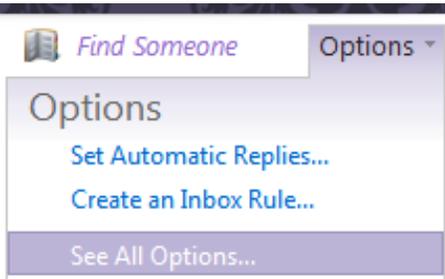
Go to <https://ex2010.sandi.net>



The screenshot shows the Outlook Web App login interface. At the top left is the San Diego Unified School District logo. The text "Outlook Web App" and "sandinet" are visible. Below the logo, there is a "Security" section with two radio buttons: "This is a public or shared computer" (selected) and "This is a private computer". There is also a checkbox for "Use the light version of Outlook Web App". Below these are input fields for "User name:" and "Password:", followed by a "Sign in" button. At the bottom, it says "Connected to Microsoft Exchange" and "© 2010 Microsoft Corporation. All rights reserved."

Type your employee ID in the username box and your DWA password in the password box. Please make sure the **Use the light version of Outlook Web App** box is not checked. Click **Sign in**

EDITING ACCOUNT INFORMATION



In the upper right of the screen click **Options** followed by **See All Options...**

Account

- Organize E-Mail
- Groups
- Settings
- Phone
- Block or Allow

My Account

Account Information - Olewine Jared

General

Display name: Olewine Jared
E-mail address: jolewine@sandi.net

Contact Numbers

Work phone: 858-503-1737
Mobile phone: 619-252-8535

[Settings for POP, IMAP, and SMTP access...](#)

[Edit](#)

In the Options screen select **Account** on the left and then click the **Edit** button in the lower right of the Account Information Screen.

EDITING ADDRESS

Contact Location ^

Street:
2441 Cardinal Lane
Building H

City:
San Diego

State/Province:
California

ZIP/Postal code:
92123

Country/Region:
United States ▼

Office:
5538A, Info & Technology Support Svcs

Expand the **Contact Location** section and fill in all fields except **Office** which should already have your site code and location information and is updated automatically. For **Street** please include your room number(s) and include a space at the end of each line for formatting purposes.

EDITING PHONE NUMBERS

Expand **Contact Numbers** and provide at least the phone number to your classroom phone. For people with extension numbers, such as a room number after the school office number, please use a lower-case 'x' to separate the phone number from the extension number.

Account Information - Olewine Jared

*Required fields

General ▼

Contact Location ▼

Contact Numbers ^

Work phone:
858-503-1737

Fax:
858-496-8129

Home phone:

Mobile phone:
619-252-8535

SAVING IT ALL

Account Information - Olewine Jared

*Required fields

General

Contact Location

Contact Numbers

✓ Save | ✗ Cancel

Once you have entered all your information click **Save** at the bottom of the window.

LOGIN

Go to <https://ccteservice.sandi.net/>

CCTE Service Desk

Login

The CCTE service desk is integrated with district technologies and uses your Employee ID and DWA/E-Mail password to authenticate your district status. Type them in the appropriate boxes shown above.

CUSTOMER MENU

CCTE Service Desk



New Ticket

My Tickets

Company Tickets

Search

Preferences

Logout Jared Olewine

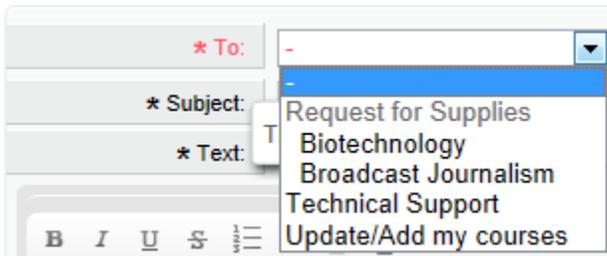
All (1) | Open (0) | Closed (1)

Powered by OTRS 3.1.7

The next screen you will see is the customer menu which shows the tickets you have submitted, grouped by their status.

SUBMITTING A NEW REQUEST

Click on **New Ticket**



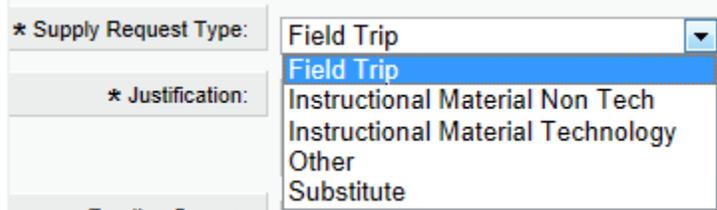
The screenshot shows a web form with several fields. The 'To:' field is a dropdown menu that is currently open, displaying a list of options: 'Request for Supplies', 'Biotechnology', 'Broadcast Journalism', 'Technical Support', and 'Update/Add my courses'. The 'Request for Supplies' option is highlighted in blue. Other fields visible include 'Subject:', 'Text:', and a rich text editor with formatting options like bold, italic, underline, and strikethrough.

Pull down the **To:** field to select the type of ticket you wish to submit. Your options will differ from the ones shown above based on the courses you are teaching.

- 1) Select **Request for supplies** to submit a request to your Program Specialist for instructional materials to be funded by one of the CCTE resources. Select the sub-queue representing the course where the materials will be used.
- 2) Select **Request for Bus Passes** to order bus passes for ROP internships.
- 3) Select **Technical Support** to request assistance with any computer or technology problem you are experiencing in your classroom or to request new software installation.
- 4) Select **Update/Add my courses** to tell us that the course you want to submit a request for is not in your list. Please include all the Zangle names for the CTE or ROP courses you teach so we can associate you with the correct course in our database. The names that appear in the list will be the more friendly names associated with that course (i.e. CMP GRPH DES3-4 will show as Computerized Graphic Design)

REQUEST FOR SUPPLIES OR SERVICES

If you are submitting a Request for Supplies or Services ticket please select the supply request type



The screenshot shows a web form with a 'Supply Request Type:' dropdown menu that is open. The options listed are: 'Field Trip', 'Instructional Material Non Tech', 'Instructional Material Technology', 'Other', and 'Substitute'. The 'Field Trip' option is highlighted in blue. Other fields visible include 'Justification:' and 'Funding Source:'.

- 1) Select **Field Trip** to request a CCTE budget string for field trips that will be scheduled by your site. You may also request funding for a substitute associated with this request.
- 2) Select **Instructional Material Non Tech** to request physical goods that either are not electronic or are not related to your computers.
- 3) Select **Instructional Material Technology** to request physical goods that are electronic or software.
- 4) Select **Other** to make a request that we don't capture with the other forms.
- 5) Select **Substitute** to request a substitute due to CCTE Funded professional development, curriculum writing and field trips if no bus is required.

FIELD TRIP

When you submit a request for a field trip the following form appears. Please fill out all fields to the best of your ability and include any extra information in the additional information box

The screenshot shows a web form for a Field Trip request. It includes the following fields and options:

- * Supply Request Type:** A dropdown menu with "Field Trip" selected.
- * Justification:** A text area with the placeholder text "Please indicate the GSAs associated with this request".
- Funding Source:** An empty text input field.
- Date:** A date and time picker showing "08/09/2012" and "10:35".
- Estimated Cost:** An empty text input field.
- Substitute Required:** A checkbox that is currently unchecked.

- 1) **Justification** - please include a descriptive justification statement including the specific [Goals for Student Achievement](#) that will be addressed by your activity (i.e. Field Trip for 11th grade Academy students to NBC studios to watch live broadcast. Activity will support GSAs 2.31, 2.5, 2.6 and 4.1.5)
- 2) **Funding Source** - if you have specific funding that you wish to request for the order please indicate it here (ROP, Perkins, CPA, IMIN, DoDEA, etc.)
- 3) **Date** - Date and time of the field trip include number of days in additional information
- 4) **Estimated Cost** - if you have an estimation of the cost of this request please indicate it here
- 5) **Substitute Required** - If you need a substitute for this request check this box

INSTRUCTIONAL MATERIAL

When you submit an instructional material request, the following form appears. Please fill out all fields to the best of your ability and include any extra information in the additional information box.

The screenshot shows a web form for an Instructional Material request. It includes the following fields and options:

- * Supply Request Type:** A dropdown menu with "Instructional Material Non Tech" selected.
- * Justification:** A text area with the placeholder text "Please indicate the GSAs associated with this request".
- Funding Source:** An empty text input field.
- Estimated Cost:** An empty text input field.
- Order Information:** A text area with the placeholder text "Please include the following for EACH item you wish to order." and a list of fields to be filled out:
 - Vendor :
 - Make/model :
 - Item/ISBN # :
 - Unit Price :
 - Quantity :
 - Description :

- 1) **Justification** - please include a descriptive justification statement including the specific [Goals for Student Achievement](#) that will be addressed by your supply request (i.e. Scanners for CGD students to scan images to manipulate. Activity will support GSAs 2.31, 2.5, 2.6 and 4.1.5)
- 2) **Funding Source** - if you have specific funding that you wish to request for the order please indicate it here (ROP, Perkins, CPA, IMIN, DoDEA, etc.)
- 3) **Estimated Cost** - if you have an estimation of the cost of this request please indicate it here
- 4) **Order Information** - please copy and paste Make/Model, Item#, Unit Price, quantity and description for each item. Only one vendor per request. Instead of using this box you can attach our [Order Form](#).

SUBSTITUTE

When requesting a substitute, the following form appears please fill out all fields to the best of your ability and include any extra information in the additional information box.

The screenshot shows a web form for requesting a substitute. It includes the following fields and options:

- * Supply Request Type:** A dropdown menu with "Substitute" selected.
- Funding Source:** An empty text input field.
- Date:** A date and time picker showing "08/09/2012" and "10:35".
- Substitute Required:** A checked checkbox.
- * Text:** A text area for additional information.

- 1) **Funding Source** - if you have specific funding that you wish to request for the order please indicate it here (ROP, Perkins, CPA, IMIN, DoDEA, etc.)
- 2) **Date** - Date and time you require the sub. Include number of days in additional information
- 3) **Substitute Required** – This box will auto-check when you select substitute.

TECHNICAL SUPPORT

To submit a request for the CCTE Technology Team, select 'Technical Support' in the "To:" field.

The screenshot shows a web form for submitting a technical support request. It includes the following fields and options:

- * To:** A dropdown menu with "Technical Support" selected.
- * Subject:** An empty text input field.
- Location:** An empty text input field.
- Workstation Name:** An empty text input field.
- * Text:** A text area for additional information.
- Attachment:** A text input field with a "Browse..." button.
- Priority:** A dropdown menu with "3 normal" selected.
- Submit:** A button at the bottom of the form.

- 1) **Subject** - brief description of the problem
- 2) **Location** - Location of the computer (room number + general description of where it is)
- 3) **Workstation** - Name of the workstation from the background or computer properties
- 4) **Text** - a full description of the issue
- 5) **Attachment** - if there is a screenshot of the error message please attach it here