

# Instructions for Ordering Technology in Friendswood Independent School District

## Introduction

These instructions are in place to facilitate coordination of **central receiving** of technology equipment with the **de-centralized ordering** process. Central receiving is performed by the Technology Services Department. Ordering of technology equipment (other than from Apple) is usually performed by personnel at campuses and departments. All technology equipment is physically received at the FISD Administration Annex located at 402 Laurel Drive. All purchase orders for technology equipment must contain this shipping address.

## Obtaining Cost Quotes

Currently all cost quotes for technology equipment (computers, tablets, Chromebooks, document cameras, projectors, printers) are obtained through the Technology Services Department.

### *HelpDesk ticket for Quotes*

To obtain a cost quote for technology equipment, submit an Eduphoria Helpdesk ticket. Technology Services' designated staff will attach the quote to the ticket. Once you have received the quote in the ticket, please close the ticket. The ticket category looks like this:



### **Hardware/Software Quote Requests**

\*This is only for technology hardware and software that has been approved. It must be approved by your Campus Technologist or Tech Services Technician for approval first. Support Services departments should obtain approval from their Department Head and/or Secretary.

## Ordering

When you are ready to order and have obtained the following,

- Cost Quote
- Purchase Order

then create an Eduphoria Helpdesk ticket using the category, *Technology Purchases Processing*. The ticket category looks like this:



## Technology Purchases Processing

When you have the quote you requested and you have obtained a Purchase Order, please create a ticket under this category, regardless of the vendor, so that Technology staff can process orders within 2 weeks of arrival. ORDERING: APPLE EQUIPMENT MUST BE ORDERED BY TECH SERVICES. Indicate in this ticket if you have placed the order for NON-Apple equipment.

### *Helpdesk Ticket for Ordering*

Only those personnel who have permission to create Purchase Orders have access to this category of Helpdesk ticket. Please email Jessika McBride at [jmcbride@fisdk12.net](mailto:jmcbride@fisdk12.net), in the Technology Services department, if you have permission to create Purchase Orders, but are not able to create the Helpdesk ticket or have Helpdesk questions.

### **Ticket Details for Orders**

#### **Required Fields**

In the ticket, you will see several fields that are required for you to fill out: Campus, Purchase Order #, Order Recipient(s), Funding Source, Date Ordered & Who Ordered (NON-Apple equipment only), Software Ordered, Description, and Detailed Request.

Hover over each field, to learn more details about each field.

### **Who Orders**

#### **APPLE**

**All orders from Apple are to be placed by the Technology Services Department only.** If the Helpdesk ticket is for Apple equipment, Technology Services will place the order with Apple, according to the Apple quote attached to the ticket, at the time you submit the ticket.

#### **NON-APPLE**

Some designated personnel at campuses and departments may order technology equipment from NON-Apple vendors, once a cost quote has been obtained from Technology Services department. (These personnel are usually the staff members approved to create purchase orders for the campus or department.). When you order NON-Apple equipment, indicate so in the Helpdesk ticket that you create. All purchase orders for technology must use the above address for the shipping address.

## **Attaching Files to Ticket**

Attach the **quote** (that you received from Technology Services) and the **purchase order** to the ticket. (For information on how to obtain cost quotes for technology equipment, see the section above, *Obtaining Cost Quotes*)

## **Related Items Ordered**

Any additional items ordered that are related to the technology equipment in the ticket, such as software licenses, should be included in the same ticket. In other words, any purchase order for equipment or software related to the main item, needs to be in one ticket. (Ex. Computers ordered from one vendor and software licenses for those computers from another vendor should all be on the same ticket). Include all that pertains to that particular project/item in one ticket with all pertinent purchase order numbers.

## **Receiving and Processing**

Once the Help Desk ticket is created, Technology Services will update the ticket as the equipment is received and processed. You will receive e-mail notification of ticket updates. You can also continue to add pertinent information to the ticket until the ticket is complete, since you are the creator of the ticket.

## **Packing Slips**

You will be notified, via the ticket, when the equipment is received at Tech Services. Packing slips will be scanned and attached to the ticket. (No longer are they being sent through inter-office mail.)

## **Final Steps**

Technology Services staff will update the ticket when the equipment is ready for pick-up or delivery. Your orders will be processed in a timely manner, when you fill out a Help Desk ticket completely.

Questions are welcome. FISD Technology Services 281-482-1621.

For a detailed guide with screenshots, please refer to the *Eduphoria Helpdesk Ticket Guide*.

# Eduphoria Helpdesk Ticket Guide for Technology Equipment Purchases

<p><b>Sign in to Eduphoria</b></p>	
<p><b>Choose Helpdesk</b></p>	
<p><b>Choose category type: Technology Purchases Processing</b></p>	 <p><b>Technology Purchases Processing</b> When you have the quote you requested and you have obtained a Purchase Order, please create a ticket under this category, regardless of the vendor, so that Technology staff can process orders within 2 weeks of arrival. ORDERING: APPLE EQUIPMENT MUST BE ORDERED BY TECH SERVICES. Indicate in this ticket if you have placed the order for NON-Apple equipment.</p>
<p><b>Enter required details and pricing by line item.</b></p> <p><i><a href="#">Attach P.O. and Quote to ticket</a></i></p> <p><i><b>Licensed software will not be installed without PO# and order confirmation for the license.</b></i></p>	 <p>Enter the details of your request below Make sure all of the information below is filled in and click "Submit Request".</p> <ul style="list-style-type: none"> <li>• Campus:</li> <li>• PO #:</li> <li>• Office Licenses:</li> <li>• Order Receipts:</li> <li>• Funding Source: PO # for Microsoft Office:</li> <li>• Date Ordered from vendor &amp; who placed the order (APPLE EQUIPMENT WILL BE ORDERED BY TECH SERVICES ONLY):</li> <li>• Software ordered for (disk device): PO # for Software:</li> <li>• Description:</li> <li>• Detailed Request:</li> </ul> <p>Attachments:</p>
<p><b>Click on blue arrow for attachment of PO and quote</b></p>	
<p><b>Select Submit Request</b></p>	
<p><b>You're Done!</b></p>	 <p>You're Done! Your request has been submitted. You will be able to keep track of the status of your request from the "View My Open Requests" button to the left. If you would like to submit another ticket click "Create a New Request" at the bottom left.</p>
<p><b>Select Finish</b></p>	

