TECHNOLOGY PURCHASING PROCESS FOR FISD

In order to purchase technology related items, please follow the procedure outlined below. If you have any questions, please contact Chrissy Houting at chouting@fisdk12.net.

Technology Related Items include (but are not limited to):

➔ Laptops   ➔ Desktops   ➔ Chromebooks   ➔ Printers/Scanners
➔ iPads   ➔ App/Software   ➔ Projectors   ➔ Document Cameras
➔ Adapters   ➔ Chargers   ➔ Computer Accessories ➔ Interactive boards
➔ TV's   ➔ ShoreTel Phones

1. Submit a purchasing request ticket through GetHelp https://friendswoodisd.gethelphss.com/Login/landing (*see video tutorial below*). Be sure to detail the quantity, who it is for and any detailed specifications required.
2. Technology Services will request all quotes required from approved vendors and once received will attach the quotes to the GetHelp ticket. GetHelp will notify you via email once anything has been attached or a note has been added to the ticket.
3. Submit your requisition through Skyward Finance utilizing the quotes received from Technology Services.
4. Once you obtain your Purchase Order(s), attach them to the ticket.
5. Technology Services will place the order and will note the order date in the ticket.
6. When items have been received, Technology Services will note their receipt in the GetHelp ticket. At this point, the purchasing requester will need to mark those items received in Skyward Finance.
7. Tickets will then be assigned to the appropriate Technician to be delivered/installed.

Here is a brief video we created demonstrating what a typical ticket submission looks like in GetHelp.

https://drive.google.com/file/d/1k1TWPgAyn3337QIwG600CPo15b_ISCbv/view?usp=drivesdk