

St. Martin Parish's IT Department will be transitioning to a new Work Order system. Our old system, "SchoolDude", is NOT active. In order to proceed with submitting a work order in the new system, One-To-One Plus, we ask that you read the following information and adhere to the instructions below, in order to properly navigate the new system.

How to Submit a Work Order

Emergency Qualifications

- **School wide internet outage** - *Determine that no one can get on internet*
 - test out multiple areas (hallway/wing/section of school) and multiple, different websites
- **Wifi Outage** - *Determine that no one can get on wifi*
 - Unstable connection, Wifi going up and down
 - test out multiple areas (hallway/wing/section of school) and multiple, different websites, and multiple, different devices/device types
- **Telephone Outage** - *Determine if phones work internally and externally school/building*
- **Jcampus/Webpams** - *Determine if there is a Jcampus outage school/building wide*
 - During Login St. Martin Parish District not available choice, Error Page pop up, or Jcampus page "Not Found"
- **Alio Outage** - *Determine if there is a Alio outage or are unable to print payroll, checks, accounts payable (?) school/building wide*
 - **Unable to print PO is NOT Emergency** - work order necessary
- **Sales Tax** - *Unable to login*

If you have determined that this *IS* an emergency Administrator of building or other designated person are to immediately contact IT in order;

1) Todd, 2) Josh, 3) Christine

! ALL other situations are to be put into a work order !

One to One Plus

Please read the instructions before continuing to the link.

1. Click the “Sign in with Google” button, select your desired account to log in.
2. Select the corresponding Ticket type for your needs.
3. Fill in the requested information. Anything with the red * is required information.
 - a. Please be mindful to read the description below the ticket type’s title to see examples as to what is included in the group.
4. The following are descriptions of the field types, however, not all fields are in every ticket type.
 - a. “Category” is a drop down menu of possible issues.
 - b. “Issue” refers to ACTUAL PHYSICAL issue with the device.
 - c. “Site” refers to the physical school/building the device is located at.
 - d. “Room Number” is self explanatory.
 - e. “Serial Number” is self explanatory.
 - f. “Description” allows for extra information such as the R-code (Destiny Barcode)/etc, describing the issue, including a related user, etc.
 - g. “Contact Email” is self explanatory.
 - h. “File Upload” allows for you to upload/link any pictures, screenshots, etc. relating to the issue/work order.
5. After filling in the requested information, click the green “Save” located at the bottom to finalize your work order ticket.

After submitting your ticket, you can select the arrow to the right of the “Help Desk” tab on the left menu to view, edit, or print any of your submitted tickets. This allows you to add new information, and simply stay updated on the progress of your work order.

It is extremely important that you use THIS LINK rather than Googling their website, as this directly logs into St. Martin Parish's Domain.

https://1to1plus.com/login/StMartinParish_LA