

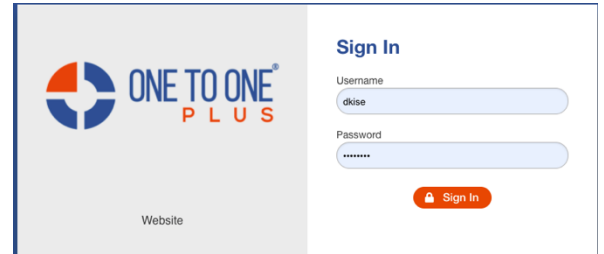
# Carver Career and Technical Education Center Technology Work Order Process

At Carver we take pride in our ability to solve problems. When there are technology issues our computer specialist will diagnose the situation. If she is unable to solve the problem then she or the instructor will place a Technology Work Order with the Kanawha County Schools (KCS) Technology Department.

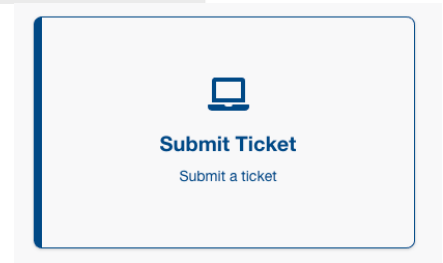
The Process for placing a work order is as follows:

1. Open a web browser and go to the KCS workorder site and sign in using your Schoology assigned credentials.

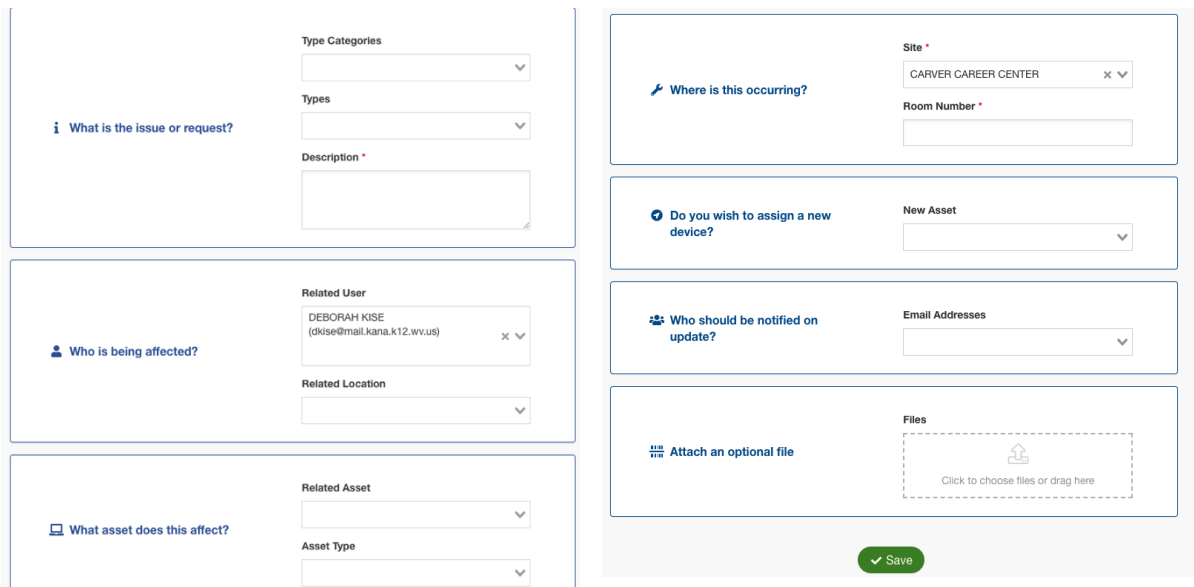
<https://www.1to1plus.com/login>



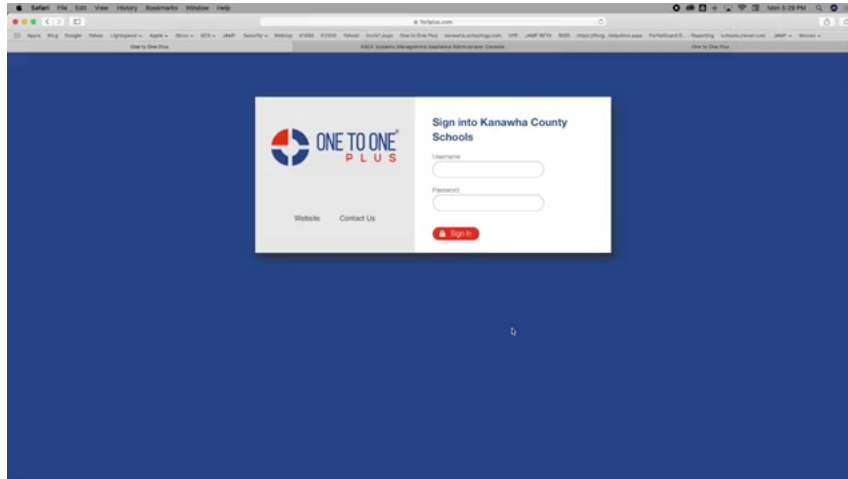
2. After logging in you will be prompted to submit a ticket. Click Submit Ticket to get started.



3. This will bring up a screen for you to enter all the information about the device and the issue you are having.



4. When you click save the work order will be emailed to the county tech in charge of the school. He travels between many schools, as soon as he is able, he will work on the order remotely if possible. If the issue requires him to physically be at the school, when he has time, he comes in. The video below is from the KCS Technology Department.



**TASK: TSK-651594**  
Kanawha County Schools

**Date Created:** 4/14/2021  
**Status:** New Service Call  
**Type:** Other  
**Type Category:**  
**Invoice Amount:** \$0.00  
**Description:** Adding two new (old) computers to the dental clinic, unable to log in..help please...  
**Related User:** DEBORAH KISE  
**Related User's ID:** dkise@mail.kana.k12.wv.us  
**Related User's Grade Level:**  
**Room Number:** 100-A  
**Site:** CARVER CAREER CENTER  
**Asset ID:**  
**Serial Number:**  
**Asset Type:**  
**Asset Model:**  
**Asset Manufacturer:**  
**Technician Assigned:** CHARLES VEAZEY  
**Created By:** DEBORAH KISE  
**Closure Type:**  
**Closure Notes:**

Example of a work order.