Reporting Problems in .. Unity

- 1. Open Internet Explorer, and visit Unity:
 - a. Go to http://unity.forsyth.k12.ga.us
 - b. Go to <u>https://fcsunity</u> when logged into the network.
 - c. Open Favorites; ..Unity is in the Favorites list.
- 2. Log into Unity using your network username and password.
- 3. Once logged in, click on **Open a New Case**.
- 4. When you open a new case, you will be asked for a Type of case, an appropriate Category within that Type, and then a more specific second Category. One way to help ensure prompt reply to your case submission is to choose Types and Categories as accurately as possible.



5. Once you select the Type, the first Category, and the second Category, click **GO**!

When the New Case is created, you will need to enter as much information as possible in the next tabs.

Types of Case	Sample Problems
Communications	Intercoms, Telephones, Closed Circuit TV distribution
Student Information	Infinite Campus or Parent Portal, Class Profile, WinSNAP
Technical Service Requests	Everything else

NOTE: Opening a new case can also be done using the New Case menu at the top of the page.

Unity					
Home	New Case 👻	Your Cases	▼ Options ▼		Log Out
	Communicati	ons 🕨			
W	🥑 Student Infor	mation 🕨	y 🗆		
1.01	Technical Ser	vice Requests 🕨	Academic Portal	•	
			ANGEL Learning	≯	
		Hardware	•		
			Network Connectivity	•	
			Other	∢	
MY	QUEU	ES	Peripherals	•	
Vanaure	onthi hava 2 u	Printing	≯	Does Not Initiate Print Job	
Tou curr	entty nave z u	mesorved cases	Software	►	Network Printer Installation
			Whiteboard Related	•	Other
					Paper Jams
					Prints Garbage
					Smudged or Streaked Output
					Workstation Printer Installation



\cup r	nty				Welcome, Tatum
Home	New Case 💌 🗎	Your Cases 🔻	Options 👻	Log Out	
TECHN	ICAL SERVICE RE	GUEST			
CASE IN	FORMATION	NT INFORMATION	SUMMARY AND	SUBMISSIO	4 CASE TYDE: Hardvare
REQU	ESTER INFORMATION				PROBLEM CATEGORY
	REQUESTER NAME:	thelmer			CATEGORY: Other
	PHONE NUMBER:	770-781-2264			SCOPE AND SEVERITY
	PHONE EXTENSION:	101512			PROBLEM SCOPE: Hardware
					PROBLEM SEVERITY: Normal V
USER	INFORMATION		Same as	Requester 🗹	PROBLEM SLIMMARY 77 Characters Remaining
	USER'S NAME:	thelmer		8	My CD drive van't work!
	PHONE NUMBER:	770-781-2264			DETAILED PROBLEM INFORMATION
	PHONE EXTENSION:	101512			I can't open any discs inserted into my desktop. I try on a
LOCA	TION				neighbor's laptop and they open. I also can't burn any files to a blank CD (I know it's blank because it's new out of the parkane of blank CDs.)
	SITE:	SOUTH FORSY	TH HIGH SCHOO	L 💙	package of blank obsty
	ROON NUMBER:	1512			× .
					CANCEL
					FORSYTH CO. NTY SCHOOL SYSTEM

Case Information Tab

- 6. In **Requester Information**, enter the school's phone number and your phone extension.
- 7. In **User Information**, you can check the Same as Requester box and it will fill in the fields automatically for you.
- 8. In Location, make sure South Forsyth High School is selected for Site. You must fill in your Room Number.
- 9. **Case Type** (in the upper right corner) and Category under **Problem Category** should already match the selections you made when you opened the case.
- 10. For **Problem Scope**, try to be as accurate as possible as to the nature of the problem. For example, if a student computer is giving you trouble, does it happen when other students log on to the same computer? If the student originally on the computer moves to another computer, does the problem follow him/her?
- 11. In **Problem Summary**, give a brief but detailed description of the problem. (You get a maximum of 100 characters!)
- 12. In **Detailed Problem Information**, give as detailed a description as possible of the problem. Be sure to include any solutions you have already tried. The *more information* you can provide about what works, what doesn't, what occurred when the problem seemed to develop, etc., the *easier and quicker* it will be to solve the problem.
- 13. When finished, move on to the **Equipment Information** tab.

HNICAL SERVICE REG	UEST			
INFORMATION EQUIPMENT	INFORMATION SUMMARY A			CASE TYPE: Hardvare
UIPMENT LISTED FOR YOUR ROO ick an item to add it to your Case.	м			
PRINTER, INKJET	HP		56660120W2	03962
ΓV	TOSHIBA	CF27850	38494380	05093
PRINTER, INKJET	HP		8667Q196SJ	05100
VCR	TOSHIBA	M452	54161972	05109
TV	TOSHIBA	CF27050	38494356	05110
VCR	TOSHIBA	M452	54161319	05111
NHITEBOARD	PROMETHEAN	ACTIVBOARD PRO 78	5219938171	61287
MULTIMEDIA PROJECTOR	EIKI	LC-XBZZ	557A3707C	61329
COMPUTER, DESKTOP	HP	DX515D	2UA549139W	70450
COMPUTER, DESKTOP	HP	DX5150	2UA549139Z	70453
NONETOR	HP	7540	CNN54601SX	71718
MONITOR	HP	7540	CNN54601QK	71719
COMPUTER, DESKTOP	HP	DX515D	2UA549136B	71733
COMPUTER, DESKTOP	HP	DX5150	2UA54913BB	71748
MONITOR	HP	7540	CNN54603DJ	71749
NONITOR	HP	7540	CNN546015R	71750
MY HAR	DWARE IS NOT LISTED		HARDWARE IS NOT AF	PPLICABLE
		-		
ick an item to remove it from the li	ist.			
EQUIPMENT TYPE	MAKE	MODEL	SERIAL NUMBER	ASSET TAC
	1.10	DV5150	211554912904	10450

Equipment Information Tab

Filling in your Room Number on the Case Information tab causes the **Equipment List** for your room to be populated with all of the registered technology that should be in your room.

- 14. Click on the piece(s) of equipment that you are having trouble with they will be added to the **Problem Equipment** list at the bottom of the page.
- 15. If the problem equipment is an item that you have more than one of (for example, a desktop computer), you will need to find a serial number or an asset tag to be able to specifically identify it.
- 16. If the problem is not specifically about hardware (for example, there is a problem with the cables connecting to your whiteboard), click **Hardware Is Not Applicable**.
- 17. If the hardware you are having trouble with is not on the list (for example,

another desktop has been moved into your room), click **My Hardware Is Not Listed**. You will be asked to enter the serial number or an asset tag number for the item. If Unity doesn't

Serial Number:	Asset Tag:		ADD TO CASE
			RETURN TO HARDWARE LIST
ENTER EQUIPMENT DATA			
	HARDWARE TYPE:	Choose a hardware type	~
	HARDWARE MANUFACTURER:		
	HARDWARE MODEL:		

find a matching item in its database, you will be prompted to **Enter Equipment Data**. Complete the form, and then click **Add This Hardware To This Case**.

18. When you are finished entering equipment information, move on to the **Summary and Submission** tab.

Internation New Lase + Tour Lase + Uptions + Log Uut SCHNICAL SERVICE PEQUEST SUMMARY AND SUBMISSION CASE TYPE: Hardware SSE INFORMATION EQUIPMENT INFORMATION SUMMARY AND SUBMISSION CASE TYPE: Hardware STE SOUTH FORSYTH HIGH SCHO 15 ROOM NUMBER 15 15 REQUESTER SOUTH FORSYTH HIGH SCHO 16 SER CODE Chain thein SEVENTY Norr 15 PROBLEM CATEGORY Oct Oct PROBLEM SUMMARY My CD drive won't won't won't won't won't won't open any discs inserted into my desktop. I try on a neighbor's laptop and they open. I also can't burn any files to a blank CD (I know it's blank because it's new of the package of blank CD PROBLEM EQUIPMENT EQUIPMENT Oct EQUIPMENT TYPE MAKE MODEL SERIAL NUMBER ASSET TAG COMPUTER, DESKTOP HP DX5150 2UA549139W 70450	<u> </u>		1 0 1		
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USER MODEL SUPPORT TYPE MAKE MODEL SERIAL NUMBER ASSET TAG COMPUTER, DESKTOP HP DX5150 2UA549139W 70450	REQUESTER				theim
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	COMPUTER, DESKTOP	MAKE HP	MODEL DX5150	SERIAL NUMBER 2UA549139W	ASSET TAG 70450

Summary and Submission Tab

- 19. Review the elements of your case. If you need to go back and make changes, you can return to the Case Information or Equipment Information tabs. Reread the Detailed Problem Information you submitted to make sure it gives a complete picture of the problem.
- 20. When satisfied, click Submit This Case.
- 21. Once submitted, you will receive a screen with a case number. You will also receive an email indicating your case submission.



Your Cases 👻

View Submitted Cases

Options ¬

Log Out

Reviewing Submitted Cases

From the home page, you can review cases you've submitted by going to Your Cases and selecting View Submitted Cases.

When your list of Submitted Cases comes up, double-click on a case to get more information about it. Cases that have been marked as Resolved or Closed will be

<u>.</u> 71	101 calle	717
Unity		Welcome, Tatum.
Home New Case 👻 Your Cases 👻 Options	▼ Log Out	
VIEW SUBMITTED CASES		
SUBMITTED CASES Select a View V		OPEN CASES
U0000001648 STATUS: New, unassigned LAST MODIFIED: 2007-08-21 07:46:05 by jfwhite	LOCATION: SFHS, Room 1512 SUMMARY: hook up printer in room.	CATEGORY: Workstation Printer Installation SEVERITY: Normal SCOPE: Hardware
U0000002021 STATUS: New, unassigned LAST MODIFIED: 2007-08-22 09:49:59 by thelmer	LOCATION: SFHS, Room 1512 SUMMARY: My CD drive won't work!	CATEGORY: Other SEVERITY: Normal SCOPE: Hardware

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New Case 👻

in a different list, which you can select using the Select a View menu just above the list.