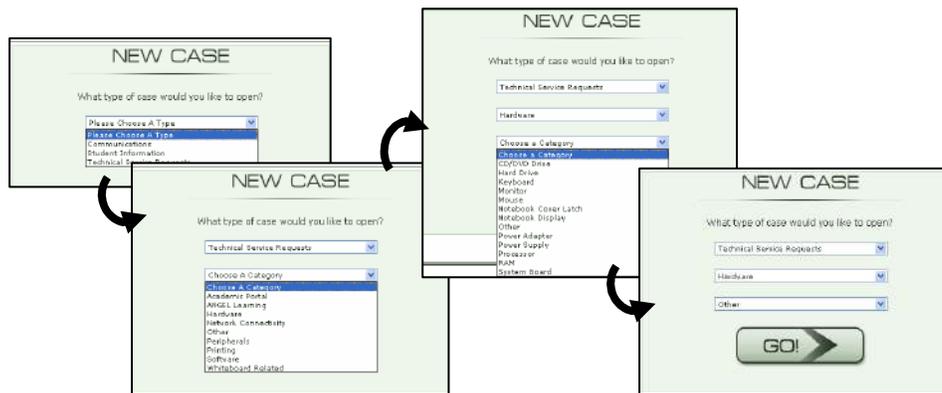
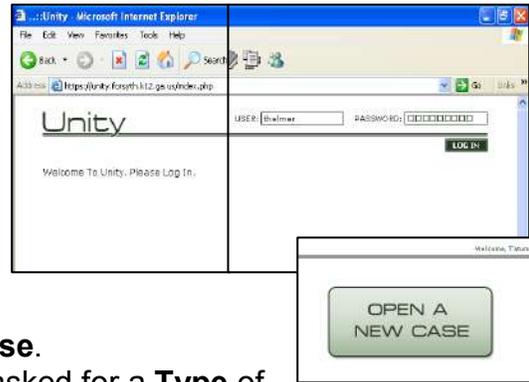


# Reporting Problems in ..Unity

- Open Internet Explorer, and visit Unity:
  - Go to <http://unity.forsyth.k12.ga.us>
  - Go to <https://fcsunity> when logged into the network.
  - Open Favorites; ..Unity is in the Favorites list.
- Log into Unity using your network username and password.
- Once logged in, click on **Open a New Case**.
- 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.

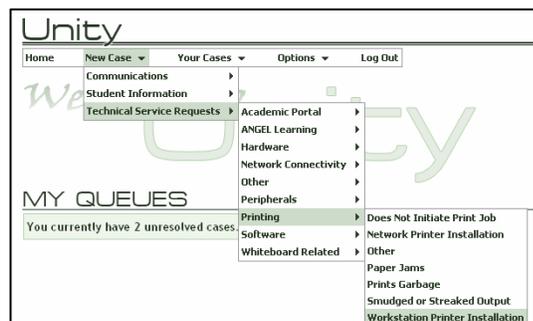


- Once you select the Type, the first Category, and the second Category, click **GO!**

*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.



## TECHNICAL SERVICE REQUEST

CASE INFORMATION	EQUIPMENT INFORMATION	SUMMARY AND SUBMISSION
<b>REQUESTER INFORMATION</b> REQUESTER NAME: <input type="text" value="thelmer"/> PHONE NUMBER: <input type="text" value="770-781-2264"/> PHONE EXTENSION: <input type="text" value="101512"/>		<b>PROBLEM CATEGORY</b> CATEGORY: <input type="text" value="Other"/>
<b>USER INFORMATION</b> <span style="float: right;">Same as Requester <input checked="" type="checkbox"/></span> USER'S NAME: <input type="text" value="thelmer"/>  PHONE NUMBER: <input type="text" value="770-781-2264"/> PHONE EXTENSION: <input type="text" value="101512"/>		<b>SCOPE AND SEVERITY</b> PROBLEM SCOPE: <input type="text" value="Hardware"/> PROBLEM SEVERITY: <input type="text" value="Normal"/>
<b>LOCATION</b> SITE: <input type="text" value="SOUTH FORSYTH HIGH SCHOOL"/> ROOM NUMBER: <input type="text" value="1512"/>		<b>PROBLEM SUMMARY</b> <span style="float: right;">77 Characters Remaining</span> <input type="text" value="My CD drive won't work!"/>
		<b>DETAILED PROBLEM INFORMATION</b> <div style="border: 1px solid gray; padding: 5px;">           I can'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 out of the package of blank CDs.)         </div>
<input type="button" value="CANCEL"/>		

### 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.

TECHNICAL SERVICE REQUEST

CASE INFORMATION EQUIPMENT INFORMATION SUMMARY AND SUBMISSION CASE TYPE: Hardware ▾

**EQUIPMENT LISTED FOR YOUR ROOM**  
Click an item to add it to your Case.

PRINTER, INKJET	HP	56660120WZ	03952
TV	TOSHIBA	CF27050	38494300
PRINTER, INKJET	HP	566701966J	05100
VCR	TOSHIBA	M452	54161972
TV	TOSHIBA	CF27050	38494356
VCR	TOSHIBA	M452	54161919
WHITEBOARD	PROMETHEAN	ACTIVBOARD PRO 78	5219938171
MULTIMEDIA PROJECTOR	EIKI	LC-XB22	957A3707C
COMPUTER, DESKTOP	HP	DX5150	2UA549139W
COMPUTER, DESKTOP	HP	DX5150	2UA549139Z
MONITOR	HP	7540	CNN54601SX
MONITOR	HP	7540	CNN54601QK
COMPUTER, DESKTOP	HP	DX5150	2UA549139B
COMPUTER, DESKTOP	HP	DX5150	2UA549138B
MONITOR	HP	7540	CNN54603DJ
MONITOR	HP	7540	CNN54601SR

MY HARDWARE IS NOT LISTED      HARDWARE IS NOT APPLICABLE

**PROBLEM EQUIPMENT**  
Click an item to remove it from the list.  N/A

EQUIPMENT TYPE	MAKE	MODEL	SERIAL NUMBER	ASSET TAG
COMPUTER, DESKTOP	HP	DX5150	2UA549139W	70450

CANCEL

### 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.

- 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.
- 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 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**.

**EQUIPMENT LOOKUP**  
Enter either a Serial Number or an Asset Tag, then click ADD TO CASE.

Serial Number:  Asset Tag:

---

**ENTER EQUIPMENT DATA**

HARDWARE TYPE:

HARDWARE MANUFACTURER:

HARDWARE MODEL:

SERIAL NUMBER:

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

Unity Welcome, Tatum.

Home New Case ▾ Your Cases ▾ Options ▾ Log Out

TECHNICAL SERVICE REQUEST

CASE INFORMATION EQUIPMENT INFORMATION SUMMARY AND SUBMISSION CASE TYPE: Hardware ▾

SITE SOUTH FORSYTH HIGH SCHOOL

ROOM NUMBER 1512

REQUESTER thelmer

USER thelmer

SCOPE Hardware

SEVERITY Normal

PROBLEM CATEGORY Other

PROBLEM SUMMARY My CD drive won't work!

DETAILED PROBLEM INFORMATION

I can'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 out of the package of blank CDs.)

PROBLEM EQUIPMENT

EQUIPMENT TYPE	MAKE	MODEL	SERIAL NUMBER	ASSET TAG
COMPUTER, DESKTOP	HP	DX5150	2UA549139W	70450

SUBMIT THIS CASE CANCEL

FORSYTH COUNTY SCHOOL SYSTEM

## 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.

INFORMATION

Your case has been successfully submitted.

Your case number is  
**U0000002021**

Please retain this number for your records.

To continue, choose an option from the menu.

## Reviewing Submitted Cases

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

Unity Welcome, Tatum.

Home New Case ▾ Your Cases ▾ Options ▾ Log Out

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

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

Unity Welcome, Tatum.

Home New Case ▾ Your Cases ▾ Options ▾ Log Out

VIEW SUBMITTED CASES

SUBMITTED CASES Select a View ▾ 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