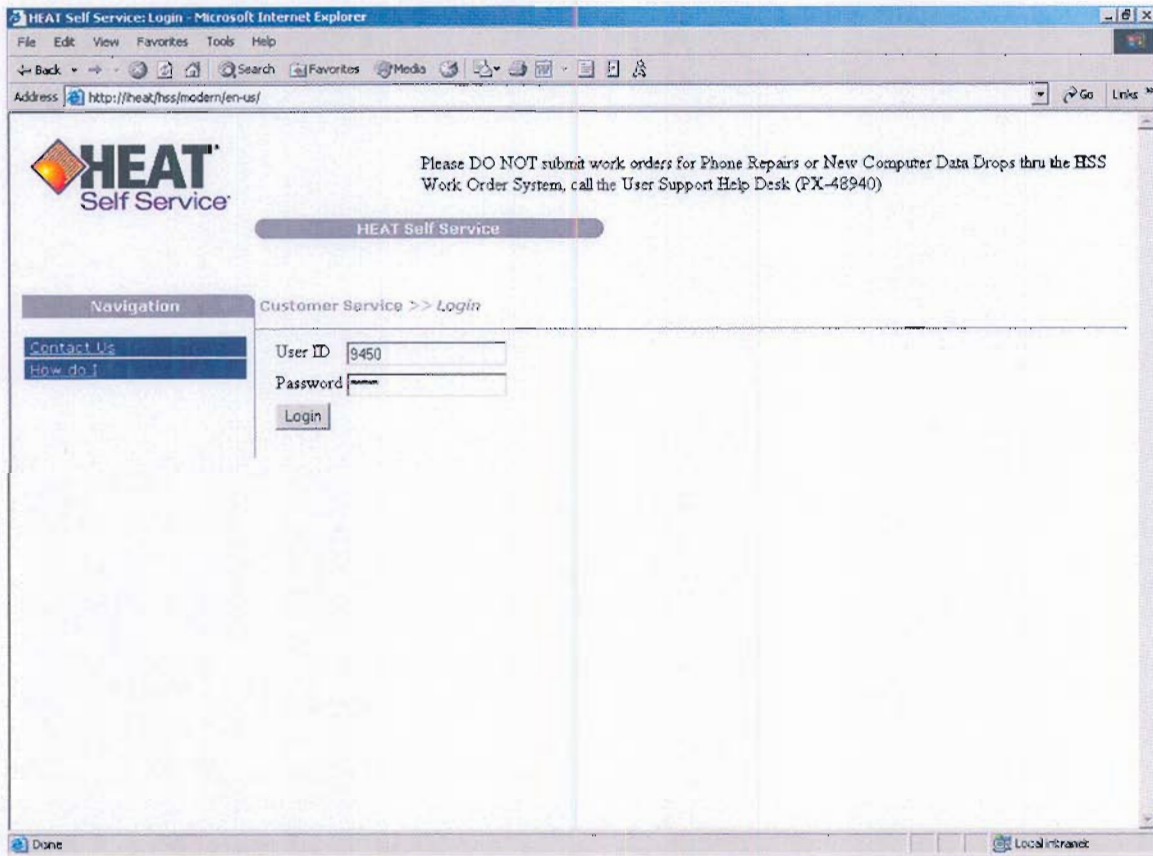


When a users is ready to fill out a HEAT work order they are to...

1. Open up Internet Explorer
2. In the URL type <http://iheat/hss/>
3. For the user ID use: 9450
4. For the Password use: pilot
5. Press [Enter] or click [Login]



Once the user is logged in they will be able to check the status of existing work order requests as well as file a new issue. If the user is going to file a new work order they are to click "New Issue" from the menu on the left side of the screen (circled in red).

HEAT Self Service: Issue History - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://heat/hss/modern/en-us/home.asp?CallID=1

HEAT Self Service

Please DO NOT submit work orders for Phone Repairs or New Computer Data Drops thru the HSS Work Order System, call the User Support Help Desk (PX-48940)

HEAT Self Service

Customer Service >> Issue History

Navigation

- Home
- New Issue**
- How do I?
- Logout

If you know the reference ID of the issue you want to view, enter the ID in the form below.

Reference ID:

Lookup Issue

Call Log	Call ID	Call Log, Call Status	Call Log, Contact per	Call Log, Recvd Date
	00254578	Open*		8/11/2004
	00253993	Open	Jim Chase	8/10/2004
	00253881	Closed		8/10/2004
	00253769	Closed	Debbie Dare	8/9/2004
	00252859	Open*	RICKIE MANN	8/6/2004
	00252754	Closed	JOSE VAZQUEZ	8/6/2004
	00251883	Closed	BOB WARNE	8/4/2004
	00251107	Closed		8/2/2004
	00250787	Open		7/29/2004
	00250340	Open*		7/27/2004
	00249626	Closed	Bill White	7/22/2004
	00249368	Closed	Aaron DeYouns	7/21/2004
	00249132	Closed	Peggy McMahon	7/20/2004
	00248862	Closed	Jack Anderson	7/19/2004
	00248611	Closed		7/19/2004

[More Issues](#)

Local Internet

The blank work order should be filled out in its entirety! WITH DETAIL! Please! If a property record number is not available for a piece of equipment then provide the type of equipment and its make and location. It is imperative to give a description of where the person / equipment can be found.

HEAT Self Service: New Issue - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://heat/hss/modern/en-us/newcallticket.asp?Action=NewTicket

Home
New Issue
Contact Us
How do I
Logout

Submit

Site: 9450 MAINTENANCE & PO ADMIN Phone (561) 687-7004
Address: 3300 Summit Blvd West Palm Beach FL

PLEASE ENTER INFORMATION IN ALL FIELDS PRECEDED BY AN ASTERISK *.

Contact Person for this issue: Contact's Phone:

Please Select a Category that best fits your Issue: Current Status of the Issue:

Priority: 1. Impacts many users and/or a critical project.
2. Impacts individual or small group and/or normal operations.
3. Impacts individual or small group service may be scheduled for later date.
4. Issue is informational or educational in nature.

Please describe the Issue. Be specific. include any information that would help reproduce the situation.

Information Technology Only

Suggested Solution (Helpdesk Use Only)

Timehours: Timemin:

Issue Received on: 8/12/2004 7:40:45 AM Issue Closed on: Source: HSS

Work Order Information

Asset/Red Tag Number must be entered on Workorders

Enter Asset / Red Tag or Type "NEW" for new equipment or Type "NOR" (Not on Record) for equipment without an asset/red tag. The Equipment Type, Manufacturer and Location Must be entered below.

Asset / Red Tag: Equipment Type: Manufacturer: Location:

Hardware Status: Requested-Not Scheduled

Done Local intranet

The following is an acceptably filled out work order form. Please take note to the description of the problem.

HEAT Self Service: Issue Details - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://heat/hss/modern/en-us/callticket.asp

[New Issue](#)
[Contact Us](#)
[How do I](#)
[Logout](#)

If you know the reference ID of the issue you want to view, enter the ID in the form below.

Reference ID:

Site: 9458 MAINTENANCE & PO ADMIN Phone (561) 487-7804
 Address: 3300 Summit Blvd West Palm Beach FL

PLEASE ENTER INFORMATION IN ALL FIELDS PRECEDED BY AN ASTERISK *.

Contact Person for this Issue: Contact's Phone:

Please Select a Category that best fits your Issue: Current Status of the Issue:

Priority:

1. Impacts many users and/or a critical project.
2. Impacts individual or small group and/or normal operations.
3. Impacts individual or small group service may be scheduled for later date.
4. Issue is informational or educational in nature.

Please describe the Issue. Be specific, include any information that would help reproduce the situation.

Information Technology Only

Suggested Solution (Helpdesk Use Only)

Timehours: Time mins:

Issue Received on: Issue Closed on: Source:

Work Order Information

Asset/Red Tag Number must be entered on Workorders

Enter Asset / Red Tag or Type "NEW" for new equipment or Type "NCR" (Not on Record) for equipment without an asset/red tag. The Equipment Type, Manufacturer and Location Must be entered below.

Asset/Red Tag: Equipment Type: Manufacturer: Location:

Hardware Status:

Done Local intranet