



## ITDIRECT and CREATING A NEW WORK ORDER

1. Go to the FSC homepage ([www.flsouthern.edu](http://www.flsouthern.edu)) and click on the Login button in the upper right or drop down in the lower left of the homepage, then select IT Work Requests. You may also go directly to [www.myschoolbuilding.com](http://www.myschoolbuilding.com) and report an IT incident.
2. If you are prompted to enter an account number, type in: 336265139
3. Enter your assigned Florida Southern College e-mail address and select "Submit". If you do not have an FSC mailbox, you may enter your personal account and select "Submit".
4. If entering it for the first time, enter your "Last Name" in the space provided and select "Submit".
5. Enter all required personal information and select "Submit".
6. Choose the "IT Request" tab at the top of the page.
7. How to fill out the Information Services Technical Support Request page:
  - a. Step 1 – Insure all personal information is correct.
  - b. Step 2 –
    - 1) Select the best "**Location**" that describes where the problem is happening.
    - 2) Choose the "**Building**" the location is in.
    - 3) Pick the "**Area**" in the building you selected.
    - 4) Enter the designated "**Area/Room Number**".
  - c. Step 3 – Select the problem type by clicking on the closest item that describes the issue you're reporting.
  - d. Step 4 – Describe in as much detail as possible, the nature of the problem. This should include events or error messages prior to the incident. You may copy and paste error messages.

- e. Step 5 – Let us know when you may be available in the event you are needed to be present.
  - f. Step 6 – Enter the word “**gomocs**” in all lower case.
  - g. Step 7 – After reviewing the information you entered on the page, select “Submit”.
8. Your work order has been submitted. If you have not received a status e-mail after 2 business days, check the status by logging back in to [www.myschoolbuilding.com](http://www.myschoolbuilding.com) and going to the “My Requests” tab. If the incident is still entered as a new request, call the Information Services Help Desk at 863-616-6426.