

## CREATE A QCALL

1. Create a “Qcall”

<http://jordan.upturnhost.com/Portal.aspx>

BOTH the User ID and password is the school name and number. Example:  
terralinda162

Sitecode: Chose JSD: Maintenance Work Orders

- Enter Contact: Media Assistant
- Enter Phone: Main phone number
- Enter Location: Your school location number
- Enter Request code: AV EQUIPMENT
- Skip Damage Report
- Enter Priority: 5: Learning Disruption
- Enter Request Comments:
  - Put name of school.
  - Put your school location number
  - Put what you are requesting:  
Example: Bulb replaced
  - Put equipment Serial Number
  - Put equipment Asset Number
  - Put equipment Barcode Number (if there is one)

- Before you click on Submit, print the Qcall.
- After you have printed the Qcall, click on Submit and write the Qcall number on the printed copy.
- Fill out a Qcall tag COMPLETELY and attach it to the equipment. (Your tags may be the older orange tags. If they are orange, there is not a blank for the Qcall number, so make sure you add it on.)
- Send the equipment in district mail. (Do not send mounted equipment or LCD projectors.)

**AUDIO/VISUAL REPAIR IDENTIFICATION**

04079

\_\_\_\_\_ Date \_\_\_\_\_

Fixed Asset No. \_\_\_\_\_ Q Call No. \_\_\_\_\_

School \_\_\_\_\_

Make \_\_\_\_\_

Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_

Complaint \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**SHOP**

\_\_\_\_\_ Acct. No. \_\_\_\_\_

04079

Fixed Asset No. \_\_\_\_\_ Q Call No. \_\_\_\_\_

School \_\_\_\_\_

Date Signed \_\_\_\_\_

Signed \_\_\_\_\_

Rev. 7/03 500-2519