

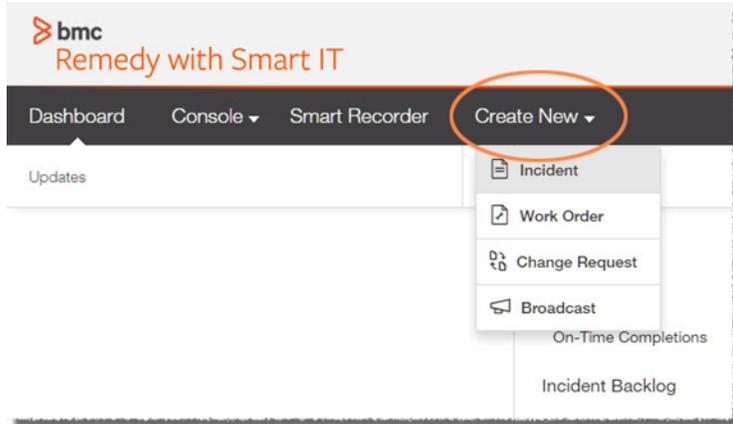
# Creating Work Orders using Work Order Templates

**Work Order Templates** are used for request types that have new services created or to update existing services.

## Console View

In addition to using Smart Recorder, tickets can also be created from the Create New menu. The Create New menu offers a more traditional, form based way to create tickets.

1. Open SmartIT.
2. Click **Create New**, then select **Work Order**.



3. In the **Affected Customer(s)** field, enter the beginning of the customer's name, Employee ID, or email address, then select the customer from the list of all possible matches that pops up. **The Affected Company** field will auto-populate based on your selection.
4. (optional) Click **Add person** to add additional customers.
5. In the **Select Work Order Template** field, enter a relevant issue, phrase, or term to see if there is a template for that issue. Select the desired template from the list that appears. If no list appears, no relevant template was found.

Select Work Order Template

Payroll

- Payroll** Correspondence
- Payroll** Garnishment PSD
- Payroll** Retirement
- Payroll** Time Reporting
- Payroll** Pay Stub Request
- Payroll** Overpayment
- Payroll** Partial Pay
- Payroll** Assignment Action
- Payroll** Deductions
- Payroll** Quota Balance

- You can also click **Browse All Templates** to open a pane where you can browse by template category or search.
- When using a template, some or all of the fields will be populated.

6. Add a more detailed title in the **Work Order Title** field.

7. Enter a **Work Order Description**.

8. Fill in any additional fields that would help the assigned Support Group/Member fulfill the request.

9. Click the **Save** button.

Create Work Order Complete fields and "Save" to open work order

Affected Customer(s) (required)  Customer x Add person

Affected Company (required)

Select Work Order Template  x

Work Order Title (required)  18 / 100

Work Order Description

Priority

Work Order Status (required)

Status Reason

Location

Affected Service

Use a different company from LAUSD to select categories

Operational Category  x

[Browse Categories](#) | [Recommendations](#) ⓘ

Product Category

[Browse Categories](#) | [Recommendations](#) ⓘ

All Required fields complete!