



Kace for Facility Services

SIGN IN

SELECT OPTION 2 – FACILITIES FROM
THE DROP DOWN MENU



FTCC Self Service User Console

This self-service page allows staff and faculty the ability to create and track support tickets for MIS and Facilities.

Please select 1. MIS or 2. Facilities from the organization dropdown list to submit your work order to the appropriate department.

Please enter your Active Directory username and password below to login.
If you have problems logging into the site please contact MIS Tech Support.

Login (user name):

Password:

(Note: Credentials will be saved on this computer between sessions unless you explicitly "Log Out")

Organization:

Login

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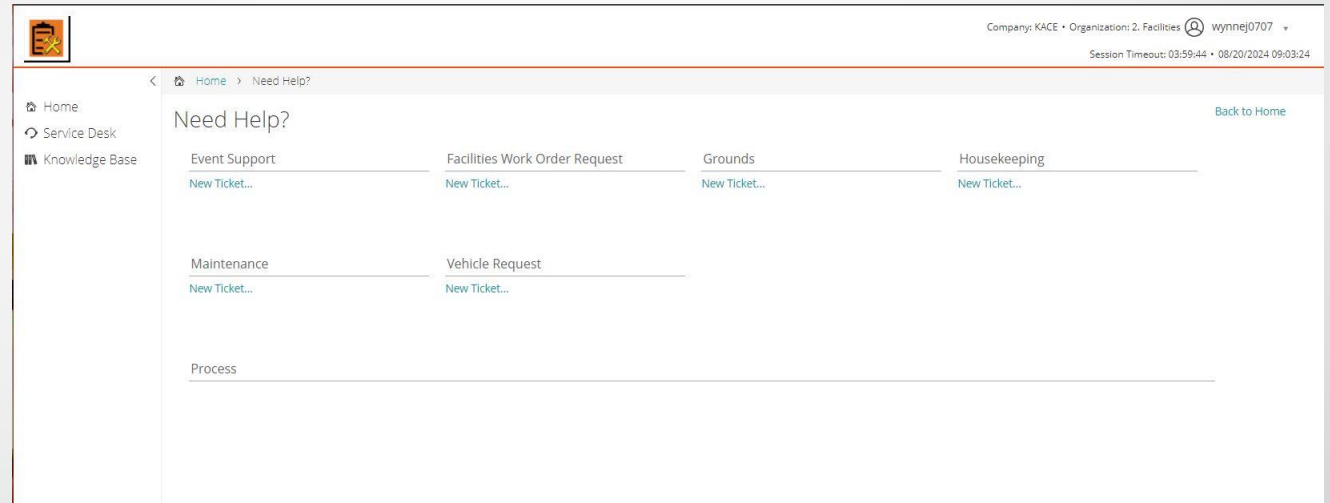
DASHBOARD

The screenshot shows a dashboard interface with a top navigation bar containing a home icon, 'Home', 'Service Desk', and 'Knowledge Base'. The main content area is divided into three sections: 'Quick Actions', 'Tickets', and 'Knowledge Base'. The 'Quick Actions' section features a teal button with a white warning icon and the text 'Need help? Report it', which is circled in red. The 'Tickets' section contains a table with columns for 'Number', 'Title', and 'Status'. The 'Knowledge Base' section at the bottom indicates that no articles have been created. On the right side, there are sections for 'Announcements' (no announcements available) and 'Helpful Links' (no links created). The top right corner of the dashboard displays 'Company: KACE • Organization: 2, Facilities @ wynnej0707' and 'Session Timeout: 03:59:54 • 08/20/2024 09:02:39'.

Number	Title	Status
VCLREQ- WO:5221		Opened
EVTSPF- WO:5217		Opened
FAC- WO:5212		Forwarded
FAC- WO:5207		Forwarded
FAC- WO:5203		Forwarded

SELECT DEPARTMENT

1. EVENT SUPPORT
2. FACILITIES WORK ORDER REQUEST
3. GROUNDS
4. HOUSEKEEPING
5. MAINTENANCE
6. VEHICLE REQUEST



EVENT SUPPORT

- AMANDA COLORES 910-678-8212
- INCLUDE IN DESCRIPTION
 - NAME OF EVENT
 - EVENT DATE AND TIME
 - WALK THRU REQUESTED TIME
 - #OF TABLES/CHAIRS
- ATTACH LAYOUT
- AV SUPPORT IS ON A SEPARATE TICKET TO MIS

Service Desk > New Ticket - Event Support | Event Support [Back to Tickets](#)

New Ticket - Event Support | Event Support

Please describe the event:

Rich text editor toolbar: Bold, Italic, Underline, Strikethrough, Bulleted List, Numbered List, Indent, Outdent, Undo, Redo, Link, Unlink, Image, Video, Table, Code, Source, Full Screen, Print, Save, Cancel, Done.

Type something or paste screenshots

Knowledge Base Article:
Select an article to append

Status: New

Event Support: Event Support

Location: Please select one...

Area: Please select one...

Area/Room Number:

Requestor: Julie Wynne

Contact Number:

Owner: Unassigned

CC List:
[+ Add CC List](#)

Due Date:
 None
 Manual Date [✎](#)

Related Ticket Information

See Also:
[+ Add Ticket](#)

Referrers:
None

Attachments:
 No file chosen
[+ Add Another Attachment](#)

FACILITIES

- COURIER
 - MAIL SERVICE
- PAINTING
- PEST CONTROL
 - SPECIFY TYPE OF PEST
- RECYCLING
- SIGNAGE

The screenshot shows a web interface for creating a new ticket. The top navigation bar includes a logo, company name 'KACE', organization '2. Facilities', user 'wynnej0707', and session timeout '03:59:43'. The breadcrumb trail is 'Service Desk > New Ticket - Facilities Work Orders | Facilities Work Order Request'. The main heading is 'New Ticket - Facilities Work Orders | Facilities Work Order Request' with a 'Back to Tickets' link. The form is divided into a central text area and a right-hand sidebar. The central area has a rich text editor with a toolbar and a large text input field. The sidebar contains several dropdown menus and text fields for ticket metadata.

Company: KACE · Organization: 2. Facilities · wynnej0707
Session Timeout: 03:59:43 · 08/20/2024 09:06:04

Home
Service Desk
Knowledge Base

Service Desk > New Ticket - Facilities Work Orders | Facilities Work Order Request

New Ticket - Facilities Work Orders | Facilities Work Order Request [Back to Tickets](#)

Please describe your problem or request: (required)

Type something or paste screenshots

Knowledge Base Article:
Select an article to append

Status:
New

Problem Type: (required)
Unassigned

Location: (required)
Please select one...

Area: (required)
Please select one...

Area/Room Number: (required)

Requestor:
Julie Wynne

Contact Number: (required)

Owner:
Unassigned

CC List:
+ Add CC List

Due Date: (required)
 None
 Manual Date

GROUNDS

The screenshot shows a web interface for creating a new ticket. The page title is "New Ticket - Grounds | Grounds". The breadcrumb trail is "Service Desk > New Ticket - Grounds | Grounds". The user is logged in as "wynnej0707" from the "KACE" company, and the session timeout is "08/20/2024 09:08:11".

Navigation: Home, Service Desk, Knowledge Base

Form Fields:

- Title:** "New Ticket - Grounds | Grounds" (with a "Back to Tickets" link)
- Description:** "Please describe your problem or request: (required)" with a rich text editor containing a toolbar and a text area with the placeholder "Type something or paste screenshots." and a character count of "0".
- Knowledge Base Article:** "Select an article to append" (dropdown menu)
- Status:** "New" (dropdown menu)
- Problem Type:** "Grounds" (dropdown menu)
- Location:** "(required) Please select one..." (dropdown menu)
- Requestor:** "(required) Julie Wynne" (dropdown menu)
- Contact Number:** "(required)" (text input field)
- Due Date:** "None" (selected) or "Manual Date" (radio button with edit icon)
- Owner:** "Unassigned" (dropdown menu)
- CC List:** "Add CC List" (button with plus icon)

HOUSEKEEPING

- MOVING/TRANSPORT
- CLEANING SERVICES
- CLEANING SUPPLY REQUEST

The screenshot shows a web interface for creating a new ticket. At the top right, it displays 'Company: KACE • Organization: 2. Facilities | wynnej0707' and 'Session Timeout: 03:59:49 • 08/20/2024 09:08:53'. The breadcrumb trail is 'Service Desk > New Ticket - Housekeeping | Housekeeping'. The main heading is 'New Ticket - Housekeeping | Housekeeping' with a 'Back to Tickets' link. On the left, there is a navigation menu with 'Home', 'Service Desk', and 'Knowledge Base'. The central area is a rich text editor with a toolbar containing icons for bold, italic, underline, link, unlink, text color, background color, bulleted list, numbered list, indent, and outdent. Below the toolbar is a text area with the placeholder 'Type something or paste screenshots'. To the right of the text area are several form fields: 'Problem Type: (required)' with a dropdown menu showing 'Moving/Transport'; 'Location:' with a dropdown menu showing 'Please select one...'; 'Area:' with a dropdown menu showing 'Please select one...'; 'Area/Room Number: (required)' with an empty text input; and 'Contact Number: (required)' with an empty text input. Below these fields is a section for 'Related Ticket Information'. At the bottom, there are sections for 'Attachments:' with a 'Choose File' button (showing 'No file chosen') and an 'Add Another Attachment' link, and 'Screenshots:' with a 'Paste Screenshot' button.

MAINTENANCE

- CARPENTRY
- DOORS AND HARDWARE
- ELECTRICAL
- GENERAL MAINTENANCE
- HVAC
- KEY AND LOCK
- LIGHTING
- PLUMBING
- ROOF
- VEHICLE MAINTENANCE

Service Desk > New Ticket - Maintenance | Maintenance

New Ticket - Maintenance | Maintenance [Back to Tickets](#)

Please describe your problem or request: (required)

Rich text editor toolbar with options for bold, italic, underline, strikethrough, text color, background color, link, unlink, list, quote, and code.

Type something or paste screenshots

Problem Type: (required)
Doors and Hardware

Location: (required)
Please select one...

Area: (required)
Please select one...

Area/Room Number: (required)

Contact Number: (required)

Related Ticket Information

Attachments:
 No file chosen
[+ Add Another Attachment](#)

Screenshots:
[Paste Screenshot](#)

VEHICLE REQUEST

- DRIVER MUST BE CURRENTLY APPROVED
 - SUBMIT A D-6 DRIVER AUTHORIZATION FORM
 - APPROVAL IS RENEWED ANNUALLY AND THE RESPONSIBILITY OF THE DRIVER TO KEEP UP
- INCLUDE THE CITY AND STATE OF THE DESTINATION

Service Desk > New Ticket - Vehicle Request | Vehicle Request

New Ticket - Vehicle Request | Vehicle Request [Back to Tickets](#)

Please describe your request:

Rich text editor toolbar with options for Bold, Italic, Underline, Link, Unlink, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Undo, Redo, and Source Code.

Type something or paste screenshots

Knowledge Base Article:
Select an article to append

Status: New

Vehicle Request: Vehicle Request

Vehicle Driver: (required)

Vehicle Request Reason: (required)
Please select one...

Number of Passengers: (required)

Destination: (required)

Date & Time Leaving: (required)
:00 :00 Clear

Submitter: Julie Wynne

Date & Time Returning: (required)
:00 :00 Clear

Contact Number: (required)

Owner: Unassigned

CC List:
[+ Add CC List](#)

Due Date:
 None
 Manual Date

SAVE OR APPLY CHANGES?

- **SAVE**
 - SEND THE REQUEST INTO THE SYSTEM AND TO THE DEPARTMENT
- **APPLY CHANGES**
 - SAVES THE CHANGES, BUT WILL NOT GENERATE AN EMAIL

Company: KACE · Organization: 2, Facilities · wynnej0707
Session Timeout: 03:59:45 · 08/20/2024 09:16:01

Service Desk > New Ticket - Housekeeping | Housekeeping

New Ticket - Housekeeping | Housekeeping

Home
Service Desk
Knowledge Base

Please describe your problem or request:

Problem Type: (required)
Moving/Transport

Location:
Please select one...

Area:
Please select one...

Area/Room Number: (required)

Contact Number: (required)

Related Ticket Information

Save Apply Changes Cancel

FAQs

- HOW DO I CHANGE INFORMATION ON A WORK ORDER?
 - EMAIL FTCC FACILITIES THE WORK ORDER NUMBER AND ANY CHANGES NEEDED.
- WHAT IF MY ISSUE IS AN EMERGENCY?
 - CALL US AT 910-678-8288. IF THIS IS A MEDICAL/THREAT EMERGENCY, DIAL 911 AND CONTACT PUBLIC SAFETY AT 910-678-8433.
- WHO CAN I CALL FOR OTHER QUESTIONS?
 - JULIE WYNNE 910-678-8288
 - DENISE KINNISON 910-678-8228
 - AMANDA COLORES 910-678-8212