

LSC HelpDesk/WorkOrder System

The LSC Maintenance and Technology Departments are implementing a new WorkOrder/HelpDesk system this year. It is cloud based and maintained by the Megamation company. The actual software is called DirectLine.

Since the software is web based, it can be accessed from anywhere and any device.

The initial webpage requires the LSC username, password and the selection of the type of work request. The choices for the type are: Technology for computer and other electronic device issues, and Maintenance for building and grounds related issues.

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Login

Facilities Work Order Login

- Please enter your username, password and the location you are submitting a work requests.

User name: ← LSC Username

Password: ← LSC Password

Location: ← Login

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DirectLine
Maintenance Software Service

Work Request Entry

Once the user logs in they will notice that their name, email, and date has already been imported on the next page. The Phone No, and Alt Contact do not have the little * next them that means they are optional fields. The * indicates required fields for the form. The Type, Submitted By, E-mail, Date, Site, Building are all required fields.

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Work Request Entry

Work Request Search

Logout

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Work Request Entry

*Type:

Status:

*Submitted By:

Phone No.:

*E-Mail:

Alt. Contact:

*Date:

*Site:

*Building: ... Sunnyside Intermediate School

Room:

Description:

Upload Files: Do you wish to upload document(s)?
You will be asked for the files to upload after the work order has been saved.

Save Clear

The Site correlates to the building sites. The Building designates the buildings at the site. Most sites have 2 buildings: the building itself or the building grounds. Jefferson has multiple buildings and areas that are part of its site. Once the building is selected the list of available rooms for that building will appear.

One of the most important parts of the form is the description of the problem. The more details the better. This information determines the person best able to resolve the issue.

Save the form, once it is filled out with all the information. If the option to attach a file to the request is chosen an option appears that allows browsing to the file and uploads it.

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Work Request Entry - File Upload

Work Order 10000044 has been successfully created and submitted. You now have the option of uploading and associating image/document with this work order.
You may upload up to 5 files. The maximum upload file size is 2MB. Please enter for each document a short description of the contents of the file.

FileName 1: No file selected.
Title:

FileName 2: No file selected.
Title:

FileName 3: No file selected.
Title:

FileName 4: No file selected.
Title:

FileName 5: No file selected.
Title:

This completes the request. A work request confirmation page shows what has been entered. This page can be printed, emailed, downloaded as a pdf, or just closed.

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Work Request Entry - Confirmation

Work Order 10000044 has been successfully created and submitted. If you wish to make modifications to the request, please contact facility maintenance and refer to work order 10000044.

Work Order: 10000044
Type: TECH
Status: I
Priority:
Issue to:
Submitted By: Alfred Peabody III
Date: 08/31/2015
Building: 8073 - Sunnyside Intermediate School
Room: RM042 -
Job Type:
Description: My computer will not power on.
Documents: broken pc.JPG
Broken PC

The user will receive email notification when they submit a work request. The user will also receive an email notification when the work request has been completed.

Work Request Search

Once logged in the next page will default to New Work Request, but the option to do a Work Request Search is available to the left.

The work request search allows the user to search for existing requests. The request can be search by work order number, building, status of the work orders, type, submitted by, and /or when submitted.

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Work Request Search

Enter the work order number and press the Go button to view a specific work order.

Work Order Number:

Go

Or enter the search criteria and press the Search button.

Building: ...

Status: ▼

Type: ▼

Submitted By:

Submitted Date From:

Submitted Date To:

Search Clear

Accessing the WorkOrder/Helpdesk System

Direct Link: <https://dlweb.megamation.com/lsc>

There is a link off the LSC main webpage under the Staff tab.