

Summary	
Report Date	May 3, 2011 10:44 AM
Number of Tickets	258
Group	N/A (Advanced ticket search)
Sorting	Assignment - Ascending

Filters applied	
Location	001 Haltom HS, 002 Richland HS, 003 Shannon Learning Center, 010 Birdville HS, 011 CTE Building, 041 Haltom MS, 042 North Richland MS, 043 Richland MS, 044 North Oaks MS, 045 Watauga MS, 046 Smithfield MS, 047 North Ridge MS, 101 Birdville EL, 102 Smith EL, 103 Francisco EL, 104 Binion EL, 105 Mullendore EL, 106 Richland EL, 107 Smithfield EL, 108 Snow Heights EL, 109 Cheney EL, 110 Stowe EL, 112 Holiday Heights EL, 113 Watauga EL, 114 Hardeman EL, 115 Porter EL, 116 Thomas EL, 117 Foster Village EL, 118 North Ridge EL, 119 Spicer EL, 120 Green Valley EL, 121 Walker Creek EL, 111 West Birdville EL
Status	Awaiting Acknowledgement, In Pool / Awaiting Action, Assigned / Working, Long-Term Project, Waiting for Input from Customer, Parts on Order, ON HOLD, ON HOLD - waiting for approval, Reopened, pending assignment to 3rd party, scheduled with 3rd party - DELL, scheduled with 3rd party - DELCOM, scheduled with 3rd party - LONESTAR, scheduled with 3rd party - ISPEED, scheduled with 3rd party - ELECTRIC, scheduled with 3rd party - RICOH, scheduled with 3rd party - SPRINT, scheduled with 3rd party - SAS, scheduled with Buildings and Grounds

Location	Ticket #	Contact	Category Option	Subject	Status	Assigned To	Created Date
120 Green Valley EL	32264	Dawn Boriack	website issue	Blocked URL Notification: 4/29/2011	Waiting for Input from Customer	Jonathan Abrams	Apr 29, 2011 9:00 AM
002 Richland HS	29818	Yun-ping Wu	website issue	Would you please unlock the website: ngspvideo.com	Assigned / Working	Jonathan Abrams	Mar 7, 2011 8:31 AM
041 Haltom MS	30889	Adrienne Walker	access issue	Mac computer - U drive missing	Assigned / Working	Jonathan Abrams	Apr 4, 2011 8:24 AM
105 Mullendore EL	31882	Beverly Sultan	wireless - connection issue	Special Ed provided I-touch	Assigned / Working	Jonathan Abrams	Apr 22, 2011 9:27 AM

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001 Haltom HS	32040	Jason Bair	wired - connection issue	power	Waiting for Input from Customer	Jonathan Abrams	Apr 25, 2011 2:39 PM
120 Green Valley EL	32132	Julie Brooks	TV / DMP / Media Retrieval	Green Valley	Long-Term Project	Terry Ambrose	Apr 26, 2011 3:44 PM
047 North Ridge MS	32306	Jean Collier	TV / DMP / Media Retrieval	Is our TV dead?	Awaiting Acknowledgement	Terry Ambrose	Apr 29, 2011 2:08 PM
121 Walker Creek EL	32334	Cynthia Street	TV / DMP / Media Retrieval	Plasma TV in office	Awaiting Acknowledgement	Terry Ambrose	May 1, 2011 3:30 PM
110 Stowe EL	5389	Carol Fields	projector / doc cam / smartboard	No Cabling for a Projector	scheduled with 3rd party - DELCOM	Terry Ambrose	Sep 28, 2009 8:58 AM
044 North Oaks MS	16363	Robert Koerner	TV / DMP / Media Retrieval	Line provided for TV	Long-Term Project	Terry Ambrose	Jul 15, 2010 8:44 AM
121 Walker Creek EL	17773	Roger Lee	projector / doc cam / smartboard	ceiling speakers	scheduled with 3rd party - DELCOM	Terry Ambrose	Aug 13, 2010 11:17 AM
003 Shannon Learning Center	20341	Gregory Farr	computer	New Computer	Parts on Order	Terry Ambrose	Sep 1, 2010 7:05 AM
003 Shannon Learning Center	20342	Gregory Farr	computer	New Computer	Parts on Order	Terry Ambrose	Sep 1, 2010 7:06 AM
110 Stowe EL	20492	Katharine Rodriguez	TV / DMP / Media Retrieval	Teacher's Ceiling Speakers	scheduled with 3rd party - DELCOM	Terry Ambrose	Sep 2, 2010 8:56 AM
104 Binion EL	20953	Hilda Hager	projector / doc cam / smartboard	Projector cable; sound plate for new teacher unit	scheduled with 3rd party - DELCOM	Terry Ambrose	Sep 9, 2010 7:51 AM
112 Holiday Heights EL	21036	Barbara Leonard	TV / DMP / Media Retrieval	t.v. connection/video source cord	Long-Term Project	Terry Ambrose	Sep 9, 2010 2:47 PM
001 Haltom HS	21507	Cindy Valenta	printer / scanner / copier	RICHO G7500 PRINTER NOT WORKING	scheduled with 3rd party - RICOH	Terry Ambrose	Sep 15, 2010 1:40 PM
104 Binion EL	22119	Judith Dallinger	building security	speaker issue	scheduled with 3rd party - DELCOM	Terry Ambrose	Sep 23, 2010 2:57 PM

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002 Richland HS	24414	Tiffanie Friend	bells / intercomm / paging	The overhead speakers have a very loud buzz.	scheduled with 3rd party - DELCOM	Terry Ambrose	Nov 3, 2010 7:09 PM
002 Richland HS	25923	Yun-ping Wu	projector / doc cam / smartboard	sound system still not work,	scheduled with 3rd party - DELCOM	Terry Ambrose	Dec 3, 2010 12:49 PM
002 Richland HS	27428	Angela Gruver	computer	Speakers	scheduled with 3rd party - DELCOM	Terry Ambrose	Jan 12, 2011 1:26 PM
011 CTE Building	27889	Elizabeth Lundy	projector / doc cam / smartboard	cable to video projector	scheduled with 3rd party - DELCOM	Terry Ambrose	Jan 21, 2011 12:15 PM
001 Haltom HS	29533	David Worley	printer / scanner / copier	FW: HP 4000 printer problem	ON HOLD - waiting for approval	Terry Ambrose	Feb 28, 2011 7:30 AM
002 Richland HS	29585	Yun-ping Wu	projector / doc cam / smartboard	No sound coming from overhead speakers.	scheduled with 3rd party - DELCOM	Terry Ambrose	Feb 28, 2011 2:56 PM
044 North Oaks MS	29712	Joseph Spay	TV / DMP / Media Retrieval	TV	Long-Term Project	Terry Ambrose	Mar 3, 2011 10:40 AM
109 Cheney EL	29864	Katie Watson	printer / scanner / copier	Printer Parts	scheduled with 3rd party - RICOH	Terry Ambrose	Mar 7, 2011 3:24 PM
011 CTE Building	30273	Susan Stevens	projector / doc cam / smartboard	overhead projector	scheduled with 3rd party - DELCOM	Terry Ambrose	Mar 22, 2011 10:26 AM
010 Birdville HS	30464	Margaret Coleman	computer	COW F - Wiring	Parts on Order	Terry Ambrose	Mar 24, 2011 3:15 PM
106 Richland EL	30816	Dale Flem	TV / DMP / Media Retrieval	Switch tv's	Long-Term Project	Terry Ambrose	Apr 1, 2011 10:31 AM
108 Snow Heights EL	31131	Marisa McGovern	TV / DMP / Media Retrieval	TV	Long-Term Project	Terry Ambrose	Apr 7, 2011 10:01 AM
001 Haltom HS	31251	Melanie Robertson	computer	Damaged laptop	Parts on Order	Terry Ambrose	Apr 11, 2011 9:39 AM
121 Walker Creek EL	31826	Teresa Lawson	printer / scanner / copier	FW: Rico Printer	Assigned / Working	Terry Ambrose	Apr 21, 2011 9:28 AM

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110 Stowe EL	31916	Michael Moon	wired - connection issue	request to not have computer shut down automatically	Assigned / Working	Terry Ambrose	Apr 22, 2011 4:09 PM
010 Birdville HS	32232	Rebecca Rippy	other software issue	skyward discipline	Assigned / Working	Michael Barrett	Apr 28, 2011 2:29 PM
010 Birdville HS	29998	Rebecca Rippy	other software issue	skyward web	Assigned / Working	Michael Barrett	Mar 9, 2011 1:41 PM
010 Birdville HS	32027	Rebecca Rippy	other software issue	Skyward Discipline Issues	Assigned / Working	Michael Barrett	Apr 25, 2011 1:14 PM
010 Birdville HS	32055	Deona Basham	other software issue	New Skyward System	Assigned / Working	Michael Barrett	Apr 25, 2011 4:21 PM
101 Birdville EL	32134	Julia Mize	computer	ANOTHER CRASHED	Parts on Order	Brad Butler	Apr 26, 2011 3:49 PM
111 West Birdville EL	32167	Meredith Bolton	computer	Teacher computer not booting	In Pool / Awaiting Action	Brad Butler	Apr 27, 2011 9:57 AM
041 Haltom MS	32252	Brad Butler	computer	assign to brad...replace motherboard	In Pool / Awaiting Action	Brad Butler	Apr 29, 2011 12:28 AM
109 Cheney EL	32262	Katie Watson	computer	Not Starting	Assigned / Working	Brad Butler	Apr 29, 2011 8:32 AM
109 Cheney EL	32263	Katie Watson	computer	No Operating System	In Pool / Awaiting Action	Brad Butler	Apr 29, 2011 8:33 AM
109 Cheney EL	32294	Katie Watson	projector / doc cam / smartboard	Projector Fell	In Pool / Awaiting Action	Brad Butler	Apr 29, 2011 12:12 PM
111 West Birdville EL	32295	Meredith Bolton	computer	Need Extra Mice	In Pool / Awaiting Action	Brad Butler	Apr 29, 2011 12:28 PM
003 Shannon Learning Center	32313	Paulette Bangert	projector / doc cam / smartboard	Smartboard	In Pool / Awaiting Action	Brad Butler	Apr 29, 2011 3:19 PM
003 Shannon Learning Center	32315	Paulette Bangert	computer	monitor	In Pool / Awaiting Action	Brad Butler	Apr 29, 2011 3:25 PM
041 Haltom MS	32319	Amanda Knight	computer	New Hardware being loaded to my computer?	In Pool / Awaiting Action	Brad Butler	Apr 29, 2011 3:40 PM

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106 Richland EL	32360	Traci Tucker	email issue	emial issues	Awaiting Acknowledgement	Brad Butler	May 2, 2011 9:09 AM
106 Richland EL	32363	Traci Tucker	computer	Secretary's Computer and Outside Sign	In Pool / Awaiting Action	Brad Butler	May 2, 2011 9:23 AM
003 Shannon Learning Center	32405	Susan Bloom	projector / doc cam / smartboard	Projector Won't come on	In Pool / Awaiting Action	Brad Butler	May 2, 2011 12:32 PM
003 Shannon Learning Center	30073	Cindy Campbell	other software issue	Need software from the server downloaded and problem solved	Assigned / Working	Brad Butler	Mar 10, 2011 5:17 PM
003 Shannon Learning Center	30768	DeAnn Bass	other software issue	Running slow after an Install	In Pool / Awaiting Action	Brad Butler	Mar 31, 2011 1:31 PM
003 Shannon Learning Center	30917	Sally Sheppard	printer / scanner / copier	Printer still out of commission	In Pool / Awaiting Action	Brad Butler	Apr 4, 2011 11:39 AM
041 Haltom MS	31285	Brad Butler	printer / scanner / copier	flash printer. Will not connect to the network.	In Pool / Awaiting Action	Brad Butler	Apr 11, 2011 2:44 PM
003 Shannon Learning Center	31367	Patrice Morrison	computer	Computer issues	In Pool / Awaiting Action	Brad Butler	Apr 13, 2011 8:33 AM
003 Shannon Learning Center	31372	David Holland	other software issue	slowed performance	In Pool / Awaiting Action	Brad Butler	Apr 13, 2011 9:04 AM
111 West Birdville EL	31476	Meredith Bolton	computer	CPU shuts down on its own	Parts on Order	Brad Butler	Apr 14, 2011 11:08 AM
041 Haltom MS	31769	Joanna Ashlock	other software issue	Computers missing Microsoft Publisher	In Pool / Awaiting Action	Brad Butler	Apr 20, 2011 9:07 AM
041 Haltom MS	31832	Dallas Teeters	computer	COW Issue	In Pool / Awaiting Action	Brad Butler	Apr 21, 2011 10:16 AM
106 Richland EL	31840	Dana Ochs	computer	Computer spyware	In Pool / Awaiting Action	Brad Butler	Apr 21, 2011 11:42 AM
111 West Birdville EL	31893	Meredith Bolton	other software issue	flash player	In Pool / Awaiting Action	Brad Butler	Apr 22, 2011 10:26 AM

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106 Richland EL	32038	Kaye Wild	printer / scanner / copier	Will not print	In Pool / Awaiting Action	Brad Butler	Apr 25, 2011 2:23 PM
003 Shannon Learning Center	32070	Alyson Smith	computer	Disc drive will not open	In Pool / Awaiting Action	Brad Butler	Apr 26, 2011 8:31 AM
121 Walker Creek EL	32401	Khanh Nguyen	other software issue	Grade book Issue	Awaiting Acknowledgement	Michael DePaola	May 2, 2011 12:24 PM
046 Smithfield MS	20048	Branden Eager	other software issue	Skyward color code question	ON HOLD	Michael DePaola	Aug 30, 2010 11:11 AM
011 CTE Building	22189	Lisa OConnor	other software issue	FW: grade book issue found	Parts on Order	Michael DePaola	Sep 24, 2010 1:10 PM
001 Haltom HS	27081	Laura Blount	other software issue	FW:	ON HOLD	Michael DePaola	Jan 6, 2011 1:55 PM
001 Haltom HS	28669	Laura Blount	other software issue	Making the Pass?fail classes a defalut	ON HOLD	Michael DePaola	Feb 8, 2011 12:00 PM
001 Haltom HS	29436	Jeri Lewis	other software issue	report card screen	Assigned / Working	Michael DePaola	Feb 24, 2011 2:43 PM
002 Richland HS	29833	Kathryn McGuire	other software issue	Student Schedule Emails	ON HOLD	Michael DePaola	Mar 7, 2011 9:56 AM
109 Cheney EL	31675	Lisa Butler	other software issue	Help with Skyward Web	Assigned / Working	Michael DePaola	Apr 19, 2011 8:19 AM
043 Richland MS	381	Presley Gore	email issue	2 AD accounts - from 331599	Awaiting Acknowledgement	Mark Gibbs	Jun 17, 2009 12:52 PM
104 Binion EL	32169	Tamara Brown	email issue	email out	Awaiting Acknowledgement	Mark Gibbs	Apr 27, 2011 10:06 AM
102 Smith EL	32237	Wayne Tapp	other software issue	FW: Forefront / Symantec	Awaiting Acknowledgement	Mark Gibbs	Apr 28, 2011 3:32 PM
047 North Ridge MS	32240	Tina Cremeens	email issue	E-mail	Awaiting Acknowledgement	Mark Gibbs	Apr 28, 2011 3:50 PM
044 North Oaks MS	32407	Wayne Tapp	other software issue	FW: Forefront / Symantec	Awaiting Acknowledgement	Mark Gibbs	May 2, 2011 1:03 PM

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044 North Oaks MS	32410	Wayne Tapp	other software issue	FW: Forefront / Symantec	Awaiting Acknowledgement	Mark Gibbs	May 2, 2011 1:53 PM
010 Birdville HS	21360	Shana Martin	access issue	shared drive space for teaching	Awaiting Acknowledgement	Mark Gibbs	Sep 14, 2010 10:00 AM
111 West Birdville EL	28888	Meredith Bolton	email issue	Public Calendar Access	Reopened	Mark Gibbs	Feb 11, 2011 3:23 PM
002 Richland HS	30532	Shannon Thompson	email issue	Student email - Acct does not exist msg	Awaiting Acknowledgement	Mark Gibbs	Mar 26, 2011 10:23 AM
010 Birdville HS	30610	Danette Johnston	email issue	Email	Long-Term Project	Mark Gibbs	Mar 29, 2011 8:34 AM
001 Haltom HS	30647	Deborah Lindley	other software issue	Student's Login - Timestamp	Awaiting Acknowledgement	Mark Gibbs	Mar 29, 2011 2:30 PM
104 Binion EL	30730	Hilda Hager	email issue	Spam	Awaiting Acknowledgement	Mark Gibbs	Mar 31, 2011 7:27 AM
001 Haltom HS	30840	Jason Bair	access issue	u:/ drive setup	Awaiting Acknowledgement	Mark Gibbs	Apr 1, 2011 1:48 PM
045 Watauga MS	31411	Shannon Houston	access issue	access to the admin folder	Awaiting Acknowledgement	Mark Gibbs	Apr 13, 2011 2:10 PM
002 Richland HS	31489	Amy Strickland	website issue	Would like permission to visit another Animation teacher's NAS folder at Haltom. Her link to her folder is nas001-1/001stu/Hagar. Please call her if you need permission from her x6078	Awaiting Acknowledgement	Mark Gibbs	Apr 14, 2011 2:27 PM

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107 Smithfield EL	31499	Cheryl Graves	other software issue	A folder entitled: Second Grade, 2010-2011	Awaiting Acknowledgement	Mark Gibbs	Apr 14, 2011 4:43 PM
045 Watauga MS	31507	Suzanne Foxworth	other software issue	network copy of exam CD	Awaiting Acknowledgement	Mark Gibbs	Apr 15, 2011 7:57 AM
010 Birdville HS	31531	Ann Cimino	access issue	Student log on issue	Awaiting Acknowledgement	Mark Gibbs	Apr 15, 2011 12:16 PM
121 Walker Creek EL	31584	Nancy Kozak	email issue	Parents emails are returning	Awaiting Acknowledgement	Mark Gibbs	Apr 18, 2011 9:00 AM
010 Birdville HS	31585	Tina Clifton	email issue	FW: Corrected 4-18 Cheer Roster 2011-2012.xlsx	Awaiting Acknowledgement	Mark Gibbs	Apr 18, 2011 9:04 AM
010 Birdville HS	31589	George Brown	email issue	Returned emails	Awaiting Acknowledgement	Mark Gibbs	Apr 18, 2011 9:14 AM
001 Haltom HS	31786	Jason Bair	access issue	u drive	Awaiting Acknowledgement	Mark Gibbs	Apr 20, 2011 11:46 AM
120 Green Valley EL	31824	Michele McIntire	email issue	FW: test email	Awaiting Acknowledgement	Mark Gibbs	Apr 21, 2011 8:47 AM
107 Smithfield EL	32379	Wanda Millard	deactivate	Brown, Angela has had a status change Effective 05/28/11	Awaiting Acknowledgement	Amelia Giles	May 2, 2011 10:32 AM
115 Porter EL	32380	Donna Wood	deactivate	Bulaich, Susan has had a status change Effective: 06/02/2011	Awaiting Acknowledgement	Amelia Giles	May 2, 2011 10:37 AM
116 Thomas EL	32382	Kimberly McIntire	deactivate	Cagle, Kimberly has had a status change - Effective Date: 06/09/2011	Awaiting Acknowledgement	Amelia Giles	May 2, 2011 10:41 AM

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116 Thomas EL	32398	Anonymous Account	deactivate	Prisoc, Linda has had a status change.	Awaiting Acknowledgement	Amelia Giles	May 2, 2011 11:09 AM
003 Shannon Learning Center	32378	DeAnn Bass	deactivate	Deactivate Badge 05/28/11	Awaiting Acknowledgement	Chris Jenkins	May 2, 2011 10:31 AM
107 Smithfield EL	32381	Wanda Millard	building security	Deactivate Badge Effective 05/28/11	Awaiting Acknowledgement	Chris Jenkins	May 2, 2011 10:37 AM
115 Porter EL	32384	Donna Wood	building security	Deactivate Badge Effective Date: 06/02/2011	Awaiting Acknowledgement	Chris Jenkins	May 2, 2011 10:44 AM
045 Watauga MS	32386	Shannon Houston	building security	Deactivate Badge - Effective Date: 06/09/2011	Awaiting Acknowledgement	Chris Jenkins	May 2, 2011 10:47 AM
116 Thomas EL	32388	Kimberly Mcintire	building security	Deactivate Badge - Effective Date: 06/09/2011	Awaiting Acknowledgement	Chris Jenkins	May 2, 2011 10:50 AM
110 Stowe EL	32391	Sharon Yarbrough	building security	Deactivate Badge - Effective Date: 06/02/2011	Awaiting Acknowledgement	Chris Jenkins	May 2, 2011 10:55 AM
103 Francisco EL	32393	Margarita Valladares	building security	Deactivate Badge - Effective Date: 05/28/2011	Awaiting Acknowledgement	Chris Jenkins	May 2, 2011 11:03 AM
001 Haltom HS	32397	Deeann Russell	building security	Deactivate Badge - Effective Date: 05/28/2011	Awaiting Acknowledgement	Chris Jenkins	May 2, 2011 11:08 AM
010 Birdville HS	32424	Jackie Hale	building security	ID tag DEACTIVATION	Awaiting Acknowledgement	Chris Jenkins	May 2, 2011 3:55 PM
003 Shannon Learning Center	25905	Gregory Farr	building security	Security Camera Issues	Awaiting Acknowledgement	Chris Jenkins	Dec 3, 2010 10:21 AM
117 Foster Village EL	27024	Mary Croxdale	building security	Badge Scanners	ON HOLD - waiting for approval	Chris Jenkins	Jan 5, 2011 3:52 PM

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115 Porter EL	27514	Jaimie Smith	building security	New Head Custodian needs building access with badge	Waiting for Input from Customer	Chris Jenkins	Jan 13, 2011 12:50 PM
120 Green Valley EL	30958	Laura Lyons	building security	EVS system	Awaiting Acknowledgement	Chris Jenkins	Apr 5, 2011 8:39 AM
002 Richland HS	31174	Shari Davis	building security	Re: Camera Question	Assigned / Working	Chris Jenkins	Apr 8, 2011 9:11 AM
102 Smith EL	31402	Charles Woods	other software issue	Premiere Elements for 5th Grade Teacher	Assigned / Working	Chris Jenkins	Apr 13, 2011 1:22 PM
120 Green Valley EL	32090	Jeff Funderburgh	building security	east main door badge swiper	Awaiting Acknowledgement	Chris Jenkins	Apr 26, 2011 9:57 AM
118 North Ridge EL	32414	Glenna Clack	other software issue	FW: SECURITY FOR TREX	Awaiting Acknowledgement	Tonya Main	May 2, 2011 2:16 PM
003 Shannon Learning Center	30064	Betty Fanning	other software issue	FW: Quick Print?	Parts on Order	Tonya Main	Mar 10, 2011 2:44 PM
001 Haltom HS	30453	Linda Nixon	access issue	Skyward Web Access	Waiting for Input from Customer	Tonya Main	Mar 24, 2011 1:29 PM
010 Birdville HS	30824	Deona Basham	other software issue	New Skyward System	Parts on Order	Tonya Main	Apr 1, 2011 11:26 AM
010 Birdville HS	31122	Debra Ellis	access issue	Skyward WEB transcript button missing	Waiting for Input from Customer	Tonya Main	Apr 7, 2011 8:50 AM
045 Watauga MS	32030	Terri Staley	other software issue	FW: Report for GPA	Waiting for Input from Customer	Tonya Main	Apr 25, 2011 1:52 PM
047 North Ridge MS	32031	Trenia Miller	other software issue	FW: Calculating Middle School GPA	Waiting for Input from Customer	Tonya Main	Apr 25, 2011 1:54 PM
042 North Richland MS	32034	Myra Mccauley	other software issue	FW: Ranking Students	Waiting for Input from Customer	Tonya Main	Apr 25, 2011 2:05 PM
044 North Oaks MS	3157	Joseph Spay	bells / intercomm / paging	clocks	Assigned / Working	Darrell Maxey	Aug 27, 2009 8:26 AM

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113 Watauga EL	32113	Jeffrey Samuelson	TV / DMP / Media Retrieval	audio from mr ch. 23 is static filled	Assigned / Working	Darrell Maxey	Apr 26, 2011 1:52 PM
113 Watauga EL	32114	Jeffrey Samuelson	TV / DMP / Media Retrieval	audia on MR ch. 23 is static filled	Assigned / Working	Darrell Maxey	Apr 26, 2011 1:53 PM
113 Watauga EL	32115	Jeffrey Samuelson	TV / DMP / Media Retrieval	audio on ch 23 static filled	Assigned / Working	Darrell Maxey	Apr 26, 2011 1:55 PM
047 North Ridge MS	32302	Jean Collier	TV / DMP / Media Retrieval	No cable channels	Assigned / Working	Darrell Maxey	Apr 29, 2011 1:15 PM
104 Binion EL	32372	Alma Ynostrosa	cabling issue	Drop for Fax Machine, requesting phone line	Assigned / Working	Darrell Maxey	May 2, 2011 9:50 AM
111 West Birdville EL	32446	Meredith Bolton	bells / intercomm / paging	Static in School Intercom	Awaiting Acknowledgement	Darrell Maxey	May 3, 2011 10:17 AM
119 Spicer EL	30820	Jane Redfearn	TV / DMP / Media Retrieval	119 Distance Learning Cart Tandberg	Assigned / Working	Darrell Maxey	Apr 1, 2011 10:53 AM
002 Richland HS	31896	Greg Hawkins	cabling issue	RICHLAND HIGH SCHOOL FIELD HOUSE	Assigned / Working	Darrell Maxey	Apr 22, 2011 11:12 AM
109 Cheney EL	32000	Katie Watson	TV / DMP / Media Retrieval	White Snow	Assigned / Working	Darrell Maxey	Apr 25, 2011 11:37 AM
113 Watauga EL	32109	Jeffrey Samuelson	TV / DMP / Media Retrieval	No sound from MR live channel 23	Assigned / Working	Darrell Maxey	Apr 26, 2011 1:46 PM
113 Watauga EL	32110	Jeffrey Samuelson	TV / DMP / Media Retrieval	no audia on MR channel 23	Assigned / Working	Darrell Maxey	Apr 26, 2011 1:47 PM
113 Watauga EL	32111	Jeffrey Samuelson	TV / DMP / Media Retrieval	no audia from MR ch. 23	Assigned / Working	Darrell Maxey	Apr 26, 2011 1:48 PM
113 Watauga EL	32112	Jeffrey Samuelson	TV / DMP / Media Retrieval	static in audio from mr ch. 23	Assigned / Working	Darrell Maxey	Apr 26, 2011 1:50 PM
046 Smithfield MS	32120	Ronald Adair	computer	computer will not boot	In Pool / Awaiting Action	David Merryfield	Apr 26, 2011 2:33 PM
121 Walker Creek EL	32153	Laura Johnson	computer	Computer not working	In Pool / Awaiting Action	David Merryfield	Apr 27, 2011 7:33 AM

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107 Smithfield EL	32184	Diane Brannick	computer	monitor won't turn on - all the green lights are on at the bottom of the CPU	In Pool / Awaiting Action	David Merryfield	Apr 27, 2011 2:43 PM
046 Smithfield MS	32186	Ronald Adair	other software issue	LAB A06	In Pool / Awaiting Action	David Merryfield	Apr 27, 2011 2:57 PM
115 Porter EL	32320	Lynnette Piland	printer / scanner / copier	Configuring printer on Computer 115-B08-004	In Pool / Awaiting Action	David Merryfield	Apr 29, 2011 4:52 PM
115 Porter EL	32321	Lynnette Piland	printer / scanner / copier	configuring printers in lower lab	In Pool / Awaiting Action	David Merryfield	Apr 29, 2011 5:09 PM
046 Smithfield MS	32400	Jody Noonan	computer	Teacher Computer - disk drive	In Pool / Awaiting Action	David Merryfield	May 2, 2011 11:52 AM
121 Walker Creek EL	32404	Khanh Nguyen	computer	2 Student Computers will not turn on	In Pool / Awaiting Action	David Merryfield	May 2, 2011 12:31 PM
010 Birdville HS	32426	Dwight Goodwin	other software issue	Terri wilson at BHS	In Pool / Awaiting Action	David Merryfield	May 2, 2011 5:29 PM
121 Walker Creek EL	32427	Alfredo Ordonez	computer	broken student computer	In Pool / Awaiting Action	David Merryfield	May 2, 2011 8:26 PM
121 Walker Creek EL	32438	Roger Lee	computer	Machine not booting	In Pool / Awaiting Action	David Merryfield	May 3, 2011 8:31 AM
046 Smithfield MS	32445	Ronald Adair	other software issue	Office 2007	Awaiting Acknowledgement	David Merryfield	May 3, 2011 10:04 AM
010 Birdville HS	30963	John Franklin	other software issue	Two computer will not connect to Vision	Assigned / Working	David Merryfield	Apr 5, 2011 8:49 AM
046 Smithfield MS	31895	William Monty	projector / doc cam / smartboard	Projector Lamp	In Pool / Awaiting Action	David Merryfield	Apr 22, 2011 10:54 AM
107 Smithfield EL	31968	Diane Brannick	computer	Laptop Keeps rebooting	In Pool / Awaiting Action	David Merryfield	Apr 25, 2011 9:46 AM

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121 Walker Creek EL	32024	Lymari Davison	computer	Student Computer down	In Pool / Awaiting Action	David Merryfield	Apr 25, 2011 1:01 PM
121 Walker Creek EL	32068	Stephanie Romero	computer	Teachers' computer	Parts on Order	David Merryfield	Apr 26, 2011 8:30 AM
010 Birdville HS	32093	John Franklin	access issue	computer named improperly which won't allow access through Vision.	Assigned / Working	David Merryfield	Apr 26, 2011 10:27 AM
010 Birdville HS	32296	Cindy Sterling	other software issue	Problem with machine you just worked on at 010	Awaiting Acknowledgement	Clark Miller	Apr 29, 2011 12:30 PM
043 Richland MS	5552	Janie Ellis	TV / DMP / Media Retrieval	TV speakers	Long-Term Project	Clark Miller	Sep 30, 2009 1:21 PM
121 Walker Creek EL	11489	Amy Gillis	TV / DMP / Media Retrieval	TV Sound is full of static	Long-Term Project	Clark Miller	Feb 25, 2010 8:07 AM
001 Haltom HS	12452	Lori Caruthers	projector / doc cam / smartboard	Reconnecting DVD/VHS players to projectors	Long-Term Project	Clark Miller	Mar 31, 2010 9:32 AM
003 Shannon Learning Center	20343	Gregory Farr	cabling issue	Cable for TV	Parts on Order	Clark Miller	Sep 1, 2010 7:07 AM
001 Haltom HS	22427	Ann Hale	projector / doc cam / smartboard	connect vcr/dvd player	Long-Term Project	Clark Miller	Sep 29, 2010 12:57 PM
115 Porter EL	24159	Kathleen Hull	TV / DMP / Media Retrieval	Television	Long-Term Project	Clark Miller	Oct 29, 2010 1:15 PM
118 North Ridge EL	24437	Richard Murrell	TV / DMP / Media Retrieval	TV	Long-Term Project	Clark Miller	Nov 4, 2010 9:31 AM
107 Smithfield EL	25260	Diane Brannick	TV / DMP / Media Retrieval	tv won't turn on	Long-Term Project	Clark Miller	Nov 17, 2010 3:42 PM
103 Francisco EL	25380	Tamara Pope	TV / DMP / Media Retrieval	TV	Long-Term Project	Clark Miller	Nov 19, 2010 11:32 AM
120 Green Valley EL	25719	Keith Davis	TV / DMP / Media Retrieval	Distorted sound	Long-Term Project	Clark Miller	Nov 30, 2010 12:01 PM
001 Haltom HS	25831	Kenita Weldon	TV / DMP / Media Retrieval	TV	Long-Term Project	Clark Miller	Dec 2, 2010 8:25 AM

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115 Porter EL	26545	Angela LeRoy	TV / DMP / Media Retrieval	TV Display -very distorted.	Long-Term Project	Clark Miller	Dec 16, 2010 8:48 AM
106 Richland EL	26818	Traci Tucker	TV / DMP / Media Retrieval	TV in classroom	Long-Term Project	Clark Miller	Jan 4, 2011 8:19 AM
044 North Oaks MS	27735	Dwight Goodwin	TV / DMP / Media Retrieval	RE:	Waiting for Input from Customer	Clark Miller	Jan 19, 2011 10:15 AM
042 North Richland MS	29475	Mary Huston	projector / doc cam / smartboard	Projector	scheduled with 3rd party - DELCOM	Clark Miller	Feb 25, 2011 10:30 AM
112 Holiday Heights EL	30340	Kerri Sands	TV / DMP / Media Retrieval	TV Problems	Long-Term Project	Clark Miller	Mar 23, 2011 8:05 AM
115 Porter EL	30405	Paula Obermueller	TV / DMP / Media Retrieval	TV Problems	Long-Term Project	Clark Miller	Mar 24, 2011 8:13 AM
044 North Oaks MS	31335	Dani Webb	computer	COW CART 'B'	ON HOLD - waiting for approval	Clark Miller	Apr 12, 2011 10:11 AM
104 Binion EL	31946	Alma Ynostrosa	phone / fax/ handheld	HP Laser Fax/Copier/Scanner	Assigned / Working	Clark Miller	Apr 25, 2011 8:47 AM
003 Shannon Learning Center	31966	Michael Robinson	computer	Can not logon to 2 Computers	Assigned / Working	Clark Miller	Apr 25, 2011 9:42 AM
121 Walker Creek EL	32012	Roger Lee	computer	Rebooting	Assigned / Working	Clark Miller	Apr 25, 2011 12:02 PM
121 Walker Creek EL	32103	Amy Whitehurst	computer	teacher computer not working	Assigned / Working	Clark Miller	Apr 26, 2011 11:35 AM
045 Watauga MS	32123	Donna Wyckoff	email issue	Outlook - font is yellow when sending/replying to email-ALLEN	Assigned / Working	Linda Molinar	Apr 26, 2011 2:59 PM
002 Richland HS	32161	Carla Rix	access issue	Network acct - TBedinger	Assigned / Working	Linda Molinar	Apr 27, 2011 9:34 AM
002 Richland HS	32168	Amy Strickland	email issue	Deborah Morgan MS Exchange Server issue	Waiting for Input from Customer	Linda Molinar	Apr 27, 2011 10:03 AM
001 Haltom HS	32185	Lynda Temple	email issue	undeliverable email	Waiting for Input from Customer	Linda Molinar	Apr 27, 2011 2:49 PM

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001 Haltom HS	32243	Mary Jarinko	website issue	Virus	Awaiting Acknowledgement	Linda Molinar	Apr 28, 2011 4:12 PM
001 Haltom HS	32357	Lesli Bradley	wired - connection issue	Internet is running very slowly	Awaiting Acknowledgement	Linda Molinar	May 2, 2011 8:53 AM
003 Shannon Learning Center	32376	DeAnn Bass	deactivate	Bishop, Marilyn has had a status change.	Assigned / Working	Linda Molinar	May 2, 2011 10:23 AM
045 Watauga MS	32383	Shannon Houston	deactivate	Comis, Debra has had a status change - Effective Date: 06/09/2011	ON HOLD	Linda Molinar	May 2, 2011 10:44 AM
001 Haltom HS	32385	Deeann Russell	deactivate	Douglas, Susan has had a status change - Effective Date: 05/28/2011	Assigned / Working	Linda Molinar	May 2, 2011 10:47 AM
110 Stowe EL	32387	Sharon Yarbrough	deactivate	Freix, Genevieve has had a status change - Effective Date: 06/02/2011	ON HOLD	Linda Molinar	May 2, 2011 10:50 AM
103 Francisco EL	32390	Margarita Valladares	deactivate	Gleason, Diana has had a status change - Effective Date: 05/28/2011	ON HOLD	Linda Molinar	May 2, 2011 10:55 AM
105 Mullendore EL	32408	Beverly Sultan	other software issue	Skyward and email	Assigned / Working	Linda Molinar	May 2, 2011 1:12 PM
003 Shannon Learning Center	32416	Feyi Obamehinti	other software issue	Request for installation of Adobe 9	Assigned / Working	Linda Molinar	May 2, 2011 2:31 PM
041 Haltom MS	31004	Carol Glinsky	other software issue	Need windows 7	Reopened	Linda Molinar	Apr 5, 2011 2:06 PM

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041 Haltom MS	31980	Rudy Allen	access issue	Campus Change - Head Custodian - Left a Voice Message from 041Custodian (4032)	Assigned / Working	Linda Molinar	Apr 25, 2011 10:34 AM
003 Shannon Learning Center	32084	Sondra Lowe	email issue	Outlook	Assigned / Working	Linda Molinar	Apr 26, 2011 9:13 AM
042 North Richland MS	32421	Linda Kirkdorffer	other software issue	SRI not playing well	Awaiting Acknowledgement	Jonathan Norris	May 2, 2011 3:08 PM
104 Binion EL	32425	Dawn Tacker	other software issue	Palm won't synch ext 1883	Awaiting Acknowledgement	Jonathan Norris	May 2, 2011 4:56 PM
042 North Richland MS	32439	Adalberto Sanchez	other software issue	I replaced hard drive and reimaged computer need "READ 180 SOFTWARE" reinstall.	Awaiting Acknowledgement	Jonathan Norris	May 3, 2011 8:37 AM
043 Richland MS	23569	Sherry Allen	other software issue	FW: Voice Message from 043 Rm 2 (4572)	Waiting for Input from Customer	Jonathan Norris	Oct 19, 2010 10:37 AM
115 Porter EL	29160	Jaimie Smith	other software issue	help us show a video during lunch	Assigned / Working	Jonathan Norris	Feb 18, 2011 9:35 AM
101 Birdville EL	30814	Susanne Stutheit	access issue	Accelerated Reader	Assigned / Working	Jonathan Norris	Apr 1, 2011 10:26 AM
044 North Oaks MS	31000	Karen Bland	other software issue	Printer prints in different language	Assigned / Working	Jonathan Norris	Apr 5, 2011 1:09 PM
113 Watauga EL	32216	Teressa Holford	computer	Teacher Computer - Amber light is flashing	Assigned / Working	Chris Robison	Apr 28, 2011 10:33 AM

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113 Watauga EL	32259	Katherine Olson	projector / doc cam / smartboard	projector	Assigned / Working	Chris Robison	Apr 29, 2011 8:05 AM
045 Watauga MS	32298	Deborah Crook	computer	Student computer	Assigned / Working	Chris Robison	Apr 29, 2011 12:44 PM
047 North Ridge MS	32301	Nori Bykerk	computer	No image on monitor	Assigned / Working	Chris Robison	Apr 29, 2011 1:12 PM
114 Hardeman EL	32399	Donna Hill	computer	Teacher - noisy computer no monitor	Assigned / Working	Chris Robison	May 2, 2011 11:52 AM
114 Hardeman EL	32403	Donna Hill	computer	Student computer will not log on	Assigned / Working	Chris Robison	May 2, 2011 12:27 PM
045 Watauga MS	32411	Stephanie Roe	computer	Laptop is taking a long time to boot up	Assigned / Working	Chris Robison	May 2, 2011 2:02 PM
118 North Ridge EL	32413	Kimberly Cole	computer	Teacher Computer	Assigned / Working	Chris Robison	May 2, 2011 2:16 PM
047 North Ridge MS	32415	Nori Bykerk	computer	Power Supply!	Assigned / Working	Chris Robison	May 2, 2011 2:21 PM
113 Watauga EL	32417	Christina Campagna	projector / doc cam / smartboard	Doc Cam will not power on	Assigned / Working	Chris Robison	May 2, 2011 2:37 PM
045 Watauga MS	32418	Stephanie Roe	projector / doc cam / smartboard	projector won't turn on	Assigned / Working	Chris Robison	May 2, 2011 2:39 PM
047 North Ridge MS	12480	Aaron Tribble	Inquiry	Unknown remote	Assigned / Working	Chris Robison	Mar 31, 2010 1:48 PM
011 CTE Building	31574	Chris Robison	computer	Laptop will not turn on, even after a full night of charging - need to take to Apple store for repair	Parts on Order	Chris Robison	Apr 18, 2011 8:22 AM

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113 Watauga EL	31944	Blythe Smith	computer	Teacher Computer will not restart	Assigned / Working	Chris Robison	Apr 25, 2011 8:41 AM
045 Watauga MS	31959	Avesgus Tetterton	other software issue	Tech lab automatic guided vehicle power cut	Assigned / Working	Chris Robison	Apr 25, 2011 9:19 AM
114 Hardeman EL	32044	Donna Hill	computer	Laptop will not power on	Parts on Order	Chris Robison	Apr 25, 2011 3:21 PM
045 Watauga MS	32087	Suzanne Foxworth	projector / doc cam / smartboard	smart slate	Parts on Order	Chris Robison	Apr 26, 2011 9:35 AM
002 Richland HS	32227	Charles Wells	projector / doc cam / smartboard	Projector	Parts on Order	Adalberto Sanchez	Apr 28, 2011 2:01 PM
105 Mullendore EL	32242	Beverly Sultan	projector / doc cam / smartboard	Document cameras need to be installed	Long-Term Project	Adalberto Sanchez	Apr 28, 2011 4:01 PM
042 North Richland MS	32322	Linda Kirkdorffer	computer	Student Computer sick	Parts on Order	Adalberto Sanchez	Apr 29, 2011 5:14 PM
002 Richland HS	32394	Kristen King	printer / scanner / copier	The computer is not connecting to print on the laaser printer in the H214 teacher workroom	Assigned / Working	Adalberto Sanchez	May 2, 2011 11:05 AM
002 Richland HS	32396	Kristen King	access issue	Logging In	Assigned / Working	Adalberto Sanchez	May 2, 2011 11:08 AM
002 Richland HS	32409	Vicky Brower	computer	DVD drive not working	Assigned / Working	Adalberto Sanchez	May 2, 2011 1:51 PM
002 Richland HS	30571	Michael Gerard	printer / scanner / copier	Summer School Registration - Plan Setup	Long-Term Project	Adalberto Sanchez	Mar 28, 2011 12:06 PM
043 Richland MS	31901	Rebecca Trotter	projector / doc cam / smartboard	Bulb	Parts on Order	Adalberto Sanchez	Apr 22, 2011 11:57 AM

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001 Haltom HS	32201	Pamela Wright	other software issue	Student Computer trouble	Assigned / Working	Wayne Tapp	Apr 28, 2011 6:59 AM
044 North Oaks MS	32218	Melissa Averitte	projector / doc cam / smartboard	projector	Assigned / Working	Wayne Tapp	Apr 28, 2011 10:43 AM
044 North Oaks MS	32233	Ervin Fleming	computer	Science Laptop	Assigned / Working	Wayne Tapp	Apr 28, 2011 2:44 PM
001 Haltom HS	32235	Sheron Browning	computer	Teacher Computer will not load	Assigned / Working	Wayne Tapp	Apr 28, 2011 3:16 PM
001 Haltom HS	32270	Lori Caruthers	computer	001-WCB-009, 21ZY9C1 missing key and has dead battery	Parts on Order	Wayne Tapp	Apr 29, 2011 9:47 AM
001 Haltom HS	32271	Lori Caruthers	computer	001-WCB-008, 17ZZ9C1 missing key	Parts on Order	Wayne Tapp	Apr 29, 2011 9:49 AM
001 Haltom HS	32272	Lori Caruthers	computer	001-WCA-001,8MR0BC1 missing "O" key	Parts on Order	Wayne Tapp	Apr 29, 2011 9:50 AM
001 Haltom HS	32273	Lori Caruthers	computer	001-WCA-003,JM3Z9C1 is missing "ALT" key	Parts on Order	Wayne Tapp	Apr 29, 2011 9:51 AM
001 Haltom HS	32274	Lori Caruthers	computer	001-WCA-006,2FZZ9C1 is missing "T" key	Parts on Order	Wayne Tapp	Apr 29, 2011 9:53 AM
001 Haltom HS	32275	Lori Caruthers	computer	001-WCA-009,H6ZZ9C1 is missing ESC key	Parts on Order	Wayne Tapp	Apr 29, 2011 9:54 AM
001 Haltom HS	32286	Melanie Robertson	computer	Faulty/frayed charger	Parts on Order	Wayne Tapp	Apr 29, 2011 10:38 AM
001 Haltom HS	32287	Melanie Robertson	computer	laptop key	Assigned / Working	Wayne Tapp	Apr 29, 2011 10:41 AM

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001 Haltom HS	32291	Lori Caruthers	computer	3MQ0BC1, 001-WCE-012 missing "E" key and needs battery	Parts on Order	Wayne Tapp	Apr 29, 2011 12:02 PM
001 Haltom HS	32293	Lori Caruthers	computer	D0GX9C1, 001-WCF-009 needs new charger	Parts on Order	Wayne Tapp	Apr 29, 2011 12:07 PM
001 Haltom HS	32343	Chris Thompson	computer	Choir Laptop Screen does not work	Assigned / Working	Wayne Tapp	May 2, 2011 8:09 AM
001 Haltom HS	32369	Kyle Lester	projector / doc cam / smartboard	Projector Issues	Assigned / Working	Wayne Tapp	May 2, 2011 9:48 AM
001 Haltom HS	32402	Mary Fisher	computer	Teacher Computer - White Adapter plug is broken	Assigned / Working	Wayne Tapp	May 2, 2011 12:24 PM
102 Smith EL	32435	Deborah Bowman	computer	Computer will not boot	Assigned / Working	Wayne Tapp	May 3, 2011 8:03 AM
001 Haltom HS	29579	Lori Caruthers	projector / doc cam / smartboard	VGA power light on wall plug won't come on allowing access from computer to projector in the OMNI Room	Long-Term Project	Wayne Tapp	Feb 28, 2011 1:43 PM
044 North Oaks MS	30380	Randi Gilmore	printer / scanner / copier	HP Scanner	Assigned / Working	Wayne Tapp	Mar 23, 2011 2:11 PM
001 Haltom HS	30990	Lori Caruthers	computer	Will not charge on new charger	Long-Term Project	Wayne Tapp	Apr 5, 2011 11:56 AM
001 Haltom HS	31470	Dana Shirley	projector / doc cam / smartboard	projector	Parts on Order	Wayne Tapp	Apr 14, 2011 10:33 AM
001 Haltom HS	31540	Catherine Mellett	computer	Science cows not working	Assigned / Working	Wayne Tapp	Apr 15, 2011 3:09 PM
001 Haltom HS	31546	Lori Caruthers	computer	001-WCJ-005/H3QJQF1	Parts on Order	Wayne Tapp	Apr 15, 2011 4:13 PM

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001 Haltom HS	31643	Ryan Brink	projector / doc cam / smartboard	Projector Bulb burned out	Assigned / Working	Wayne Tapp	Apr 18, 2011 2:33 PM
001 Haltom HS	31716	Brian Penry	computer	Frozen Computer	Assigned / Working	Wayne Tapp	Apr 19, 2011 1:58 PM
044 North Oaks MS	31768	Dani Webb	computer	Not working; missing keys	Parts on Order	Wayne Tapp	Apr 20, 2011 9:00 AM
001 Haltom HS	31787	Courtney Dunwoody	projector / doc cam / smartboard	Projector Lamp	Assigned / Working	Wayne Tapp	Apr 20, 2011 12:08 PM
001 Haltom HS	31788	Courtney Dunwoody	projector / doc cam / smartboard	Head of document camera is broken. Appears screws came loose and disconnected the unit.	Assigned / Working	Wayne Tapp	Apr 20, 2011 12:09 PM
001 Haltom HS	31789	Scott Fischer	computer	Still not playing DVD's right	Assigned / Working	Wayne Tapp	Apr 20, 2011 12:34 PM
001 Haltom HS	31877	Gregory Emerson	projector / doc cam / smartboard	View Sonic Projector	Assigned / Working	Wayne Tapp	Apr 22, 2011 8:01 AM
001 Haltom HS	31981	Ronda Connelly	other software issue	COWs C& D Student Laptops : Left a Voice Message from 001RmA314 (6233)	Assigned / Working	Wayne Tapp	Apr 25, 2011 10:34 AM
001 Haltom HS	32052	Sandra Mullins	other software issue	FW: Voice Message from 001RmA311 (6218)	Assigned / Working	Wayne Tapp	Apr 25, 2011 4:08 PM