

Summary	
Report Date	Apr 1, 2011 8:23 AM
Number of Tickets	183
Group	N/A (Advanced ticket search)
Sorting	Location - 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 Buidings and Grounds

Location	Ticket #	Contact	Category Option	Subject	Status	Assigned To	Created Date
001 Haltom HS	30734	Janice Harmon	projector / doc cam / smartboard	pROJECTOR MALFUNCTION	Assigned / Working	Wayne Tapp	Mar 31, 2011 8:39 AM
001 Haltom HS	30772	LeAnn Carroll	access issue	PAC Report Card Access	Assigned / Working	Linda Molinar	Mar 31, 2011 2:37 PM
001 Haltom HS	30774	Michael Daniel	computer	Teacher Computer - going down	Assigned / Working	Wayne Tapp	Mar 31, 2011 2:52 PM

<i>Location</i>	<i>Ticket #</i>	<i>Contact</i>	<i>Category Option</i>	<i>Subject</i>	<i>Status</i>	<i>Assigned To</i>	<i>Created Date</i>
001 Haltom HS	30780	Rick Mauderer	bells / intercomm / paging	Adusted bell schedule for testing on Monday and Tuesday 4/4 and 4/5	Assigned / Working	Darrell Maxey	Mar 31, 2011 4:57 PM
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
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
001 Haltom HS	22174	Dana Shirley	projector / doc cam / smartboard	FW: doc camera	Parts on Order	Clark Miller	Sep 24, 2010 11:27 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
001 Haltom HS	25245	Sabriel Mitchell	projector / doc cam / smartboard	Bulb for Projector	Parts on Order	Clark Miller	Nov 17, 2010 11:19 AM
001 Haltom HS	25831	Kenita Weldon	TV / DMP / Media Retrieval	TV	Long-Term Project	Clark Miller	Dec 2, 2010 8:25 AM
001 Haltom HS	27081	Laura Blount	other software issue	FW:	ON HOLD	Michael DePaola	Jan 6, 2011 1:55 PM
001 Haltom HS	27272	Crespin Cortez	building security	Substitute Teachers need badge building access	Waiting for Input from Customer	Chris Jenkins	Jan 10, 2011 2:57 PM
001 Haltom HS	27334	David Long	other software issue	MS Office Install	ON HOLD - waiting for approval	Terry Ambrose	Jan 11, 2011 1:28 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	29206	Cherri Yanowski	other software issue	FW: Transcript info on web	ON HOLD	Tonya Main	Feb 21, 2011 8:49 AM

<i>Location</i>	<i>Ticket #</i>	<i>Contact</i>	<i>Category Option</i>	<i>Subject</i>	<i>Status</i>	<i>Assigned To</i>	<i>Created Date</i>
001 Haltom HS	29436	Jeri Lewis	other software issue	report card screen	Assigned / Working	Michael DePaola	Feb 24, 2011 2:43 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
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
001 Haltom HS	30063	Cherri Yanowski	other software issue	FW: Web and TReX issues	ON HOLD	Tonya Main	Mar 10, 2011 2:44 PM
001 Haltom HS	30264	Laura Blount	add	Transcript set up security	Waiting for Input from Customer	Tonya Main	Mar 22, 2011 9:53 AM
001 Haltom HS	30453	Linda Nixon	access issue	Skyward Web Access	Waiting for Input from Customer	Tonya Main	Mar 24, 2011 1:29 PM
001 Haltom HS	30524	Corrine McCurdy	access issue	unsure of how to print class rosters since migration of PAC to web	Assigned / Working	Michael Barrett	Mar 25, 2011 3:44 PM
001 Haltom HS	30595	LeAnn Carroll	add	Fwd: Counselor's Web Access	Assigned / Working	Tonya Main	Mar 28, 2011 4:49 PM
001 Haltom HS	30647	Deborah Lindley	other software issue	Student's Login - Timestamp	Awaiting Acknowledgement	Mark Gibbs	Mar 29, 2011 2:30 PM
001 Haltom HS	30660	Lori Caruthers	other software issue	Push FROG GUTS to the computers listed below.	Awaiting Acknowledgement	Chris Jenkins	Mar 29, 2011 3:48 PM
001 Haltom HS	30661	Lori Caruthers	other software issue	Push FROG GUTS to the computers in the HHS Library Lab.	Awaiting Acknowledgement	Chris Jenkins	Mar 29, 2011 3:50 PM

<i>Location</i>	<i>Ticket #</i>	<i>Contact</i>	<i>Category Option</i>	<i>Subject</i>	<i>Status</i>	<i>Assigned To</i>	<i>Created Date</i>
001 Haltom HS	30701	Michelle Heckathorn	computer	TEACHER COMPUTER DOWN	Parts on Order	Wayne Tapp	Mar 30, 2011 10:51 AM
002 Richland HS	30746	Lisa Daugherty	other software issue	Computer processing slow - left a voicemail msg at 9:42am	Assigned / Working	Linda Molinar	Mar 31, 2011 10:27 AM
002 Richland HS	30756	Amy Strickland	projector / doc cam / smartboard	Speakers not working	Awaiting Acknowledgement	Terry Ambrose	Mar 31, 2011 12:03 PM
002 Richland HS	30778	Margaret White	other software issue	laptop is awfully slow	Waiting for Input from Customer	Linda Molinar	Mar 31, 2011 4:20 PM
002 Richland HS	20900	Leon Lovelace	printer / scanner / copier	Skyward Rpt Font Printing - Left Voice Message from 002 Rm 133.01 (7046)	Long-Term Project	Linda Molinar	Sep 8, 2010 1:16 PM
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	25697	Kim Caltagirone	projector / doc cam / smartboard	Annoying Noise when projector is on	scheduled with 3rd party - DELCOM	Terry Ambrose	Nov 30, 2010 10:05 AM
002 Richland HS	27428	Angela Gruver	computer	Speakers	scheduled with 3rd party - DELCOM	Terry Ambrose	Jan 12, 2011 1:26 PM
002 Richland HS	27899	Amy Strickland	projector / doc cam / smartboard	Speaker Sound System issues again	scheduled with 3rd party - DELCOM	Terry Ambrose	Jan 21, 2011 2:33 PM
002 Richland HS	28398	Tommie Gibbins	other software issue	Froguts	Assigned / Working	Jonathan Norris	Jan 31, 2011 10:18 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

<i>Location</i>	<i>Ticket #</i>	<i>Contact</i>	<i>Category Option</i>	<i>Subject</i>	<i>Status</i>	<i>Assigned To</i>	<i>Created Date</i>
002 Richland HS	29718	Sherry Smith	other software issue	Push Adobe Premiere to Computers	Awaiting Acknowledgement	Chris Jenkins	Mar 3, 2011 11:37 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
002 Richland HS	29833	Kathryn McGuire	other software issue	Student Schedule Emails	Parts on Order	Michael DePaola	Mar 7, 2011 9:56 AM
002 Richland HS	30486	Maria Tennison	other software issue	FW: Couple of Problems with printing Skyward Web Printing	Assigned / Working	Linda Molinar	Mar 25, 2011 9:06 AM
002 Richland HS	30502	Roni Crow	computer	New Speakers	Awaiting Acknowledgement	Terry Ambrose	Mar 25, 2011 10:49 AM
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
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
002 Richland HS	30705	Kimberly Fudge	projector / doc cam / smartboard	Technical Support for AP Mock Exam at the FAAC	In Pool / Awaiting Action	David Merryfield	Mar 30, 2011 11:55 AM
003 Shannon Learning Center	30732	Brandon Nicewonger	computer	TEACHER computer won't stay on.	In Pool / Awaiting Action	Brad Butler	Mar 31, 2011 8:03 AM
003 Shannon Learning Center	30743	Brent Cumbie	computer	Sound issues on desk top	Assigned / Working	Linda Molinar	Mar 31, 2011 10:23 AM
003 Shannon Learning Center	30747	Emily Shipman	other software issue	RE: Vision	Awaiting Acknowledgement	Jonathan Norris	Mar 31, 2011 10:32 AM
003 Shannon Learning Center	30768	DeAnn Bass	other software issue	Running slow after an Install	Awaiting Acknowledgement	Brad Butler	Mar 31, 2011 1:31 PM

<i>Location</i>	<i>Ticket #</i>	<i>Contact</i>	<i>Category Option</i>	<i>Subject</i>	<i>Status</i>	<i>Assigned To</i>	<i>Created Date</i>
003 Shannon Learning Center	30769	Sally Sheppard	printer / scanner / copier	Epson USB Printer Cable	Awaiting Acknowledgement	Brad Butler	Mar 31, 2011 1:39 PM
003 Shannon Learning Center	14226	Michael Robinson	computer	Notebook Laptop Damaged	ON HOLD - waiting for approval	Terry Ambrose	May 18, 2010 11:04 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
003 Shannon Learning Center	20343	Gregory Farr	cabling issue	Cable for TV	Parts on Order	Clark Miller	Sep 1, 2010 7:07 AM
003 Shannon Learning Center	25905	Gregory Farr	building security	Security Camera Issues	Awaiting Acknowledgement	Chris Jenkins	Dec 3, 2010 10:21 AM
003 Shannon Learning Center	28424	Emily Shipman	printer / scanner / copier	Ricoh printer still down	scheduled with 3rd party - RICOH	Terry Ambrose	Jan 31, 2011 3:28 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
003 Shannon Learning Center	30073	Cindy Campbell	other software issue	Need software from the server downloaded and problem solved	Waiting for Input from Customer	Brad Butler	Mar 10, 2011 5:17 PM
003 Shannon Learning Center	30234	Jacqueline Davis	other software issue	Vision	Assigned / Working	Jonathan Norris	Mar 21, 2011 3:31 PM
003 Shannon Learning Center	30235	Jacqueline Davis	other software issue	Vision	Assigned / Working	Jonathan Norris	Mar 21, 2011 3:33 PM
003 Shannon Learning Center	30567	Emily Shipman	printer / scanner / copier	New Ricoh Printer Arrived	In Pool / Awaiting Action	Brad Butler	Mar 28, 2011 10:58 AM
003 Shannon Learning Center	30575	David Holland	other software issue	web data mining issue	Waiting for Input from Customer	Linda Molinar	Mar 28, 2011 1:20 PM
010 Birdville HS	30742	Nanci Hopper	access issue	Skyward Web access	Awaiting Acknowledgement	Michael DePaola	Mar 31, 2011 10:21 AM
010 Birdville HS	30750	Lisa OConnor	other software issue	upgrade vision	Assigned / Working	Jonathan Norris	Mar 31, 2011 11:03 AM

<i>Location</i>	<i>Ticket #</i>	<i>Contact</i>	<i>Category Option</i>	<i>Subject</i>	<i>Status</i>	<i>Assigned To</i>	<i>Created Date</i>
010 Birdville HS	30773	Margaret Coleman	computer	Not connecting to wireless internet	Awaiting Acknowledgement	Amelia Giles	Mar 31, 2011 2:49 PM
010 Birdville HS	30786	Dwight Goodwin	other software issue	Please push testnav	Awaiting Acknowledgement	Chris Jenkins	Apr 1, 2011 7:46 AM
010 Birdville HS	21360	Shana Martin	access issue	shared drive space for teaching	Awaiting Acknowledgement	Mark Gibbs	Sep 14, 2010 10:00 AM
010 Birdville HS	21830	Margaret Coleman	computer	Chargers for laptops	ON HOLD - waiting for approval	Terry Ambrose	Sep 21, 2010 9:22 AM
010 Birdville HS	29997	Shana Martin	computer	4 Laptops - battery replacement	Parts on Order	Terry Ambrose	Mar 9, 2011 1:41 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	30178	Jannet Hiles	other software issue	Vision Program is not picking up all 14 computers in my classroom	Assigned / Working	David Merryfield	Mar 21, 2011 10:13 AM
010 Birdville HS	30464	Margaret Coleman	computer	COW F - Wiring	ON HOLD - waiting for approval	Terry Ambrose	Mar 24, 2011 3:15 PM
010 Birdville HS	30574	David Hatcher	website issue	Blocked URL Notification: 3/28/2011	Assigned / Working	Jonathan Abrams	Mar 28, 2011 12:28 PM
010 Birdville HS	30610	Danette Johnston	email issue	Email	Long-Term Project	Mark Gibbs	Mar 29, 2011 8:34 AM
010 Birdville HS	30699	Glenn Serviente	other software issue	Camrea software	Awaiting Acknowledgement	Chris Jenkins	Mar 30, 2011 10:49 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
011 CTE Building	25741	Tana Fleischer	building security	BCTAL scanner	Assigned / Working	Chris Jenkins	Nov 30, 2010 2:51 PM

<i>Location</i>	<i>Ticket #</i>	<i>Contact</i>	<i>Category Option</i>	<i>Subject</i>	<i>Status</i>	<i>Assigned To</i>	<i>Created Date</i>
011 CTE Building	26973	Lisa OConnor	other software issue	Attendance display in grade book for BCTAL teachers	Parts on Order	Michael DePaola	Jan 5, 2011 10:55 AM
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
011 CTE Building	28062	Ronda Cagle	other software issue	Digital School Collection (Adobe)	Awaiting Acknowledgement	Chris Jenkins	Jan 25, 2011 1:47 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
041 Haltom MS	30228	Betina Rhine	computer	hard drive will no longer log on.	In Pool / Awaiting Action	Brad Butler	Mar 21, 2011 2:51 PM
041 Haltom MS	30497	Joanna Ashlock	other software issue	Office Shortcuts Disappearing	In Pool / Awaiting Action	Brad Butler	Mar 25, 2011 10:27 AM
041 Haltom MS	30499	Joanna Ashlock	computer	Won't load profile	In Pool / Awaiting Action	Brad Butler	Mar 25, 2011 10:35 AM
041 Haltom MS	30500	Joanna Ashlock	computer	Won't turn on	In Pool / Awaiting Action	Brad Butler	Mar 25, 2011 10:36 AM
041 Haltom MS	30592	Toni Ortega	printer / scanner / copier	New Printer Install	In Pool / Awaiting Action	Brad Butler	Mar 28, 2011 4:17 PM
042 North Richland MS	30718	Sally Owen	computer	Laptop	ON HOLD - waiting for approval	Adalberto Sanchez	Mar 30, 2011 3:39 PM
042 North Richland MS	30719	Sally Owen	computer	Laptop missing the letter K	Parts on Order	Adalberto Sanchez	Mar 30, 2011 4:10 PM
042 North Richland MS	30720	Sally Owen	computer	Laptop missing keys	Parts on Order	Adalberto Sanchez	Mar 30, 2011 4:26 PM
042 North Richland MS	30721	Sally Owen	computer	Computer missing enter key	Parts on Order	Adalberto Sanchez	Mar 30, 2011 4:34 PM
042 North Richland MS	30733	Sally Owen	computer	Virus	Assigned / Working	Adalberto Sanchez	Mar 31, 2011 8:10 AM

<i>Location</i>	<i>Ticket #</i>	<i>Contact</i>	<i>Category Option</i>	<i>Subject</i>	<i>Status</i>	<i>Assigned To</i>	<i>Created Date</i>
042 North Richland MS	28058	Myra Mccauley	other software issue	problem with course availability	Parts on Order	Michael DePaola	Jan 25, 2011 1:03 PM
042 North Richland MS	29475	Mary Huston	projector / doc cam / smartboard	Projector	scheduled with 3rd party - DELCOM	Terry Ambrose	Feb 25, 2011 10:30 AM
043 Richland MS	381	Presley Gore	email issue	2 AD accounts - from 331599	Awaiting Acknowledgement	Mark Gibbs	Jun 17, 2009 12:52 PM
043 Richland MS	5552	Janie Ellis	TV / DMP / Media Retrieval	TV speakers	Long-Term Project	Clark Miller	Sep 30, 2009 1:21 PM
043 Richland MS	23569	Sherry Allen	other software issue	FW: Voice Message from 043 Rm 2 (4572)	Assigned / Working	Jonathan Norris	Oct 19, 2010 10:37 AM
043 Richland MS	30573	Lisa Nuttall	projector / doc cam / smartboard	Projector	Parts on Order	Adalberto Sanchez	Mar 28, 2011 12:27 PM
044 North Oaks MS	3157	Joseph Spay	bells / intercomm / paging	clocks	Assigned / Working	Darrell Maxey	Aug 27, 2009 8:26 AM
044 North Oaks MS	30729	Jeannie Cannata	printer / scanner / copier	Copier Setup	Waiting for Input from Customer	Linda Molinar	Mar 31, 2011 7:07 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
044 North Oaks MS	17082	Joseph Spay	phone / fax/ handheld	New half time Assist Principal - needs Phone and Computer	ON HOLD - waiting for approval	Terry Ambrose	Aug 3, 2010 2:57 PM
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
044 North Oaks MS	29712	Joseph Spay	TV / DMP / Media Retrieval	TV	Long-Term Project	Terry Ambrose	Mar 3, 2011 10:40 AM
044 North Oaks MS	29958	Jeffrey Samuelson	projector / doc cam / smartboard	smart board losing connection to computer	Assigned / Working	Wayne Tapp	Mar 8, 2011 3:30 PM

<i>Location</i>	<i>Ticket #</i>	<i>Contact</i>	<i>Category Option</i>	<i>Subject</i>	<i>Status</i>	<i>Assigned To</i>	<i>Created Date</i>
044 North Oaks MS	30090	Dani Webb	wired - connection issue	Vostro not connecting to monitor	Assigned / Working	Wayne Tapp	Mar 11, 2011 11:31 AM
044 North Oaks MS	30296	Melissa Averitte	projector / doc cam / smartboard	projector cords & splitter box	Assigned / Working	Wayne Tapp	Mar 22, 2011 1:44 PM
044 North Oaks MS	30322	Dani Webb	computer	New COW Cart	Assigned / Working	Clark Miller	Mar 22, 2011 3:26 PM
044 North Oaks MS	30380	Randi Gilmore	printer / scanner / copier	HP Scanner	Assigned / Working	Wayne Tapp	Mar 23, 2011 2:11 PM
045 Watauga MS	30775	Robert Douglas	printer / scanner / copier	Ricoh will not print	Assigned / Working	Chris Robison	Mar 31, 2011 3:30 PM
045 Watauga MS	23309	Donna Wyckoff	other software issue	Skyward gradebook-Teacher's Log not allowing entries	Parts on Order	Michael DePaola	Oct 14, 2010 9:01 AM
045 Watauga MS	29992	Stephanie Roe	cabling issue	move data drops	Assigned / Working	Darrell Maxey	Mar 9, 2011 12:49 PM
045 Watauga MS	30392	Shannon Houston	wireless - connection issue	FW: laptop wireless signal	Assigned / Working	Darrell Maxey	Mar 23, 2011 3:56 PM
045 Watauga MS	30664	Deanna Boyd	projector / doc cam / smartboard	LCD Projector	Assigned / Working	Chris Robison	Mar 29, 2011 8:54 PM
046 Smithfield MS	20048	Branden Eager	other software issue	Skyward color code question	ON HOLD	Michael DePaola	Aug 30, 2010 11:11 AM
046 Smithfield MS	29279	Jacob Hooper	bells / intercomm / paging	Digital clocks	Assigned / Working	Darrell Maxey	Feb 22, 2011 11:52 AM
046 Smithfield MS	30229	Alison Andrews	printer / scanner / copier	scanner quit feeding	Assigned / Working	Clark Miller	Mar 21, 2011 2:57 PM
047 North Ridge MS	30341	Nori Bykerk	computer	Teacher Computer - No image on monitor	Parts on Order	Chris Robison	Mar 23, 2011 8:17 AM
101 Birdville EL	22271	Jonathan Norris	other software issue	Create a rip to intsaill Acces4	Awaiting Acknowledgeme nt	Chris Jenkins	Sep 27, 2010 1:04 PM

<i>Location</i>	<i>Ticket #</i>	<i>Contact</i>	<i>Category Option</i>	<i>Subject</i>	<i>Status</i>	<i>Assigned To</i>	<i>Created Date</i>
101 Birdville EL	27981	Michael Sandoval	computer	Principal's Laptop problems	Parts on Order	Brad Butler	Jan 24, 2011 11:50 AM
101 Birdville EL	30569	Julia Mize	printer / scanner / copier	Lit lab T612 network printer	In Pool / Awaiting Action	Brad Butler	Mar 28, 2011 11:43 AM
102 Smith EL	22878	Charles Woods	other software issue	CPS software mismatch - need help with versions.....	Assigned / Working	Jonathan Norris	Oct 6, 2010 11:16 AM
102 Smith EL	30460	Dona Morgan	computer	Computer - Low Battery	Assigned / Working	Wayne Tapp	Mar 24, 2011 2:42 PM
103 Francisco EL	25380	Tamara Pope	TV / DMP / Media Retrieval	TV	Long-Term Project	Clark Miller	Nov 19, 2010 11:32 AM
103 Francisco EL	30347	Jeffrey Samuelson	computer	Teacher's cpu slowing down	In Pool / Awaiting Action	Brad Butler	Mar 23, 2011 9:03 AM
103 Francisco EL	30551	Margarita Valladares	change	Employee Extension Verification	ON HOLD	Linda Molinar	Mar 28, 2011 7:44 AM
104 Binion EL	30730	Hilda Hager	email issue	Spam	Awaiting Acknowledgement	Mark Gibbs	Mar 31, 2011 7:27 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
104 Binion EL	22119	Judith Dallinger	building security	speaker issue	scheduled with 3rd party - DELCOM	Terry Ambrose	Sep 23, 2010 2:57 PM
104 Binion EL	28958	Cynthia Rosche	other software issue	needs tx to replace the one she gave to Elliot	Assigned / Working	Jonathan Norris	Feb 14, 2011 4:16 PM
104 Binion EL	30375	Marlene Spurgeon	phone / fax/ handheld	Zire 72 replacement please	Assigned / Working	Jonathan Norris	Mar 23, 2011 1:11 PM
105 Mullendore EL	30589	Helen Clark	other software issue	FW: Skyward web access	Waiting for Input from Customer	Michael DePaola	Mar 28, 2011 3:33 PM
105 Mullendore EL	30631	Beverly Sultan	other software issue	Cherri Kehoe - Skyward GB	Waiting for Input from Customer	Linda Molinar	Mar 29, 2011 11:36 AM

<i>Location</i>	<i>Ticket #</i>	<i>Contact</i>	<i>Category Option</i>	<i>Subject</i>	<i>Status</i>	<i>Assigned To</i>	<i>Created Date</i>
106 Richland EL	30765	Kaye Wild	other software issue	Virus	Waiting for Input from Customer	Amelia Giles	Mar 31, 2011 1:26 PM
106 Richland EL	26818	Traci Tucker	TV / DMP / Media Retrieval	TV in classroom	Long-Term Project	Clark Miller	Jan 4, 2011 8:19 AM
107 Smithfield EL	30736	Christie Nordell	printer / scanner / copier	VI Portable Network printer 107 VI-LEX	In Pool / Awaiting Action	David Merryfield	Mar 31, 2011 8:45 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
108 Snow Heights EL	30198	Dora Thrash	TV / DMP / Media Retrieval	Clock problem	Assigned / Working	Darrell Maxey	Mar 21, 2011 11:25 AM
108 Snow Heights EL	30202	Virginia Tyler	TV / DMP / Media Retrieval	Clock / TV Issue	Assigned / Working	Darrell Maxey	Mar 21, 2011 11:47 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
109 Cheney EL	30412	Katie Kulesz	computer	Young Explorer Computer	Assigned / Working	Clark Miller	Mar 24, 2011 9:09 AM
109 Cheney EL	30579	Katie Watson	projector / doc cam / smartboard	Document Camera is Freezing Up	In Pool / Awaiting Action	Brad Butler	Mar 28, 2011 1:53 PM
109 Cheney EL	30593	Lisa Estill	projector / doc cam / smartboard	Projector	In Pool / Awaiting Action	Brad Butler	Mar 28, 2011 4:20 PM
110 Stowe EL	30776	Ronda King	computer	computer freezing up/making noise	Assigned / Working	Wayne Tapp	Mar 31, 2011 3:41 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
110 Stowe EL	17043	Kelly Stephens	projector / doc cam / smartboard	Speakers	scheduled with 3rd party - DELCOM	Terry Ambrose	Aug 3, 2010 9:49 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

<i>Location</i>	<i>Ticket #</i>	<i>Contact</i>	<i>Category Option</i>	<i>Subject</i>	<i>Status</i>	<i>Assigned To</i>	<i>Created Date</i>
110 Stowe EL	20935	Amanda Davis	computer	volume	scheduled with 3rd party - DELCOM	Terry Ambrose	Sep 8, 2010 4:15 PM
110 Stowe EL	25439	Adriana Leyva	projector / doc cam / smartboard	classroom projector	Parts on Order	Clark Miller	Nov 22, 2010 9:46 AM
110 Stowe EL	26995	Gloria Gibson	projector / doc cam / smartboard	Projector that is mounted in the ceiling	Parts on Order	Clark Miller	Jan 5, 2011 1:28 PM
110 Stowe EL	30308	Carol Fields	wireless - connection issue	Blue Screen	scheduled with 3rd party - DELL	Wayne Tapp	Mar 22, 2011 2:19 PM
111 West Birdville EL	30745	Meredith Bolton	computer	Stolen CPU-returned	In Pool / Awaiting Action	Brad Butler	Mar 31, 2011 10:26 AM
111 West Birdville EL	28888	Meredith Bolton	email issue	Public Calendar Access	Reopened	Mark Gibbs	Feb 11, 2011 3:23 PM
111 West Birdville EL	30370	Meredith Bolton	computer	CPU not Booting	In Pool / Awaiting Action	Brad Butler	Mar 23, 2011 12:18 PM
111 West Birdville EL	30371	Meredith Bolton	computer	CPU not Booting	In Pool / Awaiting Action	Brad Butler	Mar 23, 2011 12:22 PM
111 West Birdville EL	30622	Kathleen Grupe	projector / doc cam / smartboard	Epson Projector Not Working	In Pool / Awaiting Action	Brad Butler	Mar 29, 2011 10:42 AM
111 West Birdville EL	30646	Meredith Bolton	computer	CPU will not boot	Parts on Order	Brad Butler	Mar 29, 2011 2:25 PM
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
112 Holiday Heights EL	29658	Carol Smith	projector / doc cam / smartboard	lamp of projector	Parts on Order	Adalberto Sanchez	Mar 2, 2011 11:12 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
113 Watauga EL	30770	Angela Junge	other software issue	Skyward access	Awaiting Acknowledgement	Michael DePaola	Mar 31, 2011 1:55 PM

<i>Location</i>	<i>Ticket #</i>	<i>Contact</i>	<i>Category Option</i>	<i>Subject</i>	<i>Status</i>	<i>Assigned To</i>	<i>Created Date</i>
113 Watauga EL	24799	Teressa Holford	computer	smart board	scheduled with 3rd party - DELCOM	Terry Ambrose	Nov 9, 2010 3:41 PM
114 Hardeman EL	30744	Peggy Kirpach	other software issue	Skyward Icon - left a voicemail msg 9:35am	Waiting for Input from Customer	Linda Molinar	Mar 31, 2011 10:24 AM
114 Hardeman EL	30400	Celeste Bezner	computer	Monitor won't come on	Parts on Order	Chris Robison	Mar 24, 2011 7:36 AM
115 Porter EL	30752	Nancy Michalik	computer	error message	Waiting for Input from Customer	Amelia Giles	Mar 31, 2011 11:35 AM
115 Porter EL	30763	Ann Buinger	projector / doc cam / smartboard	HELP!	In Pool / Awaiting Action	David Merryfield	Mar 31, 2011 1:05 PM
115 Porter EL	24159	Kathleen Hull	TV / DMP / Media Retrieval	Television	Long-Term Project	Clark Miller	Oct 29, 2010 1:15 PM
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
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
115 Porter EL	29036	Paula Obermueller	bells / intercomm / paging	P A System	Assigned / Working	Darrell Maxey	Feb 16, 2011 8:29 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
115 Porter EL	30405	Paula Obermueller	TV / DMP / Media Retrieval	TV Problems	Long-Term Project	Clark Miller	Mar 24, 2011 8:13 AM
116 Thomas EL	30211	Beverly Ellis	projector / doc cam / smartboard	document camera	Assigned / Working	David Merryfield	Mar 21, 2011 12:27 PM
117 Foster Village EL	27024	Mary Croxdale	building security	Badge Scanners	ON HOLD - waiting for approval	Chris Jenkins	Jan 5, 2011 3:52 PM
117 Foster Village EL	30249	Chris Robison	projector / doc cam / smartboard	Projector will not power on	Long-Term Project	Chris Robison	Mar 22, 2011 7:58 AM

<i>Location</i>	<i>Ticket #</i>	<i>Contact</i>	<i>Category Option</i>	<i>Subject</i>	<i>Status</i>	<i>Assigned To</i>	<i>Created Date</i>
118 North Ridge EL	24437	Richard Murrell	TV / DMP / Media Retrieval	TV	Long-Term Project	Clark Miller	Nov 4, 2010 9:31 AM
119 Spicer EL	30495	Barbara Chapman	printer / scanner / copier	Wireless network printer will not hold a connection	Awaiting Acknowledgement	Jonathan Abrams	Mar 25, 2011 10:06 AM
120 Green Valley EL	30712	Keith Davis	computer	Several problems	Parts on Order	David Merryfield	Mar 30, 2011 2:00 PM
120 Green Valley EL	25719	Keith Davis	TV / DMP / Media Retrieval	Distorted sound	Long-Term Project	Clark Miller	Nov 30, 2010 12:01 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
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
121 Walker Creek EL	30327	Marta White	building security	building access	Waiting for Input from Customer	Chris Jenkins	Mar 22, 2011 4:58 PM
121 Walker Creek EL	30673	Nancy Kozak	computer	Computer down	In Pool / Awaiting Action	David Merryfield	Mar 30, 2011 7:36 AM
121 Walker Creek EL	30674	Nancy Kozak	computer	Computer down	In Pool / Awaiting Action	David Merryfield	Mar 30, 2011 7:37 AM