

Request Area

Please select the correct Request Area so the ticket will be properly assigned

Each category has examples to help you select. If you have comments please contact me.



















Facilities:

Select location (campus)> Subcategory

Facilities request assigned to Christine Speidel

Request Area Selection

Request Area

- ▲  **Facilities**
 - ▶  **Hazelton**
 - ▶  **Houston**
 - ▶  **Rupert**
 - ▶  **Smithers**
 - ▲  **Terrace**
 - ▲  **Birch / Cafeteria**
 -  **Carpentry** Moving doors, building & hanging shelves, building furniture, etc
 -  **Electrical** Burned out lights, blown breakers, moving electrical fixtures, etc
 -  **General Maintenance** Leaking from roofs, snow / ice issues, moving items, grounds issues etc.
 -  **Plumbing/Heating** Leaking fixtures, incorrect room temperatures etc.
 - ▶  **Cedar/ Trades**
 - ▶  **Daycare**
 - ▶  **Dorm**
 - ▶  **Freda Diesing**
 - ▶  **Jackpine / Admin**
 - ▶  **Longhouse**
 - ▶  **Spruce / Registration**

HR:


Access Control assigned to Lynne Nordstrom

OnBoard/ Change assigned to Christina Losier


Vacancy –Request assigned to Christina Losier


Request Area Selection

Request Area

▶  **Facilities**

▶  **HR**

 **Access Control** Access Control (Door Access Control)

 **OnBoard/Change** For All New Staff or Returning Staff, Contractors or Faculty

 **Vacancy - Request** All Staffing Requirements

IT:

Request Area Selection

Request Area

▶ Facilities

▶ HR

▶ **IT**

▶ **Hardware Issues** Any Request related to Physical Hardware (Laptops, Desktops & Printers)

▶ **Networks.Drive/Files** Any request related to issues with Network Drives, Speed of Network, Copy voice or bad video feed or Accessibility of Sites etc.

▶ **Printer/Printing** Any requests related to Printers

▶ **Purchase.Requests** All Request for Purchase of IT Equipment, Requestor must provide Cost Center Code

▶ Software

▶ Telephone

▶ **VideoConf.Request** Any request related to Video Conferences or VC rooms and equipment.

▶ **Web**

Software:

Request Area Selection

Request Area

▾ Facilities

▾ HR

▾ IT

▾ **Hardware Issues** Any Request related to Physical Hardware (Laptops, Desktops & Printers)

▾ **Networks.Drive/Files** Any request related to issues with Network Drives, Speed of Network, Copy voice or bad video feed or Accessibility of Sites etc.

▾ **Printer/Printing** Any requests related to Printers

▾ **Purchase.Requests** All Request for Purchase of IT Equipment, Requestor must provide Cost Center Code

▾ **Software**

▾ **BookLog** Environment software

▾ **Colleague** issues with Colleague, NWconnect, EZR, F9

▾ **D2L** All Request related to D2L

▾ **Email/Office** All Issues related to the Microsoft Suite like Word,Excel, Power point & Outlook

▾ **eRooms** All issues and request related eRooms tool

▾ **ImageNow** DOS software

▾ **Library** Software.Library

▾ **NSD** Service Desk

▾ **Others** Other Software

▾ **Point of Sale**

Telephone / Web:

📁 Telephone

📁 **CellPhone** Any Cell Phone related requests (New Cell Phone, Replace, International Packages)

📁 **DeskPhone** Any Request on Desk Phones (Replace/Repair or new)

📁 **VideoConf.Request** Any request related to Video Conferences or VC rooms and equipment.

📁 Web

📁 **SharePoint** All Request related to sharepoint, Teams, O365

📁 **WebSite** All Request related to website (NWCC.BC.CA), SharePoint & Colleague Any Business intelligence related request.

Printshop assigned to Rhonda Hunter

Request Area Selection

Request Area

📁 Facilities

📁 HR

📁 **IT**

📁 **Hardware Issues** Any Request related to Physical Hardware (Laptops, Desktops & Printers)

📁 **Networks.Drive/Files** Any request related to issues with Network Drives, Speed of Network, Copy voice or bad video feed or Accessibility of Sites etc.

📁 **Printer/Printing** Any requests related to Printers

📁 **Purchase.Requests** All Request for Purchase of IT Equipment, Requestor must provide Cost Center Code

📁 **Software**

📁 Telephone

📁 **VideoConf.Request** Any request related to Video Conferences or VC rooms and equipment.

📁 **Web**

📁 **PrintShop.Job** All Print Shop Jobs for large quantities of Printing Needs, Photo Copy needs or Binding services

Security:

Request Area Selection

Request Area

- ▶ **Facilities**
- ▶ **HR**
- ▶ **IT**
- ▶ **PrintShop.Job** All Print Shop Jobs for large quantities of Printing Needs, Photo Copy needs or Binding services
- ▶ **Security**
 - ▶ **Daily Report** All Security Reports
 - ▶ **Issue with student** Student issues via eRooms
 - ▶ **Residency Request** Approvals for Issuing rooms to Students & Guests

Warehouse: assigned to Riley Gowen

Request Area Selection

Request Area

- ▶ **Facilities**
- ▶ **HR**
- ▶ **IT**
- ▶ **PrintShop.Job** All Print Shop Jobs for large quantities of Printing Needs, Photo Copy needs or Binding services
- ▶ **Security**
 - ▶ **Daily Report** All Security Reports
 - ▶ **Issue with student** Student issues via eRooms
 - ▶ **Residency Request** Approvals for Issuing rooms to Students & Guests
- ▶ **Student Services.Applicants(International)** All Student related request
- ▶ **Warehouse**
 - ▶ **Recieved**
 - ▶ **Send**