

# KCC Testing Request - FootPrints

<https://workorder2.kellogg.edu>

This is the Work Order used for technology issues and requests from various areas of the College – Information Services, Facilities and Testing. There is a Knowledge Base to research common issues and resolutions. Login using your k-id and universal password.

## Choose the type of work order:

**I.S. Incident** – Information Services

**Facilities Incident** – Building, Repairs, Moves, Grounds

**Testing Request** – Proctored and/or make up testing

Subscriber	Item Name	Record Number	Title	Priority	Status	Description
Information Services Dept	Academic Dept	01-0		3-Medium	Request	it
Information Services Dept	Academic Systems Dept	01-0		3-Medium	Request	Password 1212
Information Services Dept	Academic Systems Dept	01-0		3-Medium	Request	Password for test admin
Facilities Dept	Facilities Dept	01-05	WED	3-Medium	In Progress	air/hit
Information Services Dept	I.S. Dept	01-01	Module permissions M	3-Medium	Closed	See resolution

## Filling out the work order:

All the fields are **required** and should be filled out with as much detail as possible.

**Common**

*Use the drop down menu or you can type it in.*

**All Fields are Required**

*Press 'Ctrl' to on keyboard to select more than one option.*

Incident Number: \_\_\_\_\_ Created On: \_\_\_\_\_ Status: Request

Instructor Name\*: \_\_\_\_\_ Subject\*: \_\_\_\_\_ Course Number\*: \_\_\_\_\_ Section\*: \_\_\_\_\_

Exam Name\*: \_\_\_\_\_ Test Type\*: \_\_\_\_\_ Deadline Date\*: \_\_\_\_\_

Time Limit (in minutes)\*: \_\_\_\_\_ Materials Allowed\*: \_\_\_\_\_ Materials Allowed Other: \_\_\_\_\_ Pickup\*: \_\_\_\_\_

Student Names: \_\_\_\_\_  
*Names or k-id*

Please contact the Center for Student Success with any questions:

(269) 660-2296 or [csstesting@kellogg.edu](mailto:csstesting@kellogg.edu)

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## Additional Information:

Enter any additional information that you feel is necessary for The Center for Student Success to know about. This could include but not limited to a student that needs extra time on a test or a Moodle quiz password.

## Attachments:

Upload your paper Test or documents.

This will allow you to browse your computer for your test.

Attaching it to the work order will allow the Center for Student Success staff to print only what is needed for the students.

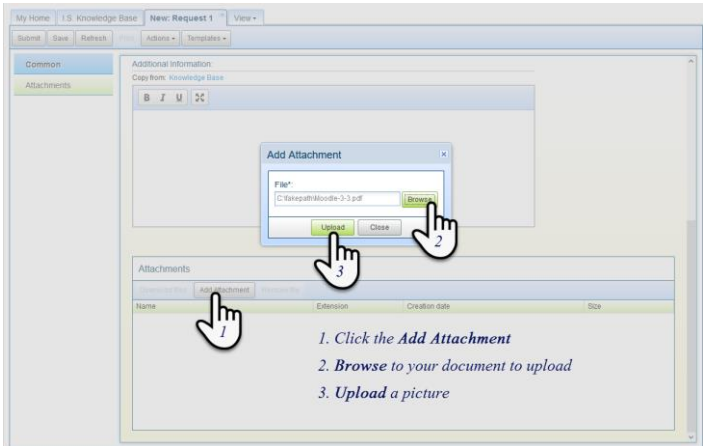
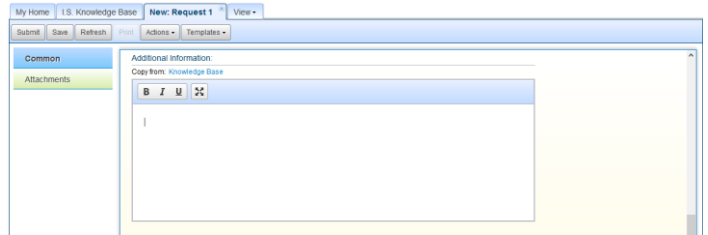
## Update a work order:

To update a work order, login to the work order system.

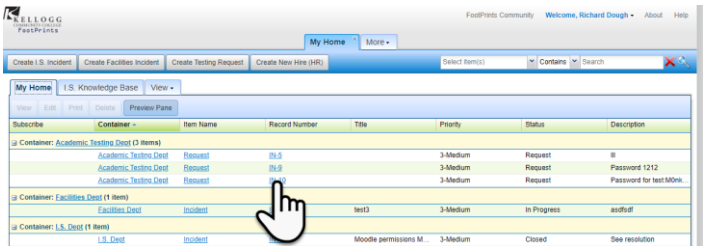
Locate the work order, click on the IN-#.

## Edits / Changes:

Please make your edit/changes and **Submit** at the top.



1. Click the **Add Attachment**
2. **Browse** to your document to upload
3. **Upload** a picture



**Make your changes  
Submit when finished**