IT Work Order Cheatsheet

Upon completion of your work order submission, the Work Order application will automatically send you a work order confirmation with a unique work order number. You will also receive an email with confirmation that your work order has been completed, and closed.

How to Submit a Work Order

Work Orders are created using the Maintenance Connection Application. To reach the Maintenance Connection interface, select the icon on the desktop, called “Work Order Site”. Alternatively, the website can be reached by going to http://helpdesk.nlc.bc.ca/ in your web browser.

From here, enter your AD login credentials, which are used to log into all NLC computers as well as your email. You will be brought to the Service Requester screen, which has locations to fill in your name, email, phone number, as well as a target date for when the work should be started.

Do not worry about the Account selection, it is unused. The needed by is set to default to 2 days but is subject to change based on the nature of the issue.

The Location/Asset dropdown menu allows you to specify your location. Double check that **Information Technology** is selected, if you see Facilities listed directly below Northern Lights College, click on Facilities, then use the dropdown menu to select **Information Technology**, and any further specifications of location as desired.