TRACK-IT INSTRUCTIONS FOR STUDENTS AND STUDENT ORGS

Use Track-It Self Service for non-event I.T. Help Request, Website Request, Marketing Request, E-Newsletter Project Request and Facilities Help Request.

Use the Event form for event requests (not Track-it self service).

To start Track-It Self Service, go to the address
http://trackit2.law.tamu.edu/trackitweb/selfservice

This link to TrackIt Self Service can be found on the Law School website at law.tamu.edu/trackit.

How to login to Track-It

If you have never signed in, enter your Net ID as the User Name and click “Log In”.

You will be prompted to create a new user.
How to create a work order in Track-It

To create a new work order, click “Add a New Work Order”.

Complete the **Summary**, **call back number** and Click “**Type**” to choose your student organization.

Select your student organization from the dropdown list.
You can select a file to attach if needed by clicking on “Browse” at the bottom of the form. Click “Submit” when ready to submit your work order.

Your work order will be assigned to a technician “approver” and you will also receive a work order number (ID#) and an email confirmation.

In this view you can also add a note, add an attachment or cancel a work order you’ve already submitted.
Email confirmation shows the Track-It Work Order ID# in both the subject and body of the email.

How to view or check the status of your submitted work order:

**View**: To view all of your work orders, Click “My Work Orders”.

![My Work Orders](image)
CHECK STATUS: To check the status of your request: 1. Click “My Request for Change.” 2. Click “All requests for Change” and find by ID# or Summary.
Click the **ID#** to open the work order. Once opened, you can view the **status** of your work order. You will also have the ability to view if the work order has been completed and which technician (“**approver**”) has completed his/her portion and any **comments** made by approvers.

If you have any questions, please contact Tyra Kelly at 817-212-4044, **tckelly007@law.tamu.edu**, or in I.T. room 211.