This How To Guide details the steps required to create a new work order in Service Desk Plus.

If you require assistance with the installation or operation of this process, please contact the BASD IT Support desk by calling: 610–849–1899 ex.t 35700.

1. Open your preferred web browser
2. Navigate to servicedesk.beth.k12.pa.us
3. Sign in using your BASD username / password (If you need to reset your password please see the How To - Reset BASD Password documentation)

See Figure 1
4. Click 'Submit your request'  
   See figure 2

Figure 2

5. Click 'New Request' located to the right of the Search box, or select a template from those listed.  
   See Figure 3

Figure 3
6. Proceed to fill out as much information as possible regarding your problem. You are able to add screenshots as an attachment at the bottom of the request.

   See Figure 4

7. Click ‘Add request’

   See Figure 4

8. You will receive an email from SDPMail@basdschools.org with your request id listed. Make a note of that id number. If you contact the service desk, you may be asked to provide this information.