

How to Enter a Lawson Support Request

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If you are unsure of the information to enter on the Lawson Support Request form, review the FAQs and Tips When Opening a Lawson Support Request form section. The Detailed Procedure for Opening a Lawson Support Request section provides more details and screenshots for infrequent or first-time users. Appendix B provides a link to Lawson Knowledge Base documents that address common tasks or frequently reported issues. All others can use the following quick steps.



Lawson Support Request

This form is to be used only for entering Lawson support requests

For non-Lawson related support requests, please visit <http://infoweb/helpdesk/request.asp>

Contact Person:

Title:

Location:

WorkPhone:

Computer Name/VNC #:

Area Affected:

Detailed Problem Description:

Ticket Submitted By: pmclean@greenville.k12.sc.us

All Fields Are Required

Please visit Infoweb at <http://infoweb/schoolreports/locationheat.asp> to review your open call tickets.

NOTE: Do NOT use the Lawson Support Request ATG for PowerSchool, GCS or other vendor applications, hardware, printing, telephone, or any other non-Lawson calls. The groups responding to Lawson-related calls do not have the ability to reassign calls to groups outside of Lawson responders.

Quick Steps for Opening a Lawson Support Request

Go to the Lawson Support Request automatic ticket generator (ATG) page to report Lawson, SmartFind, or Timelink incidents via the following link: <http://infoweb.greenville.k12.sc.us/lawson/request.asp>
The Lawson Support Request page will open.

NOTE: This form is to be used only for entering Lawson support requests.

Enter the required *<information>* as follows:

- **Enter** the *<Contact Person>*
- **Enter** the contact person's *<Title>*
- **Enter** the contact person's *<Location>*
- **Enter** the contact person's *<WorkPhone>*
- **Enter** the contact person's *<Computer Name/VNC>*
- **Select** the Area Affected from the drop-down menu choices provided.
- **Enter** the Detailed Problem Description.

Review your information and **click** the Submit button. The page will refresh with a message stating, "Your Service Request has been submitted for processing".

You will soon receive an email confirming that your service request has been processed. If you do not receive an email confirmation please contact the ETS Help Desk at 355-4357

If you have additional calls to place, **click** the Return to Lawson Support Request Form button.

Please **visit** Infoweb at <http://infoweb/schoolreports/locationheat.asp> to review your open call tickets. The Open Calls by Location page will open.

Select your location from the Site drop-down menu and **click** the Show Calls for Location button. The page will refresh and show all open calls at your location.

You will receive an email providing a solution to your service request once the responder has closed your call. It will look very similar to the confirmation email, except it will include the following statement "The actions performed to resolve your request were:" followed by the solution provided by the responder.

FAQs and Tips When Opening a Lawson Support Request

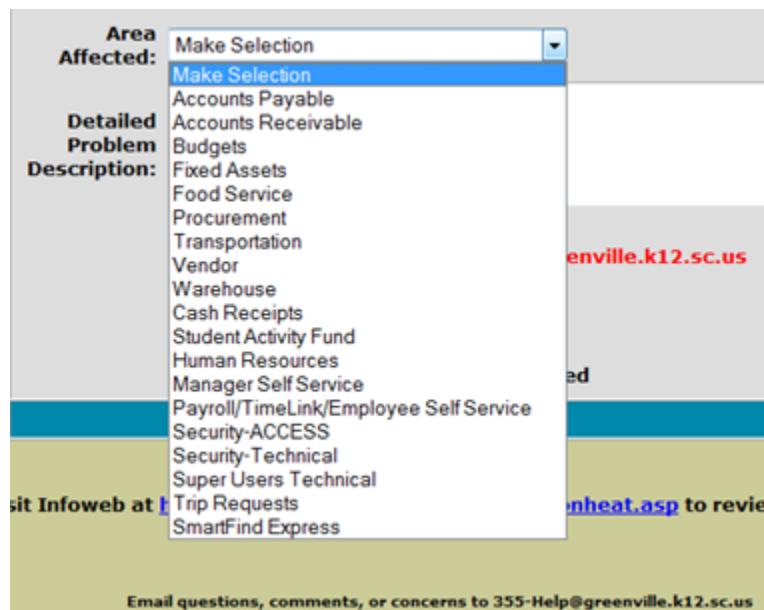
1. Who should I list as the Contact Person?

- *You can be listed as the contact person. If you are opening the Lawson Support Request, you will receive the automatic confirmation emails generated by the HEAT system and will receive the automatic closure notification email.*
- *Additional contacts (or the person that should be contacted to address the problem can be included as part of the Detailed Problem Description)*
- *The title, location, and work phone should be associated with the contact person listed.*

2. Do I need to include the Computer Name/VNC?

- *It is not necessary for most Lawson calls. If it is needed the responder will request the VNC number.*

3. How do I determine the Area Affected selection?



- *A common mistake is to select the area of Lawson that matches your work assignment. For example; a FANS employee is having a problem with Payroll or Timelink and they report their problem as Food Service or a Warehouse employee is having a problem with procurement, yet report the problem as Warehouse. A good rule of thumb is to review the detailed problem description and select the area that best matches*

your problem.

In the two examples provided, the responders responsible for the areas selected would not be able to resolve the issue and proper routing, assignment, and resolution of your call would be delayed.

- *When in doubt, make your best guess at the correct Area Affected. All calls will be reviewed, assigned, and addressed as quickly as possible, regardless of the Area Affected selected.*
- *See [Appendix A: Legend for Lawson Support Requests](#) for brief descriptions of subject areas.*

4. What details are needed in the problem description?

- *Please include enough detail for the responder to reproduce your incident. Include application name, report name, process flow, requisition number, any error messages or other pertinent information that would help understand the assistance or action required. If additional information is required, it will be requested from the contact.*
- *If you receive a Lawson error, copy and paste the error message in the detailed problem description box.*

5. How do I report a non-Lawson Support Request?

- *Use the regular Help Desk ATG available on the InfoWeb at the following link to report non-Lawson Support Requests or incidents via the following link: .*
<http://infoweb/helpdesk/request.asp>
- *This link will open the ETS Technical Help Desk Ticket Entry Form. (see the screenshot on the next page)*
- *Non-Lawson related calls opened using the Lawson Support Request ATG will be closed directing the caller to use the regular Help Desk ATG available on the InfoWeb to report their incident.*

6. Are there any documents that provide procedures or workarounds for commonly reported incidents that would preclude opening a Heat call?

- *ETS Administrative Computing provides documents that address frequently reported issues in a Lawson Knowledge Base folder on their Sharepoint team site. Use the following link to review the documents: <https://gcsstaff.greenville.k12.sc.us/sites/ETS/AdminComp/LawsonKB/default.aspx>*
- *ETS Administrative Computing has also posted some 'How to perform various tasks' documents for Accounts Payable in the same folder*

- [Appendix B: Lawson Knowledge Base Documents](#) provides a list of the available documents.



ETS Technical Help Desk Ticket Entry Form

Please do not use this form for high priority calls
For more urgent issues call 355-HELP

[Click Here](#) for Lawson Support Requests

Contact Person:

Title:

Location:

WorkPhone:

Computer/Printer Name:

Has TAC performed troubleshooting steps? Yes No

Area Affected

Is this a PowerSchool Software issue? Yes No

Detailed Problem Description:

Ticket Submitted By: pmclean@greenville.k12.sc.us

All Fields Are Required

Please visit Infoweb at <http://infoweb/schoolreports/locationheat.asp> to review your open call tickets.

If you initially went to this page by mistake, **click** the **[Click Here](#) for Lawson Support Requests** link to go to the Lawson Support Request page.

Both the Lawson Support Requests ATG and regular Help Desk ATG pages on Infoweb have links to connect to the other ATG page.

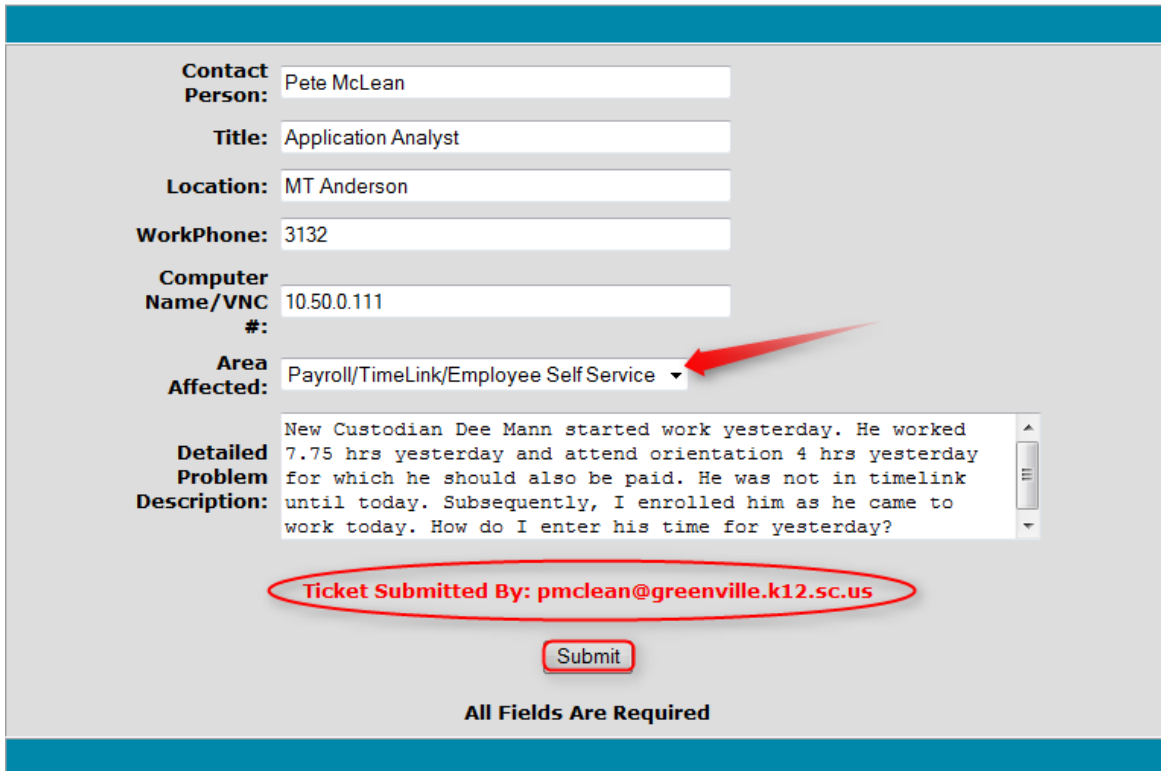
Detailed Procedure for Opening a Lawson Support Request

Use the Lawson Support Request automatic ticket generator (ATG) page to report Lawson, SmartFind, or Timelink incidents.

Go to: <http://infoweb.greenville.k12.sc.us/lawson/request.asp>

The Lawson Support Request page will open.

NOTE: This form is to be used only for entering Lawson support requests.



The screenshot shows a web form for submitting a Lawson support request. The form fields are as follows:

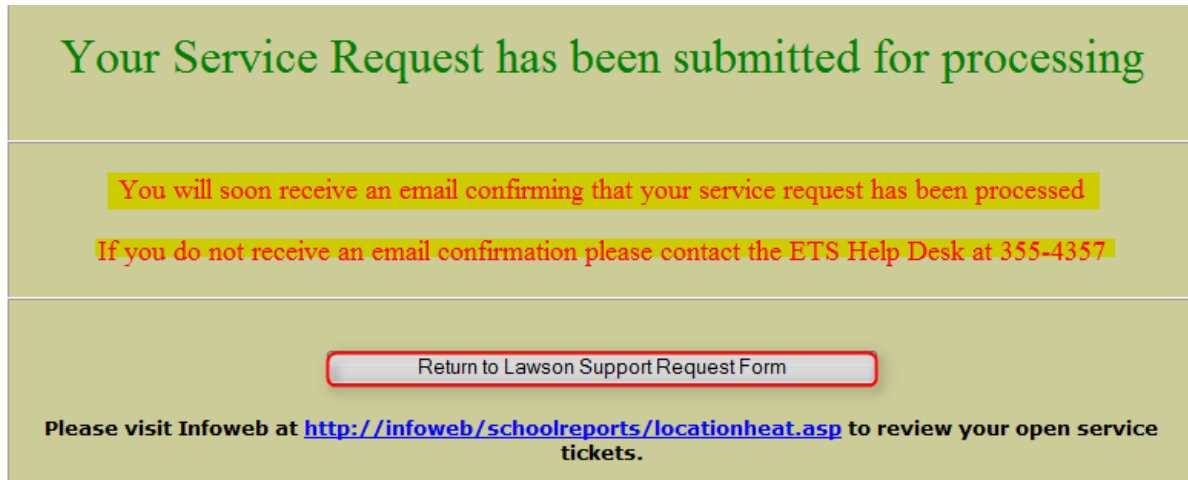
- Contact Person:** Pete McLean
- Title:** Application Analyst
- Location:** MT Anderson
- WorkPhone:** 3132
- Computer Name/VNC #:** 10.50.0.111
- Area Affected:** Payroll/TimeLink/Employee Self Service (indicated by a red arrow)
- Detailed Problem Description:** New Custodian Dee Mann started work yesterday. He worked 7.75 hrs yesterday and attend orientation 4 hrs yesterday for which he should also be paid. He was not in timelink until today. Subsequently, I enrolled him as he came to work today. How do I enter his time for yesterday?

Below the description field, the text "Ticket Submitted By: pmclean@greenville.k12.sc.us" is circled in red. A "Submit" button is located at the bottom of the form, with the text "All Fields Are Required" centered below it.

Enter the required *<information>* as follows:

- **Enter** the *<Contact Person>* (normally you, if you are reporting the problem on someone's behalf, the contact information can be included in the Detailed Problem Description field)
- **Enter** the contact person's *<Title>*
- **Enter** the contact person's *<Location>*
- **Enter** the contact person's *<WorkPhone>*
- **Enter** the contact person's *<Computer Name/VNC>*
- **Select** the Area Affected from the drop-down menu choices provided.
- **Enter** the Detailed Problem Description. Please include enough detail for the responder to reproduce your incident. **Include** application name, report name, process flow, any error messages or other pertinent information.

Review your information and **click** the Submit button. The page will refresh with a message stating, "Your Service Request has been submitted for processing"



Your Service Request has been submitted for processing

You will soon receive an email confirming that your service request has been processed

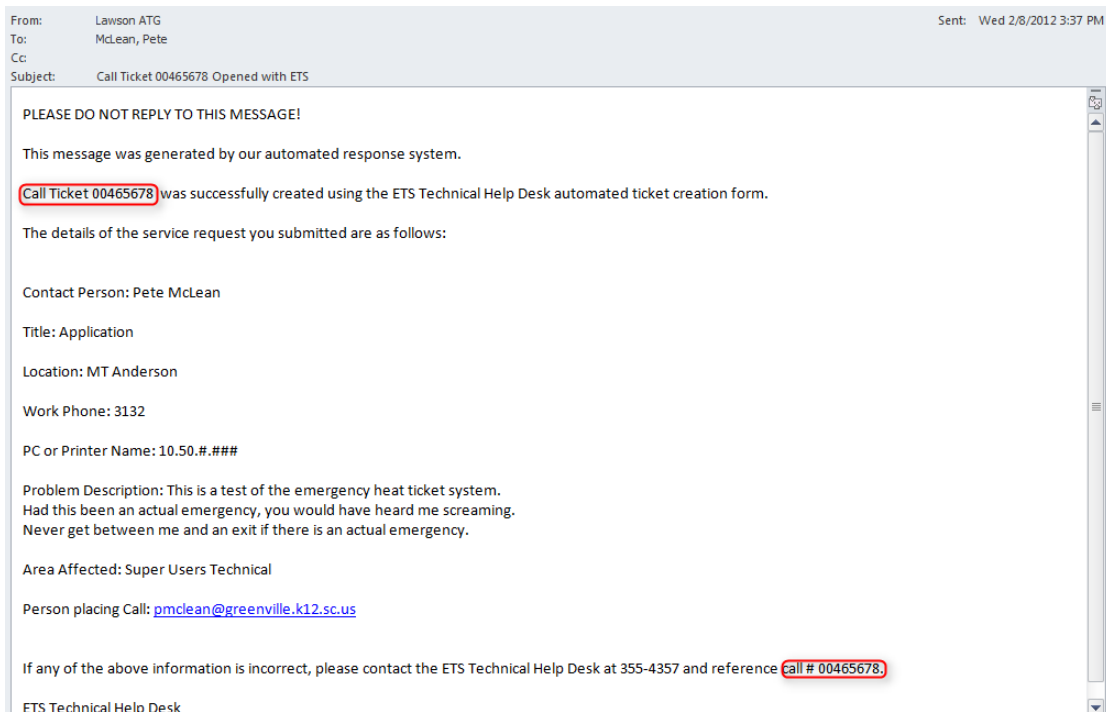
If you do not receive an email confirmation please contact the ETS Help Desk at 355-4357

[Return to Lawson Support Request Form](#)

Please visit Infoweb at <http://infoweb/schoolreports/locationheat.asp> to review your open service tickets.

If you have additional calls to place, **click** the Return to Lawson Support Request Form button.

You will soon receive an email confirming that your service request has been processed. If you do not receive an email confirmation please contact the ETS Help Desk at 355-4357.



From: Lawson ATG
To: McLean, Pete
Cc:
Subject: Call Ticket 00465678 Opened with ETS

Sent: Wed 2/8/2012 3:37 PM

PLEASE DO NOT REPLY TO THIS MESSAGE!

This message was generated by our automated response system.

Call Ticket 00465678 was successfully created using the ETS Technical Help Desk automated ticket creation form.

The details of the service request you submitted are as follows:

Contact Person: Pete McLean

Title: Application

Location: MT Anderson

Work Phone: 3132

PC or Printer Name: 10.50.#.###

Problem Description: This is a test of the emergency heat ticket system. Had this been an actual emergency, you would have heard me screaming. Never get between me and an exit if there is an actual emergency.

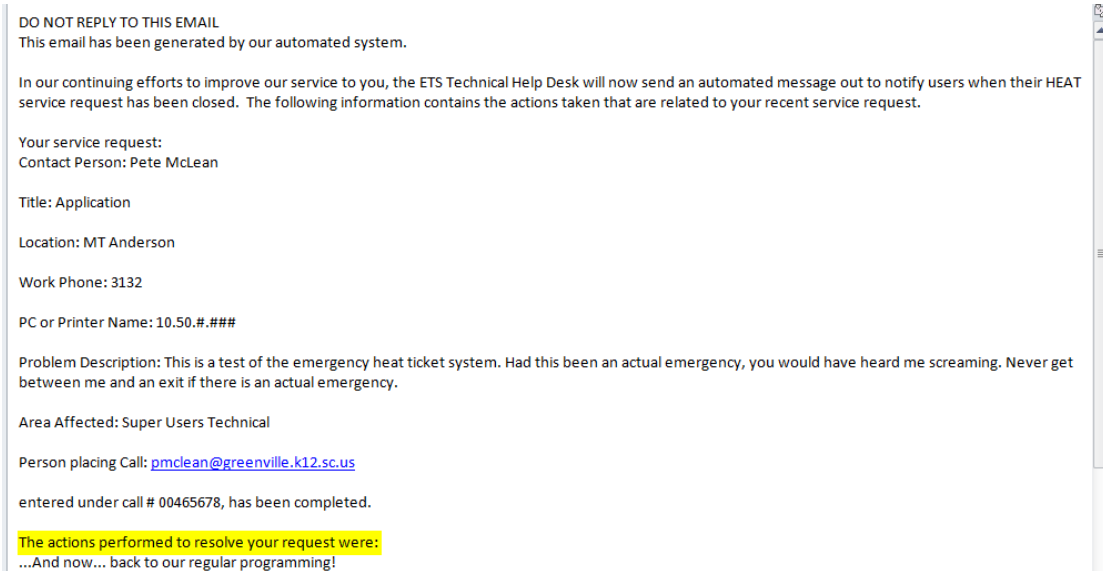
Area Affected: Super Users Technical

Person placing Call: pmclean@greenville.k12.sc.us

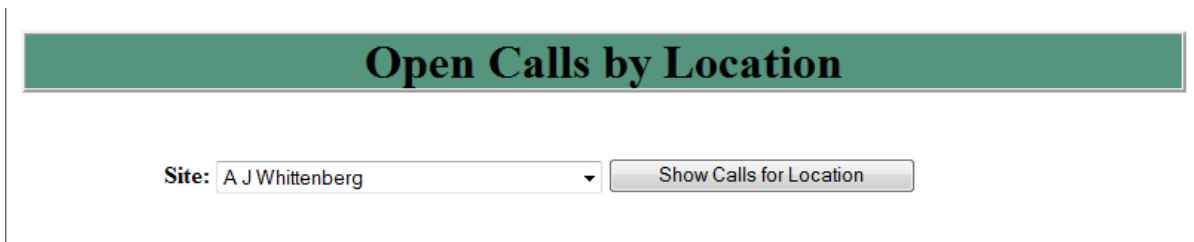
If any of the above information is incorrect, please contact the ETS Technical Help Desk at 355-4357 and reference **call # 00465678**.

ETS Technical Helo Desk

You will receive an email providing a solution to your service request once the responder has closed your call. It will look very similar to the confirmation email, except it will include the following statement "The actions performed to resolve your request were:" followed by the solution provided by the responder.



Please **visit** Infoweb at <http://infoweb/schoolreports/locationheat.asp> to review your open call tickets. The Open Calls by Location page will open.



Select your location from the Site drop-down menu and click the Show Calls for Location button. The page will refresh and show all open calls at your location – see the following screenshot for a sample view.

Open Calls by Location					
Location	CallID	RecvDate	FirstName	LastName	CallDesc
MT Anderson	00463474	2012-01-23	Laura	Stanton	Work Phone: 452-0052 alt 304-4345 Problem Description: At Excalibur, place networked printer in teacher's office on wall opposite desks. Needs drop. Area Affected: Admin Person placing Call: Istanton@greenville.k12.sc.us
MT Anderson	00463467	2012-01-23	Laura	Stanton	Work Phone: 452-0052 alt 304-4345 Problem Description: At Generations group home, plan to place printer on RTF side of facility (left side of street.) There is an empty 'visitation oom' just off courtyard with an unused drop. Although this drop belongs to Generations, they would like us to use it for our printer. Need to move wiring so that drop plugs into our network. Area Affected: Admin Person placing Call: Istanton@greenville.k12.sc.us

Appendix A: Legend for Lawson Support Requests Call Types:

- **FINANCE**

- ❖ Accounts Payable – issues related to receiving and vendor invoices paid with District funds
- ❖ Account Receivable – payment issues related to statements received from the District
- ❖ Budgets – issues related to your District budgeted accounts
- ❖ Fixed Assets – issues related to your locations fixed assets
- ❖ Food Service – issues related to food service financial operations
- ❖ Procurement – issues related to requisitions, purchase orders and purchase order cancellations
- ❖ TimeLink / Payroll / Employee Self Service – issues related to time punches, edits, and approvals of employee time or issues related to information in ESS
- ❖ Transportation – issues related to invoices for bus use
- ❖ Vendor – issues related to vendor additions, changes, etc.
- ❖ Warehouse – issues related to warehouse orders

- **STUDENT ACTIVITY FUND**

- ❖ Cash Receipts – issues related to Cash Receipts Manager with Student Activity Funds
- ❖ Student Activity Funds – issues related to the accounting for Student Activity Funds in Lawson

- **HUMAN RESOURCES AND PAYROLL**

- ❖ Human Resources – issues related to filtering and printing HR reports, and the payroll register
- ❖ Manager Self Service – issues related to information / processes in MSS

- **TECHNICAL / SECURITY / ACCESS**

- ❖ Security/ACCESS – requests for additions, deletions or changes to access for Lawson / TimeLink processes
- ❖ Security/Technical – issues with and security / technical violations when accessing Lawson applications that you've previously used without problems
- ❖ Super Users Technical – ONLY FOR SUPER USERS- technical/reporting issues that cannot be addressed by the assigned Super Users
- ❖ Trip Requests – issues related to the Trips Request Manager and access

Appendix B: Lawson Knowledge Base Documents:

Use the following link to view the documents: <https://gcsstaff.greenville.k12.sc.us/sites/ETS/AdminComp/LawsonKB/default.aspx>

(GCS login required)

- **ACCOUNTS PAYABLE**
 - ❖ AP_Accounts Payable.docx
 - ❖ AP_Accruing Sales Tax.docx
 - ❖ AP_Asset Management Thresholds.pdf
 - ❖ AP_Check Process for Paying Invoices.doc
 - ❖ AP_Deleting Orphan Receivers.docx
 - ❖ AP_Mass Void.doc
 - ❖ AP_PO Screen Paths.docx
 - ❖ AP_Receiving Self Service.doc
 - ❖ AP_SC Educational Tax Exemptions.docx
 - ❖ AP_Tax on Books.docx
 - ❖ AP_Warranty Tax Information.docxorders

- **ADMINISTRATIVE COMPUTING**
 - ❖ ETS_FAQ-Report Pulls Only Partial Information.pdf
 - ❖ ETS_How to Update Home Address in ESS.pdf
 - ❖ ETS_How to Clear a Servlet Xpress Error.pdf
 - ❖ ETS_How to Display Approval History.pdf
 - ❖ ETS_How to Enter a Lawson Support Request.pdf
 - ❖ ETS_Preventing Lawson Email Being Flagged as Junk Mail.pdf
 - ❖ ETS_Setting up RQC for Requisitions.pdf