

# IBM TRIRIGA

## Adding Tririga Tile to Favorites:

- Go to your **My District Portal** page and log in
- Click the magnifying glass on the top left corner
- Type Tririga in the search box
- Right-click on the green Tririga tile and select **Add to Favorites**
- Click the X on the top right corner of the screen to get back to the **My District Portal** page

## Viewing Existing Work Orders:

You will only see work orders for your school.

- Click on the Tririga tile in the portal
- Click School Request Manager
- My Active Requests tab
  - Displays all open work orders submitted by you, the SFS Manager to include the Facilities work orders for the kitchen
  - Click on any field in the work order to open the ticket
    - A new window will open that will display the full description of the work order you entered in the **Description** field
  - **Work Status** – starts as **Draft**. Once the work order is processed by the E&FT, it will be will change to **Active, Completed, Closed or Retired status**
  - **Technician Status** – starts as **Unassigned**. Once the work order is processed, it will change to **Assigned**
- School Active Requests tab
  - Everyone with Tririga access in your school will see all work orders submitted for your school
  - By entering SFS at the beginning of your **Problem Description**, you can easily search for all SFS work orders
    - Enter SFS in the **Description** search box and then press enter
    - Remove the SFS and press enter to see all work orders
- Completed Requests tab
  - All closed work orders for your school will be displayed

## Entering a New Service Request:

- Click on the Tririga tile in the portal



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- Click **School Request Manager**
  - **NOTE:** Confirm that the work order has not already been created by viewing the Active Requests listed (This will eliminate the potential for duplicate work orders)
- Click the **Create Service Request** link
  - Your name will be displayed in the **Requested By** and the **Requested For** fields
    - Do not change the name
  - Your site will be displayed in the **Work Location** and **Problem Location** fields
    - Do not change the site
  - Click the magnifying glass next to **Request Classification**
    - Refer to the charts below
    - Scroll to **School Food Service** field and select the appropriate request classification
    - Expand and/or select the appropriate category by clicking on the + sign next to the category name
  - Type the description of the issue in the **Problem Description** field
    - Always start with SFS
    - Be as specific as possible
    - Include the location of the item
  - Do NOT click the **Emergency** checkbox, even if it is an emergency.
    - Checking this box will route your work order to the district's facility call center, who will then forward the ticket back to School Food Service.
    - If you have a true emergency, submit the work order and then email [SFSEquipmentTeam@palmbeachschools.org](mailto:SFSEquipmentTeam@palmbeachschools.org)
      - Reference the **WO #**
  - Click **Submit**
  - Wait approximately 2–3 minutes, refresh your screen and a work order number will appear for your reference
  - At this time, you will complete the green **Work Order Request** sticker and place on the appropriate piece of equipment to be serviced.

Notes:



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- If your work order has been closed, but the issue has not been fixed, submit a new work order.
- If your work order has been open for 90 days and the issue has not been addressed, submit a new work order.