



PWCS Customer Web Portal Documentation

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PWCS Customer Web Portal

Main Portal

The customer portal is available for you to order products, keep track of asset information, view contract information, and much more.

Logging In

1. Go to PWCS.DalyPortal.com
2. A log in screen will appear
3. Type your credentials
4. Select Log In

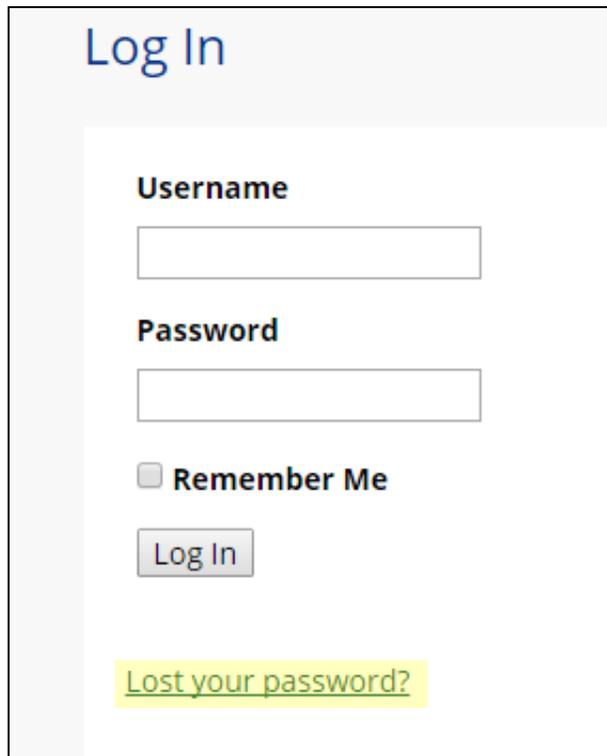
The screenshot shows the login page of the Prince William County Public Schools web portal. At the top left is the school district logo with the text "Prince William County PUBLIC SCHOOLS Providing A World-Class Education" and the ID "MA R-DJ-15017". At the top right, it says "Customer Portal Supported by DALY" with a DALY logo and a "Login" button. A dark blue navigation bar contains links for Home, Store, Order Status, Asset Information, Services, Contract Information, Contact Us, and Feedback. Below the navigation bar, there is a breadcrumb trail "Portal Home » Log In" and a "Log In" heading. The login form includes fields for "Username" and "Password", a "Remember Me" checkbox, and a "Log In" button. At the bottom, there are six green square icons with white symbols and labels: Store (shopping cart), Order Status (list), Asset Information (info), Services (gears), Contract Information (document), and Resources (book).

Home Page

The screenshot shows the home page of the Prince William County Public Schools web portal. It features the same header and navigation bar as the login page. The main content area is divided into two sections. On the left, there are six green square icons with white symbols and labels: Store, Order Status, Asset Information, Services, Contract Information, and Resources. On the right, there is a white box with a dark blue header "Welcome to the Prince William County Public Schools Web Portal". Below the header, the text reads: "Security is our top priority, a few pages will require additional security log on credentials. If for any reason you need assistance or have trouble with access, please reach out to WebPortalSupport@Daly.com." At the top right of the page, it says "Customer Portal Supported by DALY" and "Welcome, Brittany Farmer" with a "Log out" button.

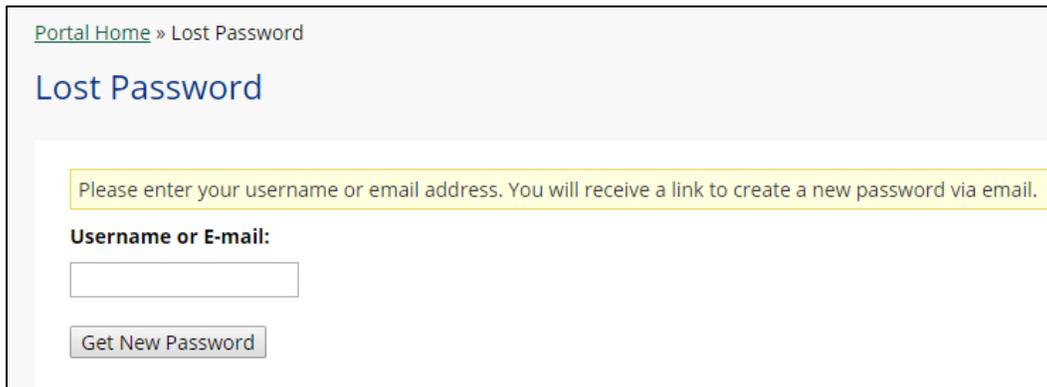
What to do if you lose or forget your password

1. At the login screen, select "Lost your password?"



The screenshot shows a 'Log In' page with a light blue header. Below the header, there are two input fields: 'Username' and 'Password'. Below the 'Password' field is a checkbox labeled 'Remember Me'. A 'Log In' button is positioned below the checkbox. At the bottom of the form area, the text '[Lost your password?](#)' is highlighted in yellow.

2. Type in your email address and select Get New Password



The screenshot shows a 'Lost Password' page. At the top, there is a breadcrumb trail: 'Portal Home » Lost Password'. Below this is the title 'Lost Password'. A yellow highlighted box contains the instruction: 'Please enter your username or email address. You will receive a link to create a new password via email.' Below this instruction is a label 'Username or E-mail:' followed by an input field. At the bottom of the form area is a 'Get New Password' button.

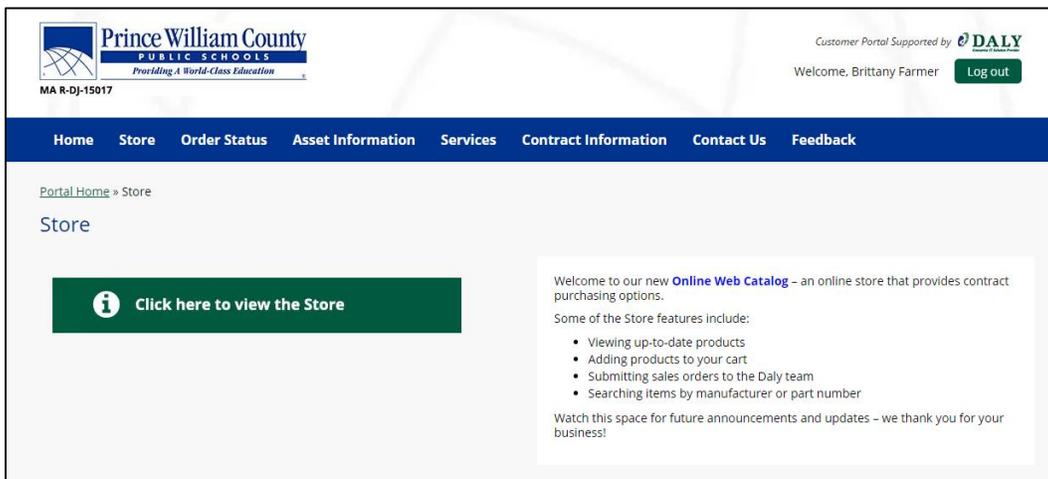
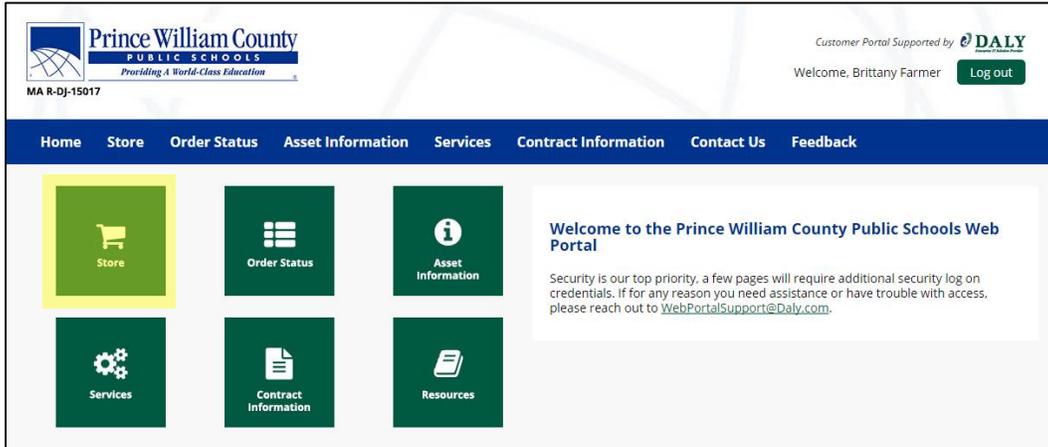
3. An email notification will be sent to the email entered providing you with a link to reset your password

Breakdown of Pages

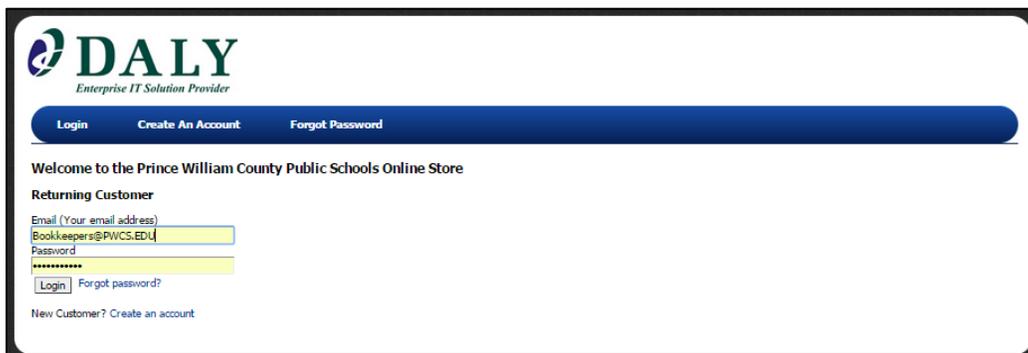
Store

Daly has provided a web-based store that allows online ordering. Once logged in, you can access products from Daly's partners such as HP and Lenovo, see product descriptions, and purchase items.

1. Click the Store tile to go directly to the Daly Store



2. A new tab will appear prompting for your login credentials
3. Type the appropriate login credentials, select Login



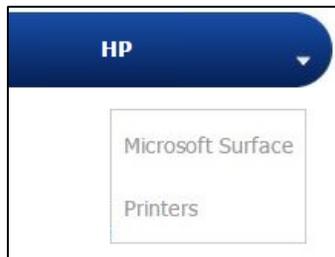
- The approved configurations will be displayed on the main page, along with up to date information on the welcome banner



- To view the approved HP, Lenovo, ASUS, Microsoft, and Printer List be sure to select the banner at the top of the store



- Be sure not to miss the drop-down arrow on the right that contains the Microsoft and Printer Selection List



- The HP and Lenovo page consist of the best use case, the recommended accessories and peripherals, and a detailed description of the product

Click on a product name to add items to your cart.

Approved Desktop Configurations	
<p>HP 600 G1 SFF, P/N G0Q74UP-5Y - \$###</p> <p>Description: Intel Pentium G3420 3.2Ghz, 8GB DDR3-1600, 500GB HDD, AMD Radeon HD 8350 1GB, Dual VGA, DVD+/-RW, Includes USB Keyboard and Mouse, Intel 7260 802.11 A/B/G/N, and Integrated Gigabit Network, Microsoft Windows 8 Professional 64-Bit, 5 Year Onsite Warranty</p>  <p>Commodity Code: 20453410404</p> <p>Best use case: Admin, Computer Lab, Guidance, Nurse, Office Staff, Teacher, Technical, SMART/Promethean Standalone.</p>	<p>Approved Accessories</p> <p>HP P19A</p> <p>HP E201</p> <p>HP P232</p> <p>HP E271i</p>

8. The Printer Selection Matrix page will assist in deciding the best printer by right sizing the device
 - This will ensure that you are not overpaying or overusing a device

Mono Printers			
Monthly Volume	Mono Printer - up to legal	Mono Printer - 11x17	
Personal	250	HP LaserJet Enterprise 700 M712dn (CF236A)	
	500		HP LaserJet Pro P1102w (CE658A)
	1,000		
Workteam	1,500		HP LaserJet P2035 (CE461A)
	2,000		
	3,000		HP LaserJet Pro 400 M401dne (CF399A)
Workgroup	5,000		HP LaserJet P3015dn (CE528A)
	7,500		HP LaserJet Enterprise M604dn (E6B68A)
	10,000		HP LaserJet Enterprise M605dn (E6B70A)
	15,000		HP LaserJet Enterprise M606dn (E6B72A)
Departmental	25,000	HP LaserJet Enterprise M806dn (CZ244A)	
	35,000		
	50,000		

HP LaserJet Pro P1102w (CE658A)

HP LaserJet P2035 (CE461A)

HP LaserJet Pro 400 M401dne (CF399A)

HP LaserJet P3015dn (CE528A)

HP LaserJet Enterprise M604dn (E6B68A)

HP LaserJet Enterprise M605dn (E6B70A)

HP LaserJet Enterprise M606dn (E6B72A)

HP LaserJet Enterprise 700 M712dn (CF236A)

HP LaserJet Enterprise M806dn (CZ244A)

Adding Orders to Cart

1. Select the desired item and click Add to Cart
2. You can either change the quantities here or when you check out
 - If you are ordering large quantities be sure to call our Sales team to confirm if there is any special discounts available
 - Contact VA Sales:
 - VASales@Daly.com
 - 1 (800) 955-3259 ext. 2

PWCS Catalog > Systems > Desktops & Servers > Hewlett-Packard



Hewlett-Packard - Hewlett Packard 600 G1 SFF (Small Form Factor) Desktop

Manufacturer: Hewlett-Packard

Part #: GOQ74UP-5Y

List Price: \$535.00

UPC: N/A

Sell Price: \$535.00

In Stock: 0

Order Qty:

[+ Add to Cart](#)

[+ Add to Favorites](#)

Checking Out

1. From the checkout, you may select the desired items to cart, change the quantities, and remove items from the cart

- In the comments field, you can add comments, such as any special delivery notices or if you need the items by a certain date

Shopping Cart

To edit items in your cart, click any of the links below.

Doc Your Cart	Company Daly Computers	SalesRep E-commerce, Team 301-670-0381
Date Aug 12, 2015 11:52 AM EDT	Contact Kelly, Alissa	Description <input type="text" value="None"/>

Bill To: <input type="button" value="ⓧ"/>	Ship To: <input type="button" value="ⓧ"/>	Order Options: <input type="button" value="ⓧ"/>
Daly Computers Jones, Diane 22521 Gateway Ceter Drive Clarksburg Maryland 20871 United States	Daly Computers Kelly, Alissa 22521 Gateway Center Clarksburg Maryland 20871 United States 301-670-0381	Payment Terms: Credit Card Customer PO: 1234586 Delivery Method: UPS Ground Carrier Account #: None Special Instructions: None

Del	Description	Part Number	Qty	Tax	Unit Price	Total
<input type="checkbox"/>	Hewlett-Packard - HP EliteDisplay E201 Monitor	9V73AA-5Y	<input type="text" value="100"/>	Yes	\$151.00	\$15,100.00
<input type="checkbox"/>	Hewlett-Packard - Hewlett Packard 600 G1 SFF (Small Form Factor) Desktop	G0Q74UP-5Y	<input type="text" value="100"/>	Yes	\$535.00	\$53,500.00

Quick Add Product
Enter a mfr part # to add it to the cart.

Additional Notes (Optional)

Subtotal: \$68,600.00
Tax (6,000%): \$4,116.00
Total: \$72,716.00

Actions

<input type="button" value="ⓧ Checkout"/> <input type="button" value="ⓧ Save Cart for Later"/> <input type="button" value="ⓧ Empty Cart"/> <input type="button" value="ⓧ Refresh Prices"/>	<input type="button" value="ⓧ Continue Shopping"/> <input type="button" value="ⓧ Send"/>
---	---

- Select Check Out when you are satisfied with the order
- If you are ready to checkout, enter the Bill and Ship to Address

Checkout

Please confirm the billing and shipping information below.

Billing & Shipping Addresses >>>
 Payment & Delivery Methods >>>
 Review Order/Terms & Conditions

Enter new billing and shipping information here, or edit existing. You may also use the "Copy" buttons located between the columns to avoid re-typing similar addresses.

<p>Billing info Copy from existing billing address Diane, Jones, 22521 Gateway Ceter Drive, Clarksburg ▼</p> <p>Company Daly Computers</p> <p>First Name * <input type="text" value="Diane"/></p> <p>Last Name * <input type="text" value="Jones"/></p> <p>Phone <input type="text"/> Ext <input type="text"/></p> <p>Fax <input type="text"/> Ext <input type="text"/></p> <p>E-mail <input type="text"/></p> <p>Address * <input type="text" value="22521 Gateway Ceter Drive"/></p> <p>City * <input type="text" value="Clarksburg"/></p> <p>State * Zip * MD ▼ 20871</p> <p>Country * United States ▼</p>	<p>Shipping info Enter a new address or select from below and edit Alissa, Kelly, 22521 Gateway Center, Clarksburg ▼ <input type="button" value="ⓧ Add"/></p> <p>Company Daly Computers</p> <p>First Name * <input type="text" value="Alissa"/></p> <p>Last Name * <input type="text" value="Kelly"/></p> <p>Phone <input type="text"/> Ext <input type="text"/></p> <p>301-670-0381</p> <p>Fax <input type="text"/> Ext <input type="text"/></p> <p>E-mail <input type="text" value="estore1admin@daly.com"/></p> <p>Address * <input type="text" value="22521 Gateway Center"/></p> <p>City * <input type="text" value="Clarksburg"/></p> <p>State * Zip * MD ▼ 20871</p> <p>Country * United States ▼</p>
--	---

- Select Next

6. Select a Payment Method and Delivery Method

[Checkout]
Order Options
 Please confirm your payment and delivery methods below.

[Billing & Shipping Addresses >>>](#)
[Payment & Delivery Methods >>>](#)
[Review Order/Terms & Conditions](#)

Payment Method

You are authorized to make payment no later than 30 days from the date of invoice (invoicing takes place after the order has shipped).

Select a Payment Method *

P.O. Number
 Credit Card

Delivery Method

Delivery Method *

Carrier Account #

Special Instructions

A red asterisk (*) indicates required information.

- **Payment Method:**
 - You can select the payment options: Credit Card or Purchase Order
 1. For orders under \$3,000, a Purchase Order is not necessary
 2. For orders over \$3,000, a Purchase Order is required
 - Please process the Purchase Order via the usual route
 - The credit card will be charged at the time of purchase
- **Delivery Method:**
 - The best mode for delivery will be automatically selected
 - If you feel that the delivery mode needs to be changed please add that information in the special instructions section
 - Select Next if the order is correct and select Agree, the order will be processed to Daly

Checkout
 Please verify your order information below. To edit your billing and shipping information, click "Previous" below. If you want to edit your cart items, just click "Cancel" and it will bring you back to your shopping cart where you can add or delete items.

[Billing & Shipping Addresses >>>](#)
[Payment & Delivery Methods >>>](#)
[Review Order/Terms & Conditions](#)

<p>Doc Your Cart</p> <p>Date Aug 12, 2015 11:52 AM EDT</p> <p>Bill To: Daly Computers Jones, Diane 22521 Gateway Center Drive Clarksburg Maryland 20871 United States</p>	<p>Company Daly Computers</p> <p>Contact Kelly, Alissa</p> <p>Ship To: Daly Computers Kelly, Alissa 22521 Gateway Center Clarksburg Maryland 20871 United States 301-670-0381</p>	<p>SalesRep E-commerce, Team 301-670-0381</p> <p>Description None</p> <p>Order Options: Payment Terms: Credit Card Customer PO: 1234586 Delivery Method: UPS Ground Carrier Account #: None Special Instructions: None</p>
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Description	Part Number	Qty	Tax	Unit Price	Total
Hewlett-Packard - HP EliteDisplay E201 Monitor	9V73AA-5Y	100	Yes	\$151.00	\$15,100.00
Hewlett-Packard - Hewlett Packard 600 G1 SFF (Small Form Factor) Desktop	G0Q74UP-5Y	100	Yes	\$535.00	\$53,500.00
				Subtotal:	\$68,600.00
				Tax (6.000%):	\$4,116.00
				Total:	\$72,716.00

Thank you for your order. We value your business and will continue to provide you excellent service in addition to our comprehensive product line.

These prices do NOT include applicable taxes, insurance, shipping, delivery, setup fees, or any cables or cabling services or material unless specifically listed above. All prices are subject to change without notice. Supply subject to availability.

Terms & Conditions*
 All returns must be accompanied by original invoice and authorized RMA number. Return Policy Please check your shipment immediately for accuracy and condition. Notify your Account Executive of any shipment discrepancies or damages. Unless otherwise provided by contract, all returns for credit replacement must be made within seven (7) days of receipt. Buyer may only return products with the Seller's consent. No return will be accepted without a Return Authorization Number. All original contents and packing material must be returned. There must be no markings or writings on the manufacturer's packaging. The Return Authorization Number must be clearly marked on the shipping label only. All products including the manufacturer carton(s) should be packed into an additional carton to help prevent damage while in transit.

- You will receive a confirmation at the top of the page indicating your order has been submitted and the order number

Thank You
Your order #4506 has been processed successfully. Thank you for your business.

Your order has been forwarded to your sales team.

Order (Submitted)

Doc Order #4506 - rev 1 of 1	Company Daly Computers	SalesRep E-commerce, Team 301-670-0381
Date Aug 12, 2015 12:13 PM EDT	Contact Kelly, Alissa	Description None
Bill To: Daly Computers Jones, Diane 22521 Gateway Ceter Drive Clarksburg Maryland 20871 United States	Ship To: Daly Computers Kelly, Alissa 22521 Gateway Center Clarksburg Maryland 20871 United States 301-670-0381	Order Options: Payment Terms: Credit Card Customer PO: 1234586 Delivery Method: UPS Ground Carrier Account #: None Special Instructions:None

Ask Sales

Description	Part Number	Qty	Tax	Unit Price	Total
Hewlett-Packard - HP EliteDisplay E201 Monitor	9V73AA-5Y	100	Yes	\$151.00	\$15,100.00
Status	Serial #	Shipped On	Delivery Method	Tracking #	
Submitted (100)			UPS Ground		
Hewlett-Packard - Hewlett Packard 600 G1 SFF (Small Form Factor) Desktop	G0Q74UP-5Y	100	Yes	\$535.00	\$53,500.00
Status	Serial #	Shipped On	Delivery Method	Tracking #	
Submitted (100)			UPS Ground		

Subtotal: \$68,600.00
Tax (6.000%): \$4,116.00
Total: \$72,716.00

- If you have any issues with your order or have questions please contact the VA Sales team:

- VASales@Daly.com
- 1 (800) 955-3259 ext. 2

Order Status

You can view the current standing of any order, including whether or not it has been delivered and invoiced. You will also be able to create RMAs, request address changes, and pull up invoices.

- Click the Order Status tile to go directly to the Order Status page

Prince William County PUBLIC SCHOOLS
Providing A World-Class Education
MA R-DJ-15017

Customer Portal Supported by DALY
Welcome, Brittany Farmer [Log out](#)

Home Store **Order Status** Asset Information Services Contract Information Contact Us Feedback

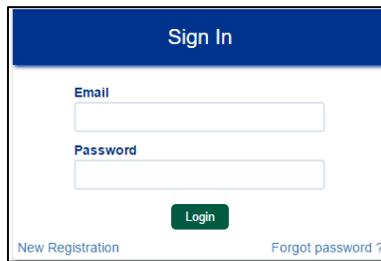
Store Order Status Asset Information Services Contract Information Resources

Welcome to the Prince William County Public Schools Web Portal

Security is our top priority, a few pages will require additional security log on credentials. If for any reason you need assistance or have trouble with access, please reach out to WebPortalSupport@Daly.com.

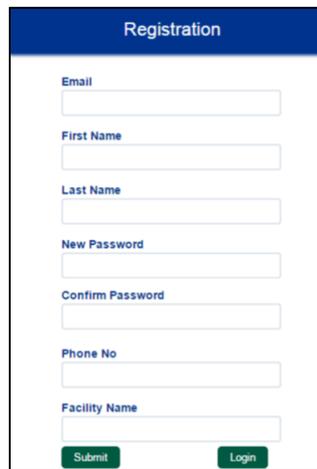
Logging In

1. A prompt will appear for the log in credentials



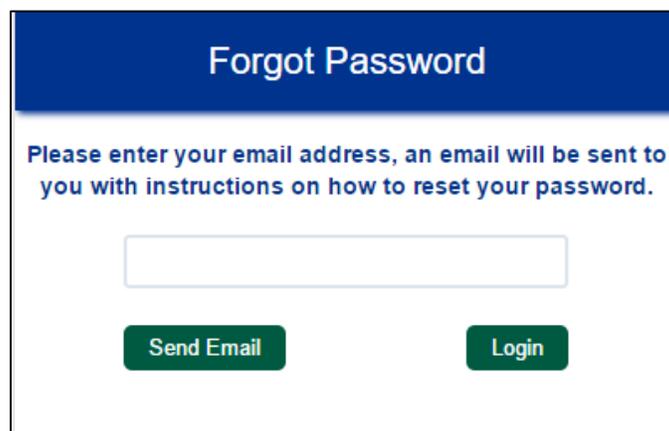
The Sign In form features a blue header with the text "Sign In". Below the header, there are two input fields: "Email" and "Password". A green "Login" button is positioned below the Password field. At the bottom of the form, there are two links: "New Registration" on the left and "Forgot password ?" on the right.

- a. If you have a username and password type the information on the logon screen
- b. If you do not, select New Registration and fill out the necessary information



The Registration form has a blue header with the text "Registration". It contains several input fields: "Email", "First Name", "Last Name", "New Password", "Confirm Password", "Phone No", and "Facility Name". At the bottom, there are two buttons: "Submit" and "Login".

- c. If the password was forgotten, at the log in screen select Forgot Password
 - i. Fill out the form with the appropriate details

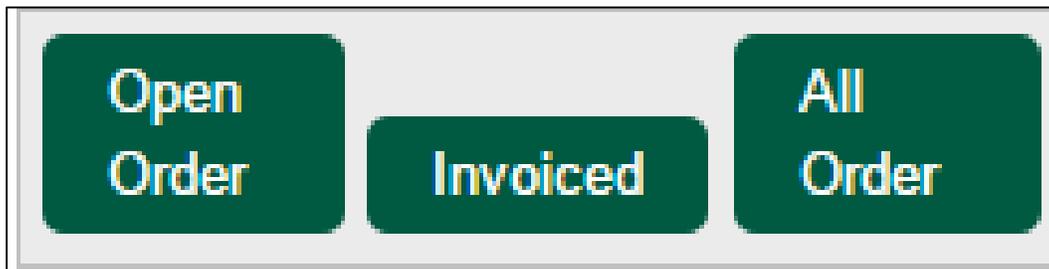


The Forgot Password form has a blue header with the text "Forgot Password". Below the header, there is a blue instruction: "Please enter your email address, an email will be sent to you with instructions on how to reset your password." Below this instruction is a single input field for the email address. At the bottom, there are two buttons: "Send Email" and "Login".

Viewing Order Information

1. By default you will see all open orders

2. By selecting Open Order the only items that will be displayed will be Open Orders
3. By selecting Invoiced orders you will only see orders that have been invoiced
4. By selecting All Orders you will be able to see both Open and Invoiced orders



5. Selecting the expand button will display all the orders by the selected criteria



PWCS-Independent Hill (PACE)-201 (13)					
Customer PO	School Name	Daly Order Num	Order Status	Status Updated	
PD 3580000001969	Independent Hill (PACE)	SO0140976	New Order	04/10/2009	
03700000000016	Independent Hill (PACE)	SO0141442	Ready for Delivery	04/24/2009	
03700000000018	Independent Hill (PACE)	SO0141443	Ready for Delivery	04/28/2009	
PD4920000002449	Independent Hill (PACE)	SO0141503	New Order	04/28/2009	
373992	Independent Hill (PACE)	SO0141504	Ready for Delivery	04/28/2009	
PD 4920000002453	Independent Hill (PACE)	SO0141821	Ready for Delivery	05/07/2009	
PD 4920000002475	Independent Hill (PACE)	SO0142802	In Transit	05/28/2009	

6. Hovering over the Order Status column will provide you with a detailed description of the status

Order Status	Status Updated
New Order	04/10/2009
Ready for Delivery	04/24/2009

Order received and Confirmation Emailed

7. Selecting the Customer PO field will allow you to see the order information

PWCS-Independent Hill (PACE)-201 (13)	
Customer PO	School Name
PD 3580000001969	Independent Hill (PACE)
03700000000016	Independent Hill (PACE)
03700000000018	Independent Hill (PACE)
PD49200000002449	Independent Hill (PACE)

SUSANNE BESECKER, Admin Home Change Password Logout

Customer PO	School Name	Daly Order Num	Order Status	Status Updated
Schedule 004 Phase 3	ARBUTUS ELEMENTARY	SO0227627	New Order	06/27/2015

Address: CARTER, JILL A (410) 887-1406
4300 MAPLE AVENUE
HALETHORPE, MD - 21227

[Request for address change](#) Quotation ID:

[Create RMA](#)

LineNum	Item ID	Name	Qty Ordered	Sales Unit
1.00	BOE-BCPS-STUDENT-Y2	BALTIMORE COUNTY PS YR 2 STUDENT IMAGE	250.00	EA
2.00	M7C97UC#ABA	HP REVOLVE 810 G3 11.6" Config:BOE-BCPS-STUDENT-Y2	250.00	EA
3.00	MM30.2-BCO-M	MINIMAX 30.2 BALTIMORE COUNTY SCHOOLS	10.00	EA

8. From this view – you can request an address change (if applicable), create an RMA, view order status, and locate any tracking information if available
9. If tracking information is available, it will be displayed in the bottom panel and will link out to the appropriate vendor site

Tracking ID	Tracking Date	DLV Mode
1Z3817760342974588	07/28/2015	UPS
1Z3817760342910379	07/28/2015	UPS

Tracking Detail Like 1.4m Share

1Z3817760342974588 Update

Delivered ✓

Delivered On: Wednesday, 07/29/2015 at 10:45 A.M. Request Status Updates

Left At: Dock

Signed By: HENDERSON [Proof of Delivery](#)

What time will your package be delivered to your home? Get FREE approximate Delivery Windows on most UPS packages. [I am already a UPS My Choice® Member](#)

[Continue](#)

Shipment Progress What's This?

Location	Date	Local Time	Activity
ATLANTA, GA, US	07/29/2015	10:46 A.M.	Delivered
United States	07/28/2015	3:24 P.M.	Order Processed: Ready for UPS

Requesting an Address Change

1. Select Request for Address Change on the Order Information Page

Customer PO	School Name	Daly Order Num
Schedule 004 Phase 3	ARBUTUS ELEMENTARY	SO0227627
Address: CARTER, JILL A. (410) 887-1406 4300 MAPLE AVENUE HALETHORPE, MD - 21227		Request for address change
		Create RMA

2. Fill out the form with the appropriate details

Change Address Request

Street

Zip Code

State

City

[Send Request](#)

3. Click Send Request; the appropriate resources will be notified for the change request

Create an RMA

1. Select Create RMA on the Order Status Page

Customer PO	School Name	Daly Order Num
03700000000018	Independent Hill (PACE)	SO0141443
Address: ROSE PETER 03700000000018 14601 LAMAR ROAD WOODBIDGE, VA - 22191		Request for address change
		Create RMA

2. Fill out the details about the order

Return Merchandise Authorization Request Form

Completing the return request form is not an authorization to return any products to Daly Computers.

Upon submission of the request form, you will receive a return request confirmation number that will allow you to track your return request with the Daly Computers RMA customer service team (rma@daly.com). You will be notified once the return request has been approved. At that time you will receive the return merchandise authorization (RMA) number. The RMA number will be used to return your products to Daly. Products shipped to Daly without a valid RMA number will be refused and returned to you.

All Daly RMA numbers are valid for a period of 10 days. Products received after 15 days or with unreported physical damage will be refused. In addition, Daly Computers reserves the right to refuse any product returns if the condition of the product differs from the information submitted on the request form. Reports of short shipments or damage claims must be received immediately. You will be contacted by a Daly customer service team member within 24 hours of submitting your return request, not including weekends.

This form has been recently updated. If you experience any issues during submission please email : rma@daly.com. Thanks for your co-operation.

Date: 8/4/2015

*** Contact Name:**

*** Organization Name:**

*** Phone No:**

Daly Sales Rep:

*** Email:**

****Daly Invoice No:**

****Customer PO No:**

****Daly Sales Order No:**

Address 1:

Address 2:

*** Credit/Exchange**
 Credit Exchange

City:

State:

ZIP:

Customer Explanation/Comments (** One of these values have to be filled):

MFG Part No. To be Returned	Qty	Reason Code	Box Code	Serial No. (N/A if not available)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

3. Select Submit

Exporting Orders

1. Scroll to the bottom section on the main order status page
2. Select the File Type from the drop-down menu

Please Select File Type.

File Type ▼

- File Type
- Excel
- Document
- Text File

3. Select Export

Open Order Invoiced All Order

Customer PO Daly Order Num Quotation ID

<input type="checkbox"/>	PWCS-Independent Hill (PACE)-201 (13)
<input type="checkbox"/>	PWCS-Nokesville-301 (2)
<input type="checkbox"/>	PWCS-Ronald Wil. Reagan MS-405 (5)
<input type="checkbox"/>	PWCS-Colgan HS-501 (4)

File Type ▼

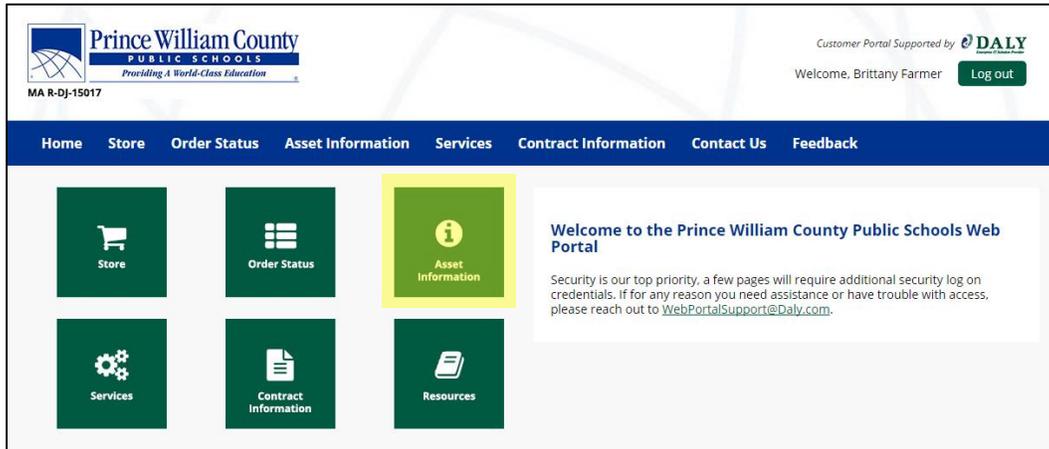
4. The order will export in the desired File Type

	A	B	C	D	E	F
1	Customer PO	School Name	Daly Order Num	Order Status	Status Updated	Quotation ID
2	PD 3580000001969	Independent Hill (PACE)	SO0140976	New Order	4/10/2009	
3	3700000000016	Independent Hill (PACE)	SO0141442	Ready for Delivery	4/24/2009	SQ0070847
4	3700000000018	Independent Hill (PACE)	SO0141443	Ready for Delivery	4/28/2009	SQ0069753
5	PD4920000002449	Independent Hill (PACE)	SO0141503	New Order	4/28/2009	SQ0070825
6	373992	Independent Hill (PACE)	SO0141504	Ready for Delivery	4/28/2009	SQ0071618
7	PD 4920000002453	Independent Hill (PACE)	SO0141821	Ready for Delivery	5/7/2009	SQ0072126
8	PD 4920000002475	Independent Hill (PACE)	SO0142802	In Transit	5/28/2009	SQ0073433
9	PD 4920000002487	Independent Hill (PACE)	SO0143362	Received at Daly	6/16/2009	SQ0074950
10	PD 1600000006059	Independent Hill (PACE)	SO0143891	Ready for Delivery	5/17/2010	SQ0075832
11	PD 3550000002192	Independent Hill (PACE)	SO0143913	Config/Testing	6/26/2009	
12	PD 4920000002510	Independent Hill (PACE)	SO0143944	Config/Testing	6/26/2009	SQ0075921
13	PD 4920000002555	Independent Hill (PACE)	SO0144523	Scheduled	8/13/2009	SQ0076455

Asset Information

Once you order products, you can easily look up a PO number, delivery destination and more by custom filters and by a specific school.

1. Click the Asset Information tile to go directly to the Asset Information page



2. The main dashboard will display all of the asset inventory

Assets

Select Location Select Serial Number Select Model Number Select Purchase Order Number Select Sales Order Number

Select Manufacturer   

Location	Serial Number	Model Number	Purchase Order Number	Sales Order Number	Manufacturer
PWCS-PACE West-291	NXV7PAA0133210F9E23400	113-E	Customer Import - 7/27/15		Acer
PWCS-PACE West-291	NXV7PAA0133210F9DD3400	113-E	Customer Import - 7/27/15		Acer
PWCS-PACE West-291	NXV7PAA0133210F9A13400	113-E	Customer Import - 7/27/15		Acer
PWCS-PACE West-291	NXV7PAA0133210F9973400	113-E	Customer Import - 7/27/15		Acer

3. There are several filter options that can be used to identify a specific school or serial number
4. Selecting the desired field will filter the list by that selection

Assets

Select Location Select Serial Number Select Model Number Select Purchase Order Number Select Sales Order Number

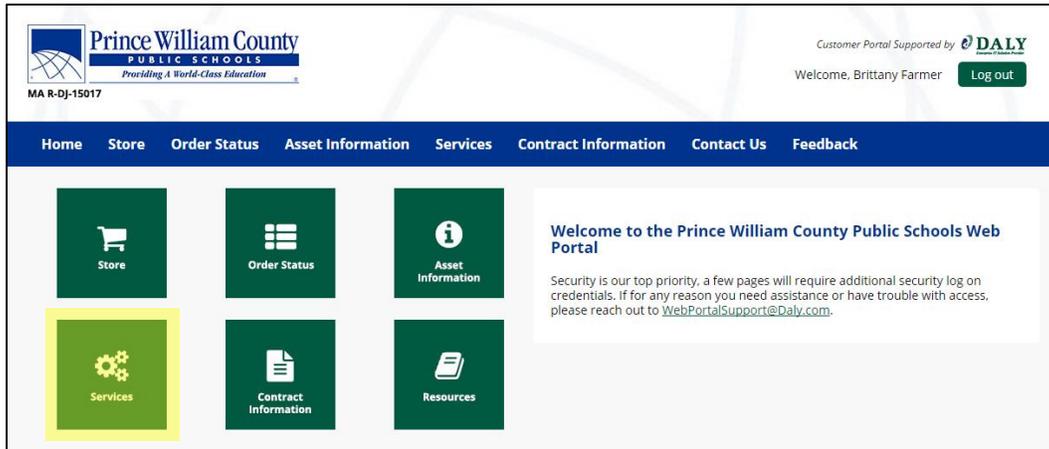
Select Location   

Select Location	Serial Number	Model Number	Purchase Order Number	Sales Order Number	Manufacturer
PWCS-Kerrydale ES-307					
PWCS-McAuliffe ES-373	NXV7PAA0133210F9E23400	113-E	Customer Import - 7/27/15		Acer
PWCS-PACE West-291	NXV7PAA0133210F9DD3400	113-E	Customer Import - 7/27/15		Acer
PWCS-Pattie ES-313	NXV7PAA0133210F9A13400	113-E	Customer Import - 7/27/15		Acer

5.  Exports the data to excel and provides detailed information on the asset
6.  Prints the data that is displayed
7.  Refreshes the filter

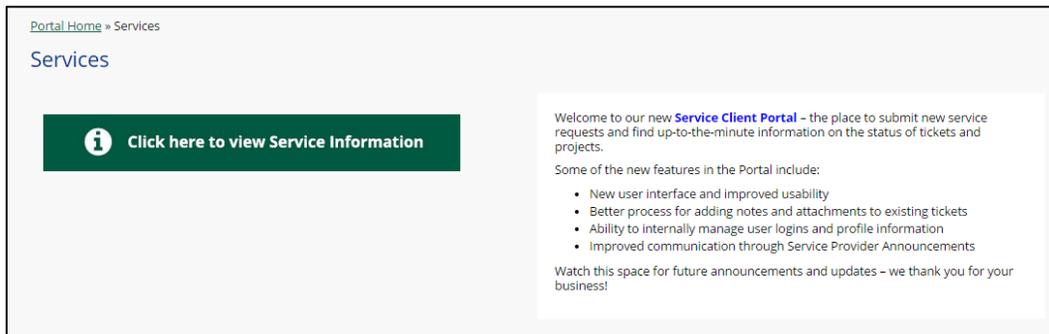
Services

As part of our services, you will be utilizing Daly's IT Business Management System called Autotask. The service tickets are generated through Autotask and then dispatched to the appropriate technicians who carry out and document the plan of action and resolution on the ticket. From the portal you will be able to view service tickets, create calls, and add notes to current tickets.



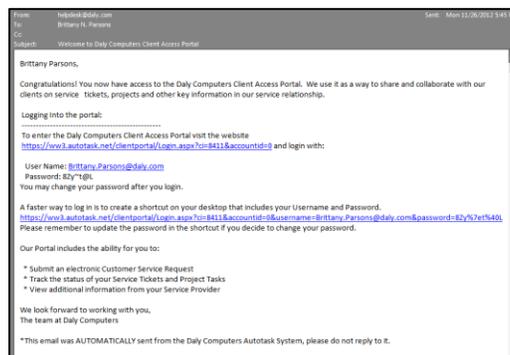
Service Portal

- Select the Click here to view Service Information to link to the Service Portal Website

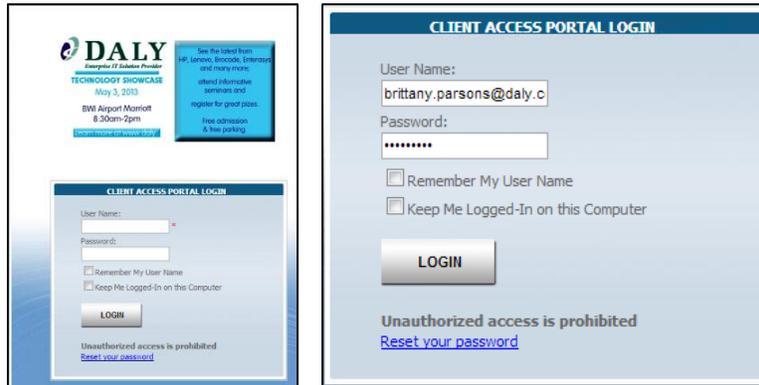


Accessing the Service Portal

- Once you have received an email indicating your client access portal has been activated and the credentials used for login, then you may proceed to accessing the Client Portal through Autotask



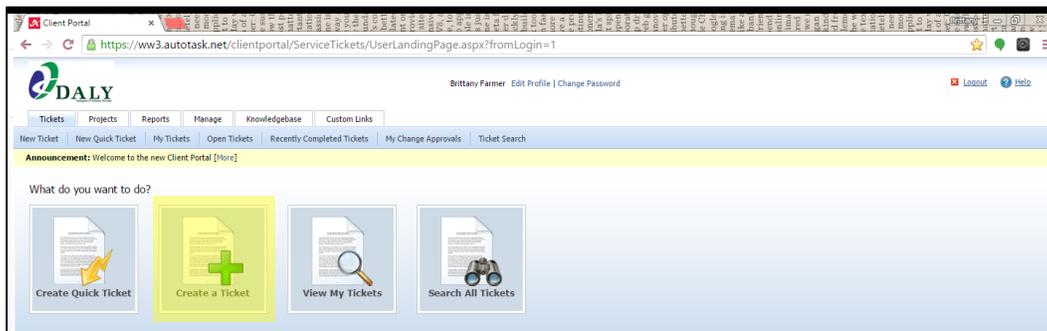
- This email will give you instructions on how to login and change your password. Remember to save the link so that you may access it later.



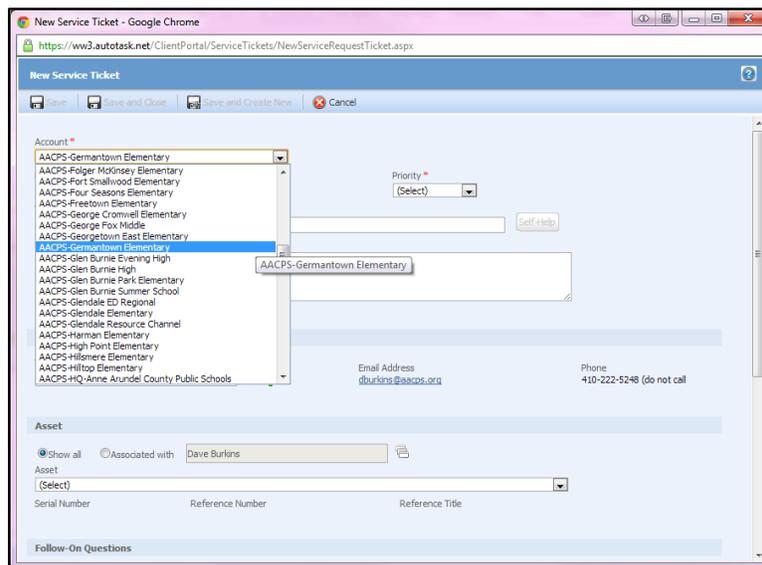
Ticket Information

Creating a Ticket

1. Click Create a Ticket



2. Select the School (Account)



3. Select Request Type

- For equipment purchased through Daly, select PWCS Service Request – Daly Purchased
- For equipment purchased previous to Daly that is under warranty, select PWCS Service Request – Legacy Warranty Devices

A screenshot of a web form showing a dropdown menu for 'Request Type *'. The menu is open, displaying several options: '(Select)', 'Building Maintenance', 'Create Work Order v2', 'Daly Internal', 'PWCS Service Request - Daly Purchased', 'PWCS Service Request - Legacy Warranty Devices' (highlighted in blue), and 'Telephone Support'. To the right, there is a 'Priority *' dropdown menu with '(Select)' selected.

4. Select the Priority

A screenshot of a web form showing a dropdown menu for 'Priority *'. The menu is open, displaying several options: '(Select)', 'High', 'Low', 'High' (highlighted in blue), 'Medium', 'Critical', and 'Daly Upgrade'. To the left, the 'Request Type *' dropdown is set to 'PWCS Service Request - Legacy Warranty Devices'. Below the priority menu are fields for 'Ticket Title *' and 'Description *', and a 'Self-Help' button.

5. Type the Problem in the Ticket Title, and the Description under the Description field

A screenshot of a web form showing the 'Ticket Title *' and 'Description *' fields. The 'Ticket Title *' field contains the text 'Computer Reboots'. The 'Description *' field contains the text 'Computer continuously reboots.'. To the right of the 'Ticket Title *' field is a 'Self-Help' button.

6. Select the Ticket Contact

- The account contact was imported based on the school location
- If the contact moves to another school or location, please contact ServiceDesk@Daly.com to have the contact moved to the appropriate location

A screenshot of a web browser window showing a table titled 'Select Account Contact'. The table has columns for 'LAST NAME', 'FIRST NAME', 'EMAIL', and 'ACCOUNT'. The table contains 15 rows of data, each representing a contact. The 'ACCOUNT' column for all rows is 'AAQPS-HQ-Armed Arundel County Public Schools'. The table is displayed in a grid view with a search bar and a 'Cancel' button at the top.

LAST NAME	FIRST NAME	EMAIL	ACCOUNT
Adams	Sandra	sadams@aaqps.org	AAQPS-HQ-Armed Arundel County Public Schools
Adams	Alfreda	aadams@aaqps.org	AAQPS-HQ-Armed Arundel County Public Schools
Albers	Jody	jalbers@aaqps.org	AAQPS-HQ-Armed Arundel County Public Schools
Albany	Bruce	balbany@aaqps.org	AAQPS-HQ-Armed Arundel County Public Schools
Albright	Debi	dalbright@aaqps.org	AAQPS-HQ-Armed Arundel County Public Schools
Allen	Dale	dallen@aaqps.org	AAQPS-HQ-Armed Arundel County Public Schools
Altroff	Stephanie	saltroff@aaqps.org	AAQPS-HQ-Armed Arundel County Public Schools
Amuze	Hena	namuze@aaqps.org	AAQPS-HQ-Armed Arundel County Public Schools
Anderson	Betty	banderson@aaqps.org	AAQPS-HQ-Armed Arundel County Public Schools
Arnold	Jan	jarnold@aaqps.org	AAQPS-HQ-Armed Arundel County Public Schools
Atkinson	Gwen	gatkinson@aaqps.org	AAQPS-HQ-Armed Arundel County Public Schools
Auth	Angie	nauth@aaqps.org	AAQPS-HQ-Armed Arundel County Public Schools
Bachmann	Sue	sbachmann@aaqps.org	AAQPS-HQ-Armed Arundel County Public Schools

7. Scroll to the Asset section and select the folder icon



Asset

Show all Associated with

Asset

Serial Number	Reference Number	Reference Name

8. Select the appropriate Asset Information

Select Asset - Google Chrome

https://ww3.autotask.net/ClientPortal/DataSelectorHandlers/InstalledProductDataSelectorPopup.aspx?dataSelectorId=ctl00...

Select Asset

Cancel

NAME	CATEGORY	SERIAL #	REFERENCE #	REFERENCE NAME	CONTACT
BOE-BCPS Desktop	BOE-BCPS Assets	M1L42209BY	G5A29UP#ABA	59999000338387	
BOE-BCPS Desktop	BOE-BCPS Assets	M1L42209B4	G5A29UP#ABA	59999000338395	
BOE-BCPS Desktop	BOE-BCPS Assets	M1L42209B0	G5A29UP#ABA	59999000338403	
BOE-BCPS Desktop	BOE-BCPS Assets	M1L42209C3	G5A29UP#ABA	59999000338411	
BOE-BCPS Desktop	BOE-BCPS Assets	M1L42209BK	G5A29UP#ABA	59999000345903	
BOE-BCPS Laptop	BOE-BCPS Assets	8CG43509MN	F1J32AV	USN40358	
BOE-BCPS Laptop	BOE-BCPS Assets	8CG43500HK	J5J15UP#ABA	USN40301	
BOE-BCPS Laptop	BOE-BCPS Assets	8CG43500GS	J5J15UP#ABA	USN40223	
BOE-BCPS Laptop	BOE-BCPS Assets	8CG43509MJ	F1J32AV	USN40353	
BOE-BCPS Laptop	BOE-BCPS Assets	2CE41511MG	G9H09UP	USN23245	
BOE-BCPS Laptop	BOE-BCPS Assets	2CE4150F1N	G9H09UP	USN23246	
BOE-BCPS Laptop	BOE-BCPS Assets	2CE4150DNL	G9H09UP	USN23247	
BOE-BCPS Laptop	BOE-BCPS Assets	2CE4150FHK	G9H09UP	USN23248	
BOE-BCPS Laptop	BOE-BCPS Assets	2CE41511J9	G9H09UP	USN23249	
BOE-BCPS Laptop	BOE-BCPS Assets	2CE41511JH	G9H09UP	USN23250	
BOE-BCPS Laptop	BOE-BCPS Assets	2CE41511JZ	G9H09UP	USN23251	

Page 1 of 2 (51 items)

9. Fill out the Follow-On Questions you feel are necessary (not all follow on questions need to be answered)

Follow-up Questions

Location of Equipment: Room #, Location, Etc.

RM 221

10. Do not fill out the Additional Information questions

11. Click Save and Close

- This will alert our Daly Helpdesk of the new ticket creation

Thu 1/31/2013 3:44 PM

dburkins@aacps.org

New Ticket Notification: T20130131.0025- Computer Reboots (TEST by BRITTANY)

To: HELP DESK

T20130131.0025: Computer Reboots (TEST by BRITTANY)

Ticket Information

Account: AACPS-HQ-Anne Arundel County Public Schools	Priority: Medium
Ticket Contact: Dave Burkins	Ticket Number: T20130131.0025
Created: 01/31/2013 by Dave Burkins	Status: New

Description

Computer continuously reboots.(TEST by BRITTANY)

Follow On Questions

Q: Computer NameA: BOEIR3ADB10401
 Q: Site Contact name, Phone # and Room #A: no answer
 Q: Location of Equipment ie; site name, room numberA: no answer
 Q: Your Internal Call #A: no answer

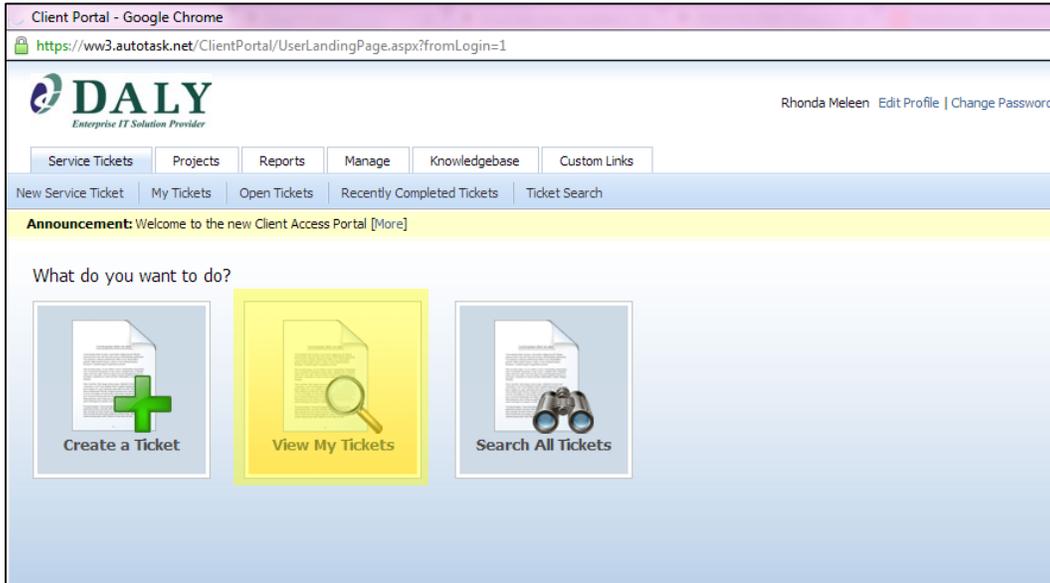
Priority: Medium

Additional Information

Inbound Call #: INC000000070950
 Model #: 6200 ELITE
 Product Type: Desktops
 Serial #: 2UA1180HNB

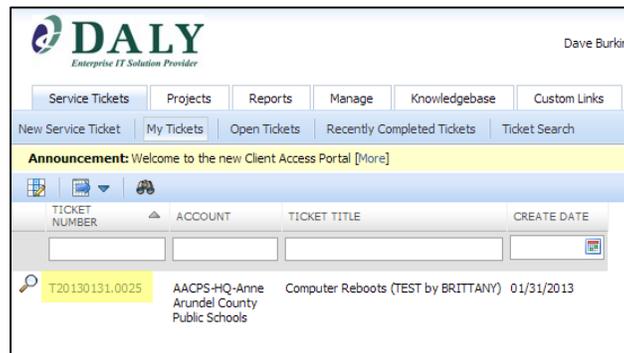
Viewing My Tickets

1. To view tickets click “View My Tickets”



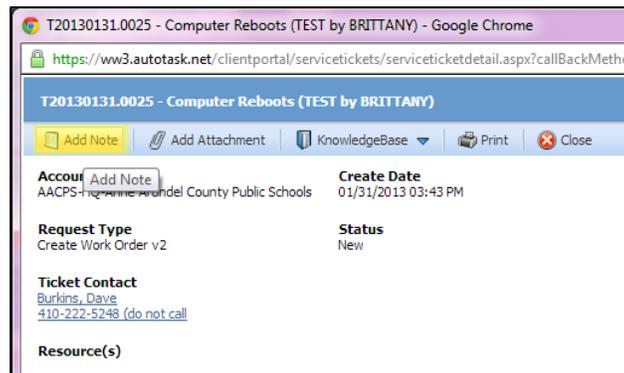
2. To open the ticket, click the ticket number

- The ticket will give you all the information that you entered to create the ticket. You may add attachments, notes, along with printing the ticket.



Adding Notes to Tickets

1. Click Add Note



2. Type the Title and Note

New Service Ticket Note: T20130131.0025

Save | Cancel

Title *
Teacher Moved Desktop

Note *
The laptop is now located in the office. Please see receptionist on arrival.
Thanks!

Notify the Resources on this Ticket
Enter email addresses of the other recipients, separated by semicolons

3. Click Save

Adding an Attachment to Tickets

1. Click Add Attachment
2. Type the Title
3. Click Choose File
4. Select the file you wish to choose
5. Click Attach File

New Service Ticket Attachments: T20130128.0005

Save & Close | Cancel

Title *
Photo

File to Attach *
Choose File | No file chosen | Attach File

Files to Add
Photo of issue 11-5-12.PNG

6. Click Save and Close
7. To view the information scroll to the bottom of the ticket

Knowledgebase Articles

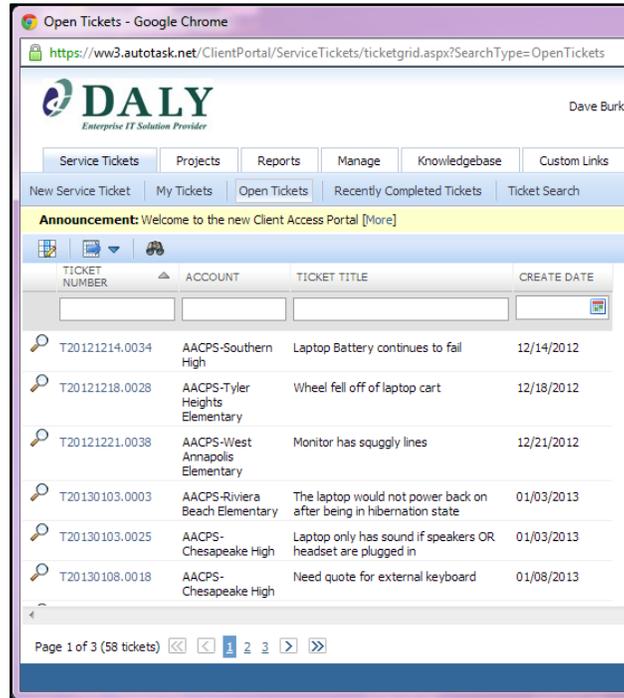
Work History

DATE	RESOURCE	TITLE
01/31/2013 04:01 PM	Burkins, Dave	Teacher Moved Desktop

Worked: 01/31/2013 04:01 PM
Note: The laptop is now located in the office. Please see receptionist on arrival.
Thanks!

Viewing All Open Tickets

1. Click Open Tickets
2. This will list all open tickets for PWCS

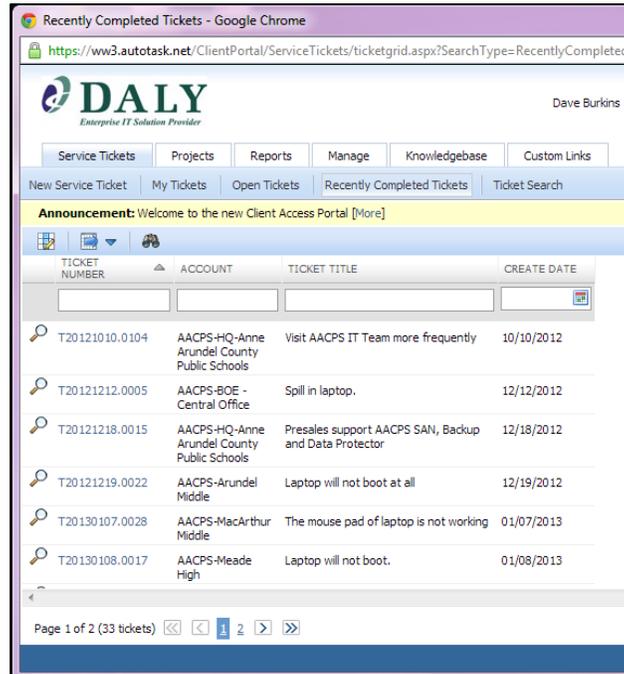


The screenshot shows the 'Open Tickets' page in the Autotask client portal. The page header includes the DALY logo and the user name 'Dave Burkin'. Below the header is a navigation menu with options: Service Tickets, Projects, Reports, Manage, Knowledgebase, and Custom Links. A secondary menu shows: New Service Ticket, My Tickets, Open Tickets, Recently Completed Tickets, and Ticket Search. An announcement banner reads: 'Announcement: Welcome to the new Client Access Portal [More]'. Below this is a table of open tickets with columns: TICKET NUMBER, ACCOUNT, TICKET TITLE, and CREATE DATE. The table contains six rows of ticket data. At the bottom, it shows 'Page 1 of 3 (58 tickets)' with navigation arrows.

TICKET NUMBER	ACCOUNT	TICKET TITLE	CREATE DATE
T20121214.0034	AACPS-Southern High	Laptop Battery continues to fail	12/14/2012
T20121218.0028	AACPS-Tyler Heights Elementary	Wheel fell off of laptop cart	12/18/2012
T20121221.0038	AACPS-West Annapolis Elementary	Monitor has squiggly lines	12/21/2012
T20130103.0003	AACPS-Riviera Beach Elementary	The laptop would not power back on after being in hibernation state	01/03/2013
T20130103.0025	AACPS-Chesapeake High	Laptop only has sound if speakers OR headset are plugged in	01/03/2013
T20130108.0018	AACPS-Chesapeake High	Need quote for external keyboard	01/08/2013

Viewing Completed Tickets

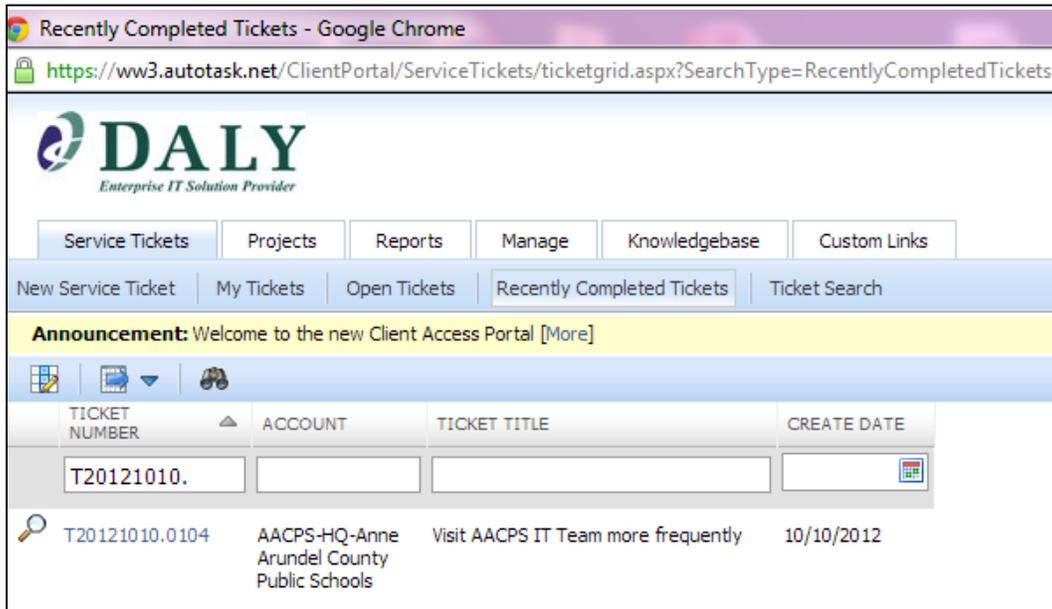
1. Click Recently Completed Tickets



The screenshot shows the 'Recently Completed Tickets' page in the Autotask client portal. The page header includes the DALY logo and the user name 'Dave Burkin'. Below the header is a navigation menu with options: Service Tickets, Projects, Reports, Manage, Knowledgebase, and Custom Links. A secondary menu shows: New Service Ticket, My Tickets, Open Tickets, Recently Completed Tickets, and Ticket Search. An announcement banner reads: 'Announcement: Welcome to the new Client Access Portal [More]'. Below this is a table of recently completed tickets with columns: TICKET NUMBER, ACCOUNT, TICKET TITLE, and CREATE DATE. The table contains six rows of ticket data. At the bottom, it shows 'Page 1 of 2 (33 tickets)' with navigation arrows.

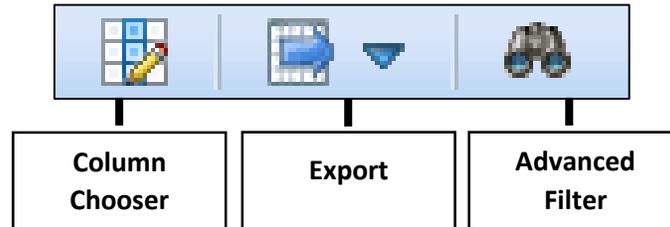
TICKET NUMBER	ACCOUNT	TICKET TITLE	CREATE DATE
T20121010.0104	AACPS-HQ-Anne Arundel County Public Schools	Visit AACPS IT Team more frequently	10/10/2012
T20121212.0005	AACPS-BOE - Central Office	Spill in laptop.	12/12/2012
T20121218.0015	AACPS-HQ-Anne Arundel County Public Schools	Presales support AACPS SAN, Backup and Data Protector	12/18/2012
T20121219.0022	AACPS-Arundel Middle	Laptop will not boot at all	12/19/2012
T20130107.0028	AACPS-MacArthur Middle	The mouse pad of laptop is not working	01/07/2013
T20130108.0017	AACPS-Meade High	Laptop will not boot.	01/08/2013

- To do a Ticket Search, type in the field you wish to search and then press enter



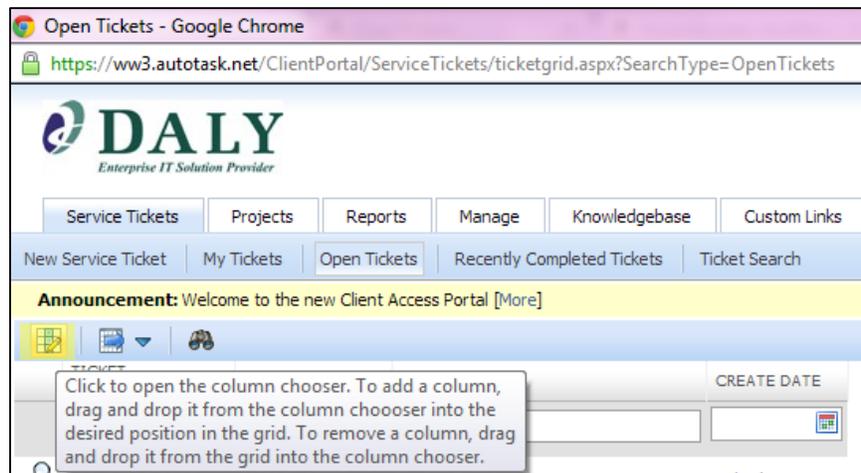
Additional Information/Features

Buttons and Navigation

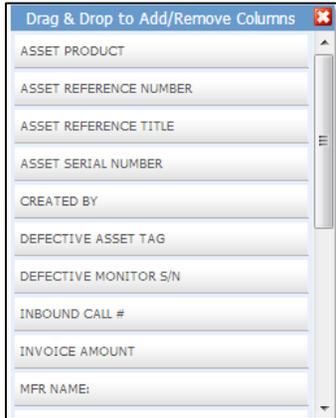


To Adjust the Column Chooser

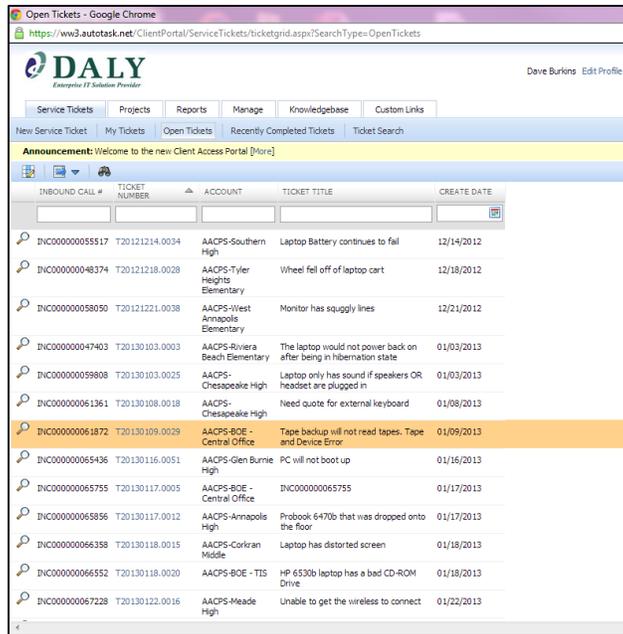
- Click the grid on the Left Hand Corner



2. A pop up will appear with all of the columns you may select

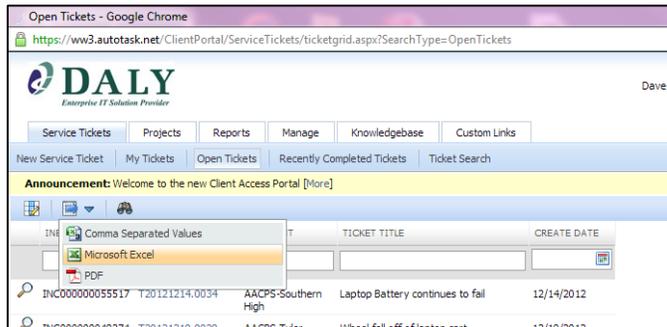


3. The new column Inbound Number has been added

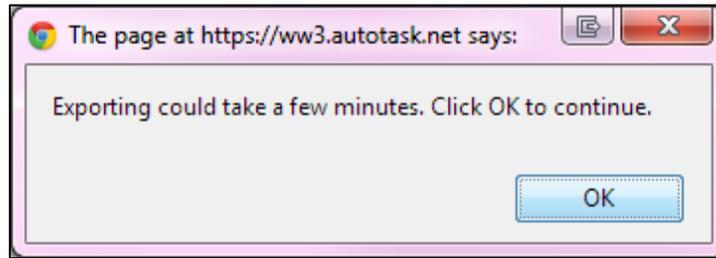


To Export to Excel

1. Click the second button in the Left-Hand corner
 - This gives you the option to export as a Comma Separated Value, Microsoft Excel, or a PDF



- Click OK, this may take a few minutes



- Autotask will export to Excel with the columns you selected

Inbound Call #	Ticket Number	Account	Ticket Title	Create Date
INC000000055517	T20121214.0034	AACPS-Southern High	Laptop Battery continues to fail	12/14/2012
INC000000048374	T20121218.0028	AACPS-Tyler Heights Elementary	Wheel fell off of laptop cart	12/18/2012
INC000000058050	T20121221.0038	AACPS-West Annapolis Elementary	Monitor has squiggly lines	12/21/2012
INC000000047403	T20130103.0003	AACPS-Riviera Beach Elementary	The laptop would not power back on after being in hibernation state	1/3/2013
INC000000059808	T20130103.0025	AACPS-Chesapeake High	Laptop only has sound if speakers OR headset are plugged in	1/3/2013
INC000000061361	T20130108.0018	AACPS-Chesapeake High	Need quote for external keyboard	1/8/2013
INC000000061872	T20130109.0029	AACPS-BOE - Central Office	Tape backup will not read tapes. Tape and Device Error	1/9/2013
INC000000065436	T20130116.0051	AACPS-Glen Burnie High	PC will not boot up	1/16/2013
INC000000065755	T20130117.0005	AACPS-BOE - Central Office	INC000000065755	1/17/2013
INC000000065856	T20130117.0012	AACPS-Annapolis High	Probook 6470b that was dropped onto the floor	1/17/2013
INC000000066358	T20130118.0015	AACPS-Corkran Middle	Laptop has distorted screen	1/18/2013
INC000000066552	T20130118.0020	AACPS-BOE - TIS	HP 6530b laptop has a bad CD-ROM Drive	1/18/2013

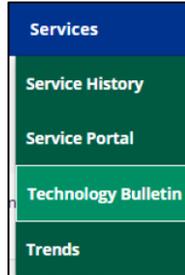
Advanced Filter

- This gives you the option to search for single or multiple items

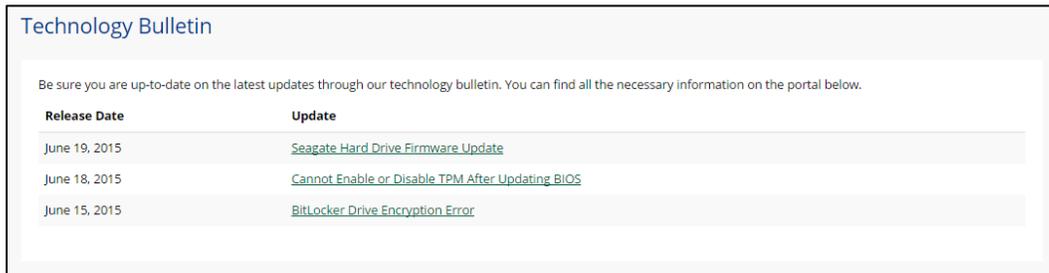
Technology Bulletin

Be sure you are up-to-date on the latest updates through our technology bulletin. You can find all the necessary information on the portal below.

1. From the drop-down select Technology Bulletin



2. On this page you will be able to view tech updates and see current information on necessary technology new



Technology Bulletin

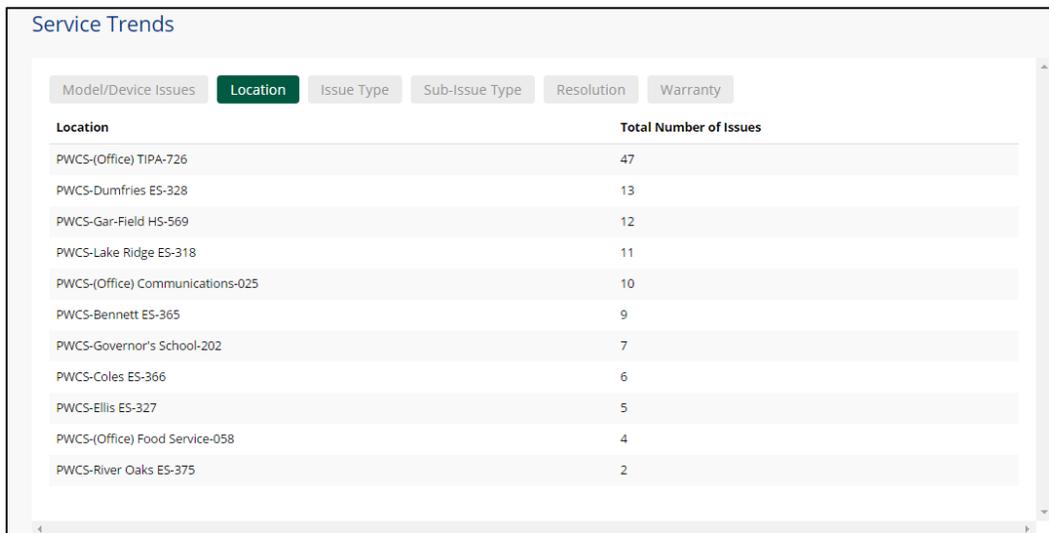
Be sure you are up-to-date on the latest updates through our technology bulletin. You can find all the necessary information on the portal below.

Release Date	Update
June 19, 2015	Seagate Hard Drive Firmware Update
June 18, 2015	Cannot Enable or Disable TPM After Updating BIOS
June 15, 2015	BitLocker Drive Encryption Error

Trending Reports

If there are issues, reports will be generated on topics such as trending issues and failures so we know where to focus on to resolve issues.

- From the trending reports page you will be able to see the top issues that are trending



Service Trends

Model/Device Issues Location Issue Type Sub-Issue Type Resolution Warranty

Location	Total Number of Issues
PWCS-(Office) TIPA-726	47
PWCS-Dumfries ES-328	13
PWCS-Gar-Field HS-569	12
PWCS-Lake Ridge ES-318	11
PWCS-(Office) Communications-025	10
PWCS-Bennett ES-365	9
PWCS-Governor's School-202	7
PWCS-Coles ES-366	6
PWCS-Ellis ES-327	5
PWCS-(Office) Food Service-058	4
PWCS-River Oaks ES-375	2

Contract Information

- By selecting the contract information tile you are able to see a breakdown of the services, agreements, and see a listing of the manufacturers covered by Daly

Prince William County PUBLIC SCHOOLS
Providing A World-Class Education
MA R-DJ-15017

Customer Portal Supported by DALY
Welcome, Brittany Farmer Log out

Home Store Order Status Asset Information Services Contract Information Contact Us Feedback

Store Order Status Asset Information Services Contract Information Resources

Welcome to the Prince William County Public Schools Web Portal

Security is our top priority, a few pages will require additional security log on credentials. If for any reason you need assistance or have trouble with access, please reach out to WebPortalSupport@Daly.com.

Contract Information

Contract Number	R-DJ-15017
Contract Award	June 25, 2015 – December 21, 2018
Contract Execution Date	August 3, 2015
Contract Period	Three year contract, option to renew for three (3) additional one-year periods, one year at a time
Authorized Users	Prince William County Public Schools

Contract Prices:
Contractor shall provide the following goods and services at the following firm fixed price/discount for the contract period. All Systems (Desktops and Laptops) prices include system configuration, testing, imaging, burn-in, asset tag and delivery.

Desktop and Laptop Computing Systems:

DESKTOP AND LAPTOP COMPUTING SYSTEMS		
Product Line	Lenovo	Hewlett-Packard
Desktop:	Desktop: 33% Thin Client: 21% Desktop Options & Accessories: 15%	Desktop: 23% Thin Client: 16% Desktop Options & Accessories:

Contact Us

- Provides you with the appropriate information regarding contact information

Contact Us

Corporate Headquarters
Daly Computers, Inc.
22521 Gateway Center Drive
Clarksburg, Maryland 20871

Toll Free: 1-800-955-3259
Main Fax: (301) 963-1516

Virginia Sales Team: VaSales@Daly.com
Project Management Team: PWCSTeam@Daly.com
General Inquiries: Solutions@Daly.com

Feedback

Let us know how we are doing. We would appreciate your feedback on components of the web portal so we can make it as efficient as possible.

- Provide Daly with Feedback on the Feedback form

[Portal Home](#) » Feedback

Feedback

First Name *	<input type="text"/>	Last Name *	<input type="text"/>
School or Admin Building Name *	<input type="text"/>	Email Address *	<input type="text"/>
About Visit *	<input type="text"/>		
Date of Visit *	<input type="text"/>		



DALY

Enterprise IT Solution Provider

*If you need access to any other pages
or have questions please contact:
WebPortalSupport@Daly.com*

Brittany Farmer

1-800-955-3259 x462