



### SUPPORT OPTIONS

- 1 **Contact your supervisor.**
- 2 **Go to MOJO website**  
[mojoproject.philasd.org](http://mojoproject.philasd.org)
  - System status
  - F.A.Q.
  - Training manuals
  - 'How to' videos
- 3 **Call Help Desk (215) 400-5555.**
  - 1 - Password reset  
*(username or password problem)*
  - 3 - Hardware problems  
*(computer or phone)*
  - 5 - Connectivity problem  
*(connection to Internet)*
  - 6 - MOJO problems  
*(issues once logged into MOJO)*

**Training:** If you require additional training, please contact your supervisor.

### LOGIN TO MOJO

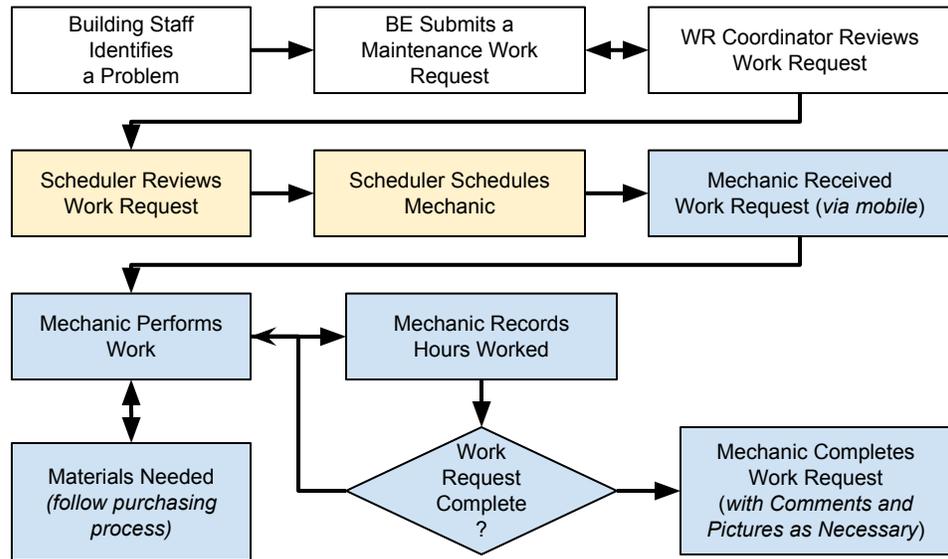
**Browser:** Use any browser (prefer Google Chrome) and type in the URL [mojophilasd.org](http://mojophilasd.org). Use your SDP email user name and password. For the user name, do not include the "@philasd.org".

**Mobile:** Using Android or iOS, go to your web browser and type in the URL [mojomobile.philasd.org](http://mojomobile.philasd.org). Use your SDP email user-name and password. For the user name, do not include the "@philasd.org".

MOJO Note(s):

The Archibus software refers to 'work orders' as 'work requests'. These words will often be used interchangeably. Similarly, 'craftsperson' is used to identify 'mechanics'.

### WORK FLOW



### COMMON PROBLEMS

**Problem:** Difficulties with software or phone is not allowing you to view assigned work requests.

**Solution:** Contact your supervisor. They will identify work assigned to you and use one of several alternative methods for you to receive a list of WR assigned to you.