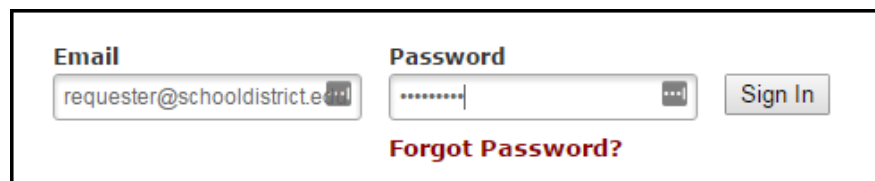


Incident Requester Guide

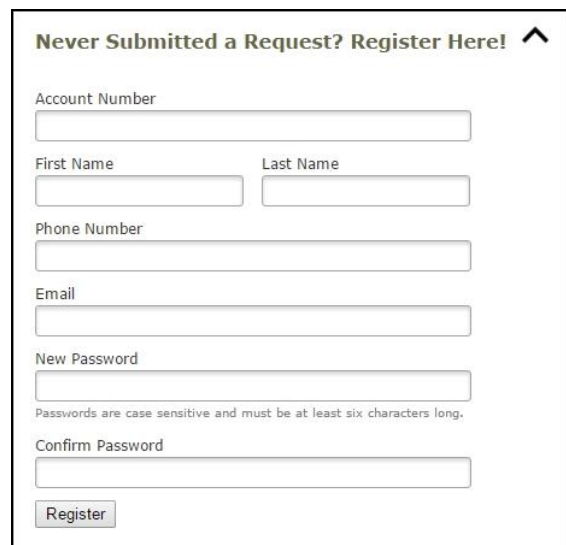
How to Register/Log in

- Open your Internet Browser (Internet Explorer, Firefox, etc). Click on the following link, or copy and paste it into the web browser:
<https://www.myschoolbuilding.com/myschoolbuilding/itdgateway.asp?acctnum=710169824>
[The above link can be found on each building's web page]
- If you are a returning user, enter your **Email Address** and **Password**. Click **Sign In**.
- If you have forgotten your password, click the **Forgot Password?** Link and enter your email address. We'll send you instructions for resetting your password.



The screenshot shows a login interface with two input fields: 'Email' containing 'requester@schooldistrict.e...' and 'Password' containing '.....'. To the right is a 'Sign In' button. Below the password field is a red link labeled 'Forgot Password?'.

- If you are submitting your first request, you must enter registration information first. Click on the down arrow (▼) next to Never Submitted a Request? Register Here! to expand the registration form. **Note: Your registration will be complete after you submit your first work request.*
 - Enter the **Account Number** provided by your Administrator.
 - Enter your **First** and **Last Name**, as well as your **Phone Number** and **Email Address**.
 - Type the **Password** you would like to use to log into your SchoolDude account and confirm it. The password you choose must be 6 characters long.
 - Click **Register** to go to the work order request form.



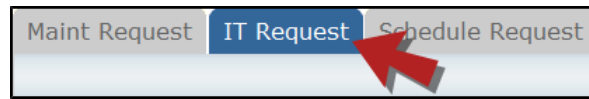
The screenshot shows a registration form titled 'Never Submitted a Request? Register Here!' with a dropdown arrow. It contains the following fields: 'Account Number', 'First Name', 'Last Name', 'Phone Number', 'Email', 'New Password', and 'Confirm Password'. A 'Register' button is at the bottom. A note states: 'Passwords are case sensitive and must be at least six characters long.'

The Dude Says:

To create a shortcut to your desktop, find a blank area on this screen and right click on your mouse. You will have the option to create a shortcut or add to your favorites. Creating a shortcut will add an icon to your desktop. You can double click it the next time you want to sign in.

How to Submit a Request

- Make sure you are on the **IT Request** tab at the top of the screen.



**Note: Any field marked with a red checkmark is a required field.*

- **Step 1:** These fields will already be filled in with your contact information according to how it was entered upon registration.

- **Step 2:** Click on the drop down arrow and highlight the **Location** where the work needs to be done. Do the same for **Building** (if available) and **Area**. Also, be sure to type in the area description or room number in the **Area/Room Number** field.

- **Step 3:** Select the **Problem Type** that best describes the request/issue you are reporting.

- **Step 4:** Type in a **Description** of the problem.

- **Step 5:** Depending on the technology problem type you selected in Step 3, there may be extra questions to answer here that will give more detail about your request. Fill out the **Questionnaire** and remember that any fields with a red checkmark beside it are required.
- **Step 6:** Enter a **Tag Number** if necessary for a specific piece of equipment that needs to be worked on.

- **Step 7:** Enter a **Time Available**, such as a planning period, when workers can come by.
- **Step 8:** Select a **Purpose** for the work if applicable.
- **Step 9:** Attach a file to the request if necessary (i.e. a picture of damage or screenshot).
- **Step 10:** Type in the **Submittal Password**. **Contact the IT Dept for password.**
- **Step 11:** Click the **Submit** button.

My Request Tab

You can view any requests that you have entered into the system by clicking on the **My Requests** tab. Hover your mouse over the **Shortcuts** link and click on **My IT Requests**. You will see a listing of any requests that you have entered into the system. You are also able to print out a listing of your requests by clicking on the printer icon.

Status	Location	Action Taken	Complete Date
Work In Progress 199 123	Dude High School! Computer not working	No Action Note 10/28/2008 3:12:00 PM Computer Monitor	
New Request 286	Andrews High School Test	No Action Note 7/9/2009 7:54:07 PM Alarm Bell	

On the **My Requests** page you will see up-to-date information on your requests including the current status, incident ID number, and action taken notes. You can click on the number next to the status description in the **Request Totals** section to see all of your requests marked with that status. You can also search for any work order request by typing a key word into the **Search** box and clicking GO.