

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 form with two input fields: 'Email' and 'Password'. The 'Email' field contains the text 'requester@schooldistrict.e'. The 'Password' field contains several dots. To the right of the 'Password' field is a 'Sign In' button. Below the 'Password' field is a 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. **(The Account # is 71068924).**

- ❑ 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.

Never Submitted a Request? Register Here! ^

Account Number

First Name Last Name

Phone Number

Email

New Password

Passwords are case sensitive and must be at least six characters long.

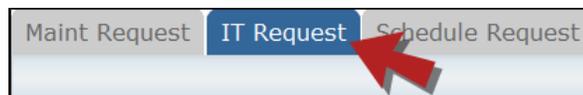
Confirm Password

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 1 Please be yourself, click [here](#) if you are not Requester Dude

First Name Requester	Last Name Dude	Email requester@dude.nett
Phone <input checked="" type="checkbox"/>	Pager	Mobile Phone

- **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 2 Location

Dude High School

Building

-- No Building Available --

Area

-- Select Area --

Area/Room Number

Room 113

Yes, remember my area entries for my next new request entry.

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

Step 3 Select Problem Type:

Technology Help Desk:

Click [here](#) for Technology Emergency Contacts
Click on the problem type below that best describes your issue.

Accounts Audio / Visual Computer Services **OK** Email

Event Setup Hardware Laptop **?** Miscellaneous/Questions (IT)

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

Step 4 Please describe your problem or request.

Unable to access my email. Please help!

- **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. (The password is RCSS).**
- **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.

My Requests

Shortcuts

- My Maint Requests
- My IT Requests
- My Schedule Requests
- My Inventory Requests
- My Trip Requests

Note: Once the request is assigned to a person, you no longer can edit the request. You can click on the current status to view all pages on your request.

Search for ""

Search this results

1 - 10 of total 10 items

Show All

Previous 10 Next 10

Status	Incident ID	Area	Location	Description	Action Taken	Request Date	Type	Complete Date
Work In Progress	199		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	

Request Totals

- 4 New Request
- 1 Work In Progress
- 4 Complete
- 1 Forwarded

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.