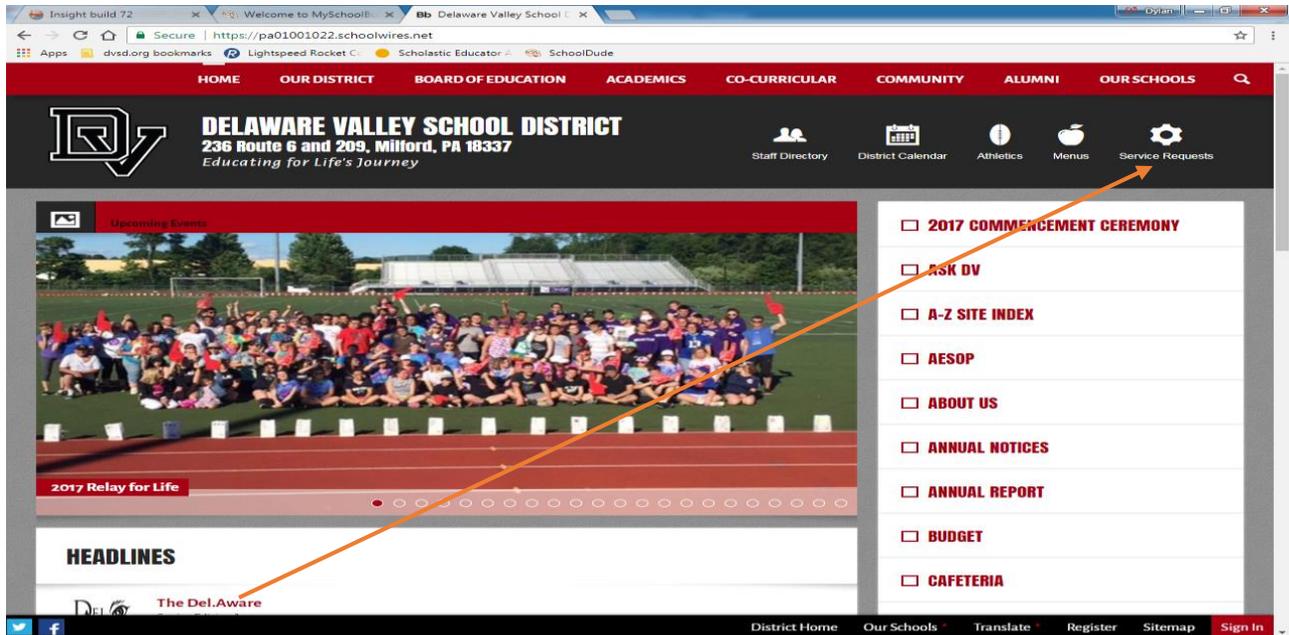


Utilizing SchoolDude to Enter a Technology Service Request

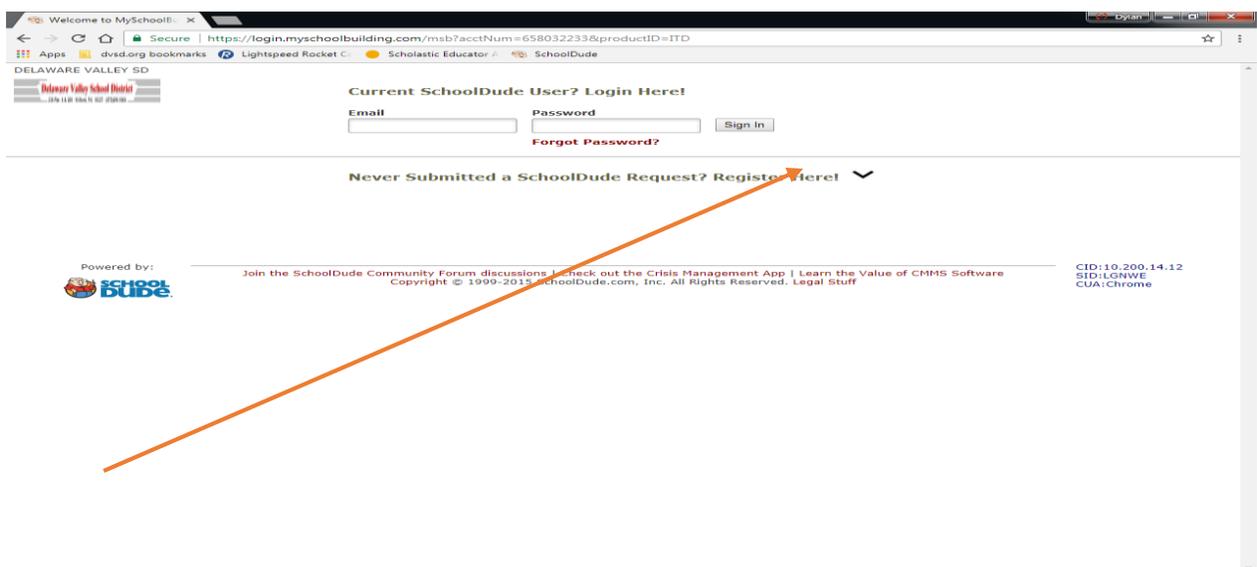
The only requests that the Technology Department is able to respond to are those entered through SchoolDude, using the procedure outlined below.

Only use Internet Explorer to enter a request.

Select Service Requests.



If you have already registered, please sign in. If you have not registered, click the drop down arrow.



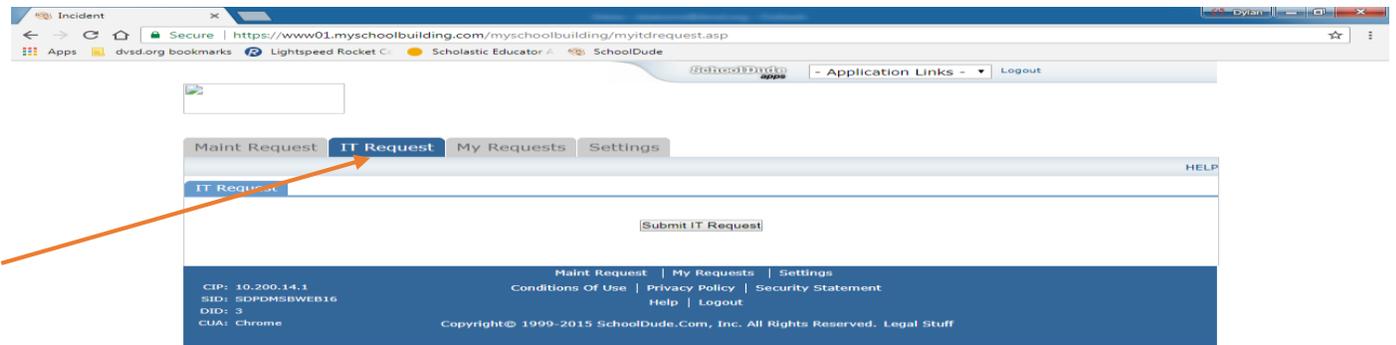
Fill in your information and click register. The account number is automatically populated.

The screenshot shows a web browser window with the URL <https://login.myschoolbuilding.com/msb?acctNum=658032233&productID=ITD>. The page is titled "Current SchoolDude User? Login Here!" and features a login form with fields for "Email" and "Password", and a "Sign In" button. A link for "Forgot Password?" is also present. Below the login section, there is a "Never Submitted a SchoolDude Request? Register Here!" section with a registration form. The form includes a pre-filled "Account Number" (658032233), and fields for "First Name", "Last Name", "Phone Number", "Email", "New Password", and "Confirm Password". A note states: "Passwords are case sensitive and must be at least six characters long." A "Register" button is at the bottom of the form. A footer note reads: "NOTE: Registration will be complete after you submit your first request. New users are not saved until their first request has been submitted." The footer also includes a "Powered by: iSIBTE" logo, a link to the SchoolDude Community Forum, and system information: "CID:10.200.14.12 SID:LGNWE CUA:Chrome".

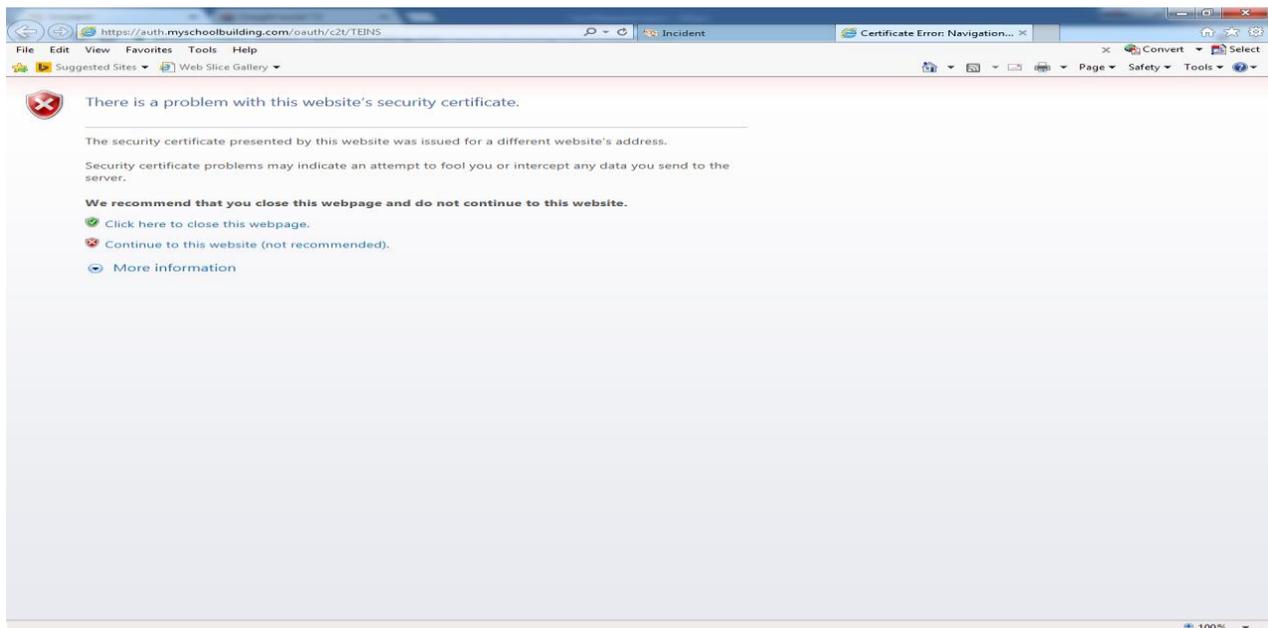
Select the IT Request tab.

The screenshot shows a web browser window with the URL <https://www01.myschoolbuilding.com/myschoolbuilding/myrequest.asp>. The page is titled "MaintenanceDirect" and features a navigation menu with tabs for "Maint Request", "IT Request", "My Requests", and "Settings". An orange arrow points to the "IT Request" tab. Below the navigation menu, there is a "Work Request" section with a "Legend" dropdown. The main content area is titled "Welcome to our Work Order System" and contains a form with the following steps:
Step 1 Please be yourself, click here if you are not Dylan Saturno
Fields for "First Name" (Dylan), "Last Name" (Saturno), "Email" (schooldudetech@dvsd.org), "Phone" (5702963613), "Pager", and "Mobile Phone".
Step 2 Location
Fields for "Area" (dropdown) and "Area/Room Number". A checkbox "Yes, remember my area entries for my next new request entry." is present.
Step 3 Select Problem Type:
A "Maintenance Help Desk" section with a "Click on the problem type below that best describes your issue." instruction. The problem types are: Alarm, Custodial, Electrical, General Maintenance, Grounds, Heating/Ventilation /Air Conditioning, and Plumbing.

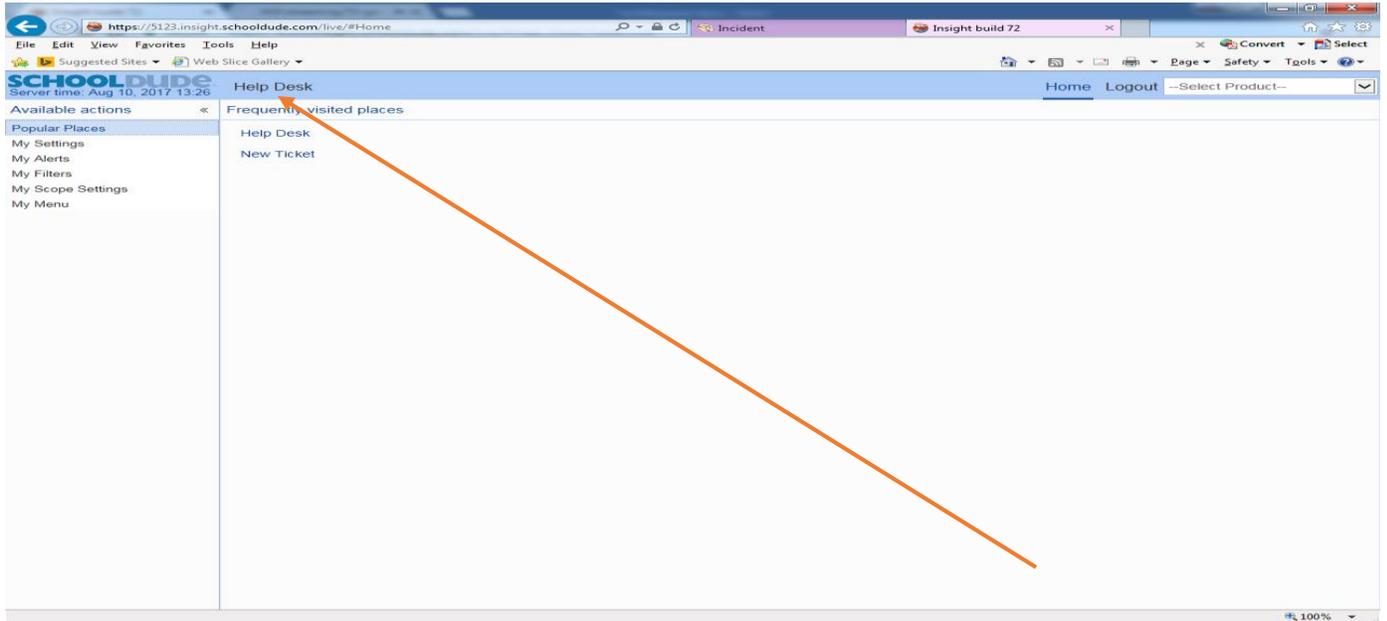
Select Submit IT Request. You will be prompted to fill in the details later in the process.



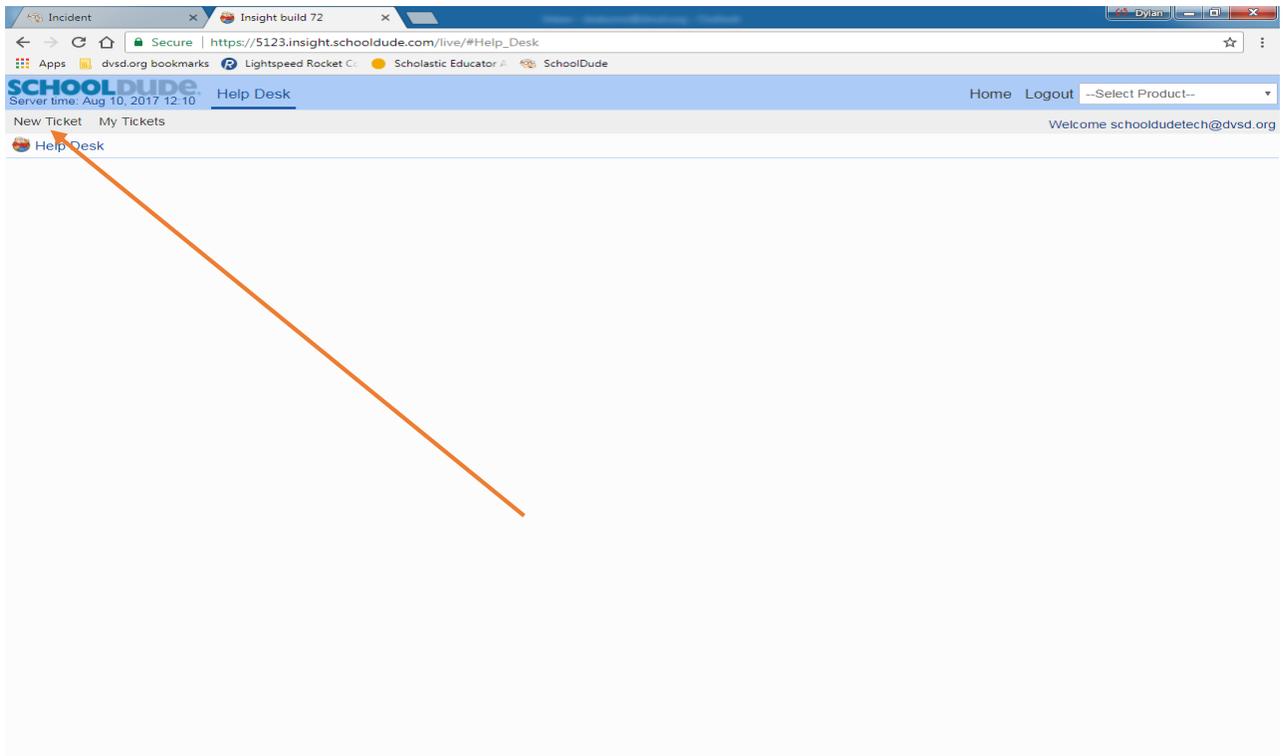
If you see this page, select continue to this website.



Select Help Desk.



Select New Ticket.



Fill in **ALL** details as listed below and select Create Ticket.

The screenshot shows a web browser window with the URL https://5123.insight.schooldude.com/live/#Help_Desk/New_Ticket. The page title is "Schooldude Help Desk". The navigation bar includes "Home", "Logout", and a dropdown menu for "Select Product". The main content area is titled "Help Desk New Request" and contains the following sections:

- Overview**: A tabbed interface with "Overview" selected.
- Instructions**: A section with the text "Please complete the following form to submit your IT ticket."
- Ticket Details**: A form with the following fields:
 - Work Type: A dropdown menu with "Choose..." selected.
 - Select Location: A field with "+" and "-" icons.
 - Location: A section containing "Building" and "Area/Room" fields.
 - Inventory Asset: A field with "+" and "-" icons.
 - Description: A large text area.

At the bottom of the form, there are two buttons: "Create Ticket" and "Reset". An orange arrow points from the top left towards the "Create Ticket" button.

Do not email a Service Request to the Technology Department, or leave a phone message. School Dude is the tool that must be used to enter a Service Request.