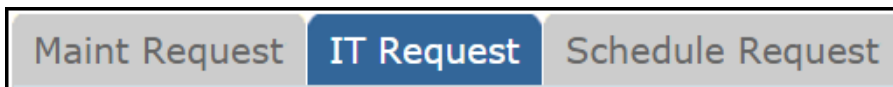


## How to SUBMIT a TECHNOLOGY WORKORDER

Open your Internet Browser (Google Chrome recommended). Click on the following link, or copy and paste it into the web browser: <https://www.myschoolbuilding.com/sso/default.aspx?acctnum=541059514>

- **Login with your computer credentials;** 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 Dude Learn

<b>First Name</b> Dude	<b>Last Name</b> Learn	<b>Email</b> dudelearn@dude.com
<b>Phone</b> 	<b>Pager</b> 	<b>Mobile Phone</b> 

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

**Step 2** **Location**

ABC Elementary School ▼


**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	 <b>OK</b> 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:** Attach a file to the request if necessary (i.e. a picture of damage or a screenshot).

**Step 6:** Click the **Submit** button.

## View your **TECHNOLOGY WORKORDERS**

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 Legend

My IT Requests

Note: Once the request is assigned to a person name to send it, you no longer can edit the request. You can click on the current assigned person name to view the request details.

Request Totals  
1 New Request

Search for " Search this results 1 - 1 of total 1 listed

Status	Location	Action Taken	Complete Date
New Request 100	ABC Elementary School	No Action Note	
Room 113	Unable to access my email. Please help!	3/30/2017 2:12:43 PM	
		Email	

Previous 10 Next 10

- 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 on the right hand side to see all of your requests marked with that status.
- You can also search for any incident request by typing a key word into the **Search** box and clicking **GO**.