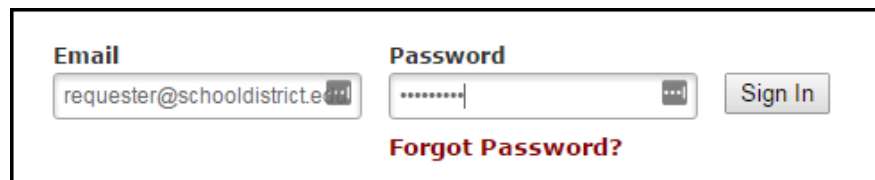


Incident Requester Guide

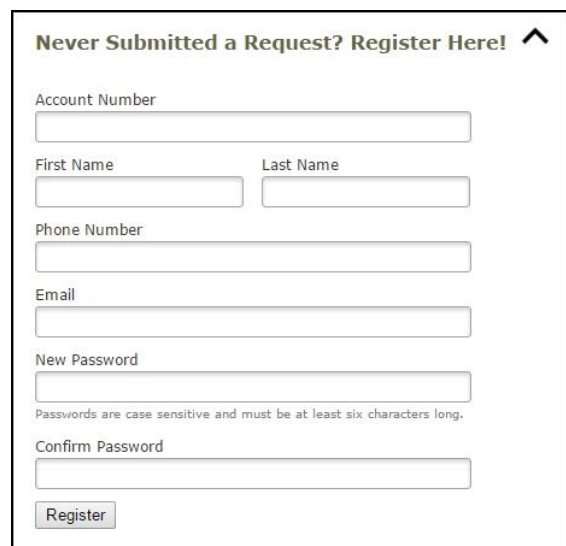
How to Register/Log in

- Open your Internet Browser (Internet Explorer, Firefox, etc). Click on the following link, or copy and paste it into the web browser:
<https://login.myschoolbuilding.com/msb?acctNum=541059514&productID=ITD>
- 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.



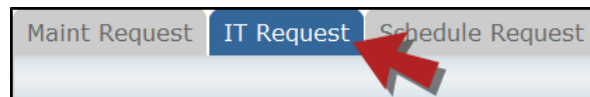
The screenshot shows a registration form titled 'Never Submitted a Request? Register Here!' with a dropdown arrow. It contains the following fields: 'Account Number', 'First Name', 'Last Name', 'Phone Number', 'Email', 'New Password', and 'Confirm Password'. A 'Register' button is at the bottom. A note below the password fields 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.

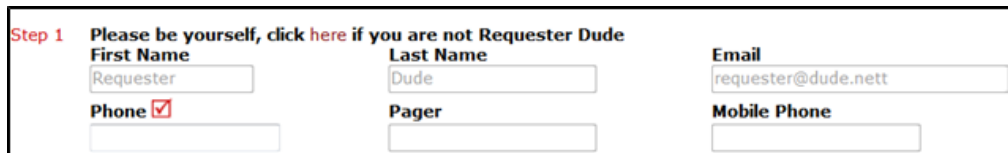
How to Submit a Request

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

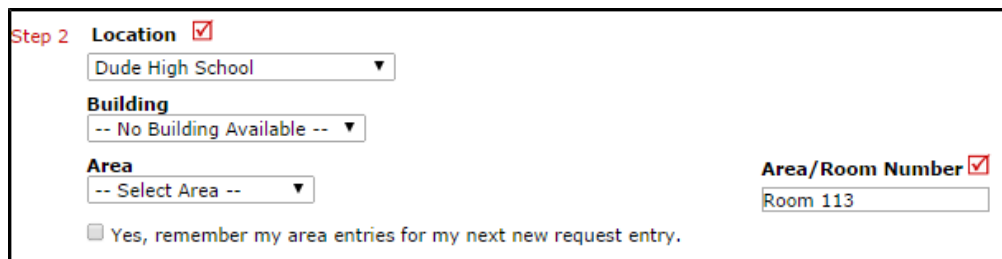


**Note: Any field marked with a red checkmark is a required field.*

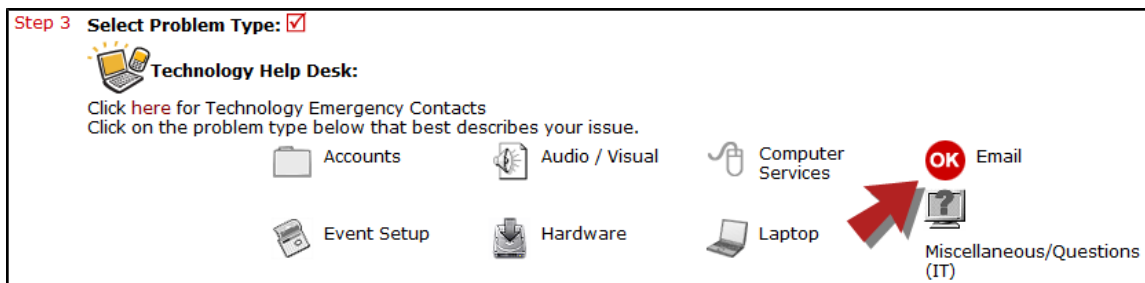
- **Step 1:** These fields will already be filled in with your contact information according to how it was entered upon registration.



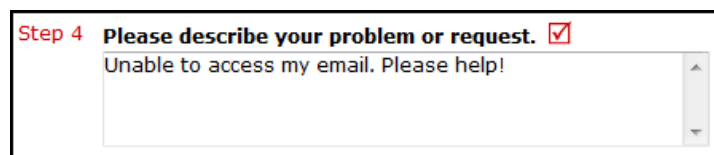
- **Step 2:** Click on the drop down arrow and highlight the **Location** where the work needs to be done. Do the same for **Building** (if available) and **Area**. Also, be sure to type in the area description or room number in the **Area/Room Number** field.



- **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**. **helpdesk**
- **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.

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**.