Quick Step Guide for ITDirect Requesters

How to Register/Log in

1) Open your Internet Browser (Internet Explorer, Firefox, etc). Type the following into the web address bar: www.myschoolbuilding.com. Press the Enter key or click on **Go**. Enter the account number 1220559360 then click on **Submit Organization**. **OR** you can use the following link to access the login page:

   http://www.myschoolbuilding.com/myschoolbuilding/myitdrequest.asp?acctnum=1220559360

   HELPFUL INFORMATION: **You can 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.**

2) You will be prompted to enter your email address then click **Submit**. **If you have been to this website before and have entered a schedule request into the system, you are already registered as a user. Enter your email address then proceed to page 2, "How to Submit a request".**

   Welcome! To begin, please enter your email address below.

   Email Address requester@dude.nett

   Submit

3) If you are a new user, the system will not recognize you right away. Enter your last name to proceed with the registration process. Click **Submit** to continue.

   Email Address requester@dude.nett

   We cannot find the indicated email address.

   Please either correct the email address or enter your last name below if you are a new requester.

   Last Name Smith

   Submit

4) Enter your first name then click **Submit**. The Phone, Cell Number, and Pager fields are optional; however you may be required to enter your phone number on the next screen.
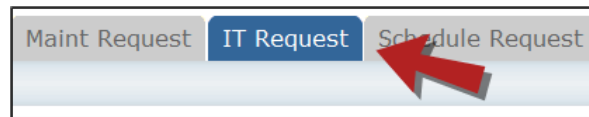
First Name ☑	Last Name ☑
Requester	Smith
Email Address ☑	
requester@dude.nett	
Phone Number	Pager
Cellular Phone	

Submit

How to Submit a Request

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

Maint Request | IT Request | Schedule Request

NOTE: ANY FIELD MARKED WITH ☑ IS A REQUIRED FIELD

☑ **Step 1:** This will be filled in with your contact information according to how it was entered upon registration.

☑ **Step 2:** Click on the drop down menu next to **Location** and make your selection.

- Follow the same steps for **Building** and **Area** (If selections are available).
- Be sure to type in your **Area/Room Number** (This is usually a required field).

Step 1 Please be yourself, click here if you are not Requester Dude
First Name | Last Name | Email
Requester | Dude | requester@dude.nett
Phone ☑ | Pager | Mobile Phone

Step 2 Location ☑
High School
Building
-- No Building Available --
Area | Area/Room Number ☑
Classroom | Room 202

☑ **Step 3:** Select the icon that best describes your problem and click on it.

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.

Adware | Antenna Work | Benchmark Assessment System | CD Drive
Computer Monitor | Computer Services | Core Administrative Systems | Courier Service

☑ **Step 4:** Type in your description of the problem.

Step 4 Please describe your problem or request. ☑

Depending on how the account was setup, the remaining steps may vary. Fill them out to the best of your ability. Make sure any required fields are completed.

☑ **Next Step:** Type in the **Submittal Password**: password
☑ **Last Step:**   Click the **Submit** button.

My Requests 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 request 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 this screen you will see up-to-date information on your request including:

- Status
- The **Incident ID** for referencing your request.
- The date you requested the work.
- Any **Action Taken** notes added by the individual who is working on the incident.
- A **Completion Date** once the work has been completed.

TIPS:

- In the **Request Totals** section (on the right hand side of the screen) you can click on the number next to the status description to see all request marked with that status.

- You can search for any incident request by typing in a keyword in the box next to **Search this results for** then click on **GO.** This will pull up any of your requests according to the keyword that you typed in the box. (Example: If you type "Computer", it will pull up any request containing that keyword).
- Click on the **IT Request** tab to input a new request.

Need Help?

There are several ways to get help for any questions that you may have. Click on the **Help** link located in the upper right hand corner of your screen.
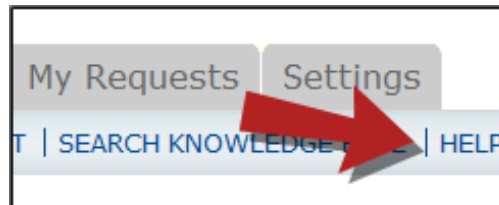
Once you click on the Help link you will see a screen which will list a few help options. If included, you will see a listing of local phone numbers that can be used to contact someone within your organization. Additionally, you will see a link to download the ITDirect Requester Manual as well as being able to access the Online Help page.
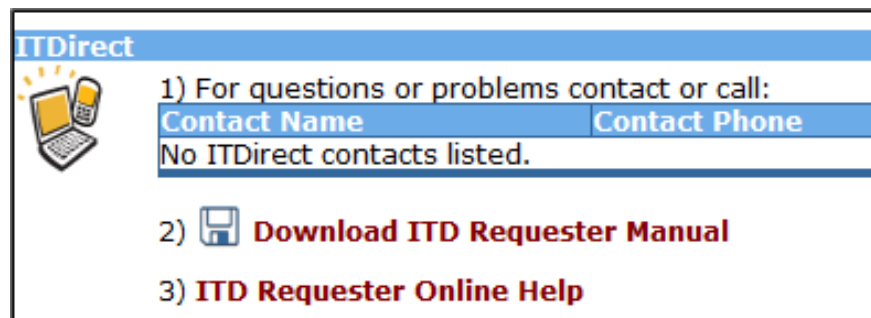
If you select the **ITD Requester Online Help** option you can click on the links under the **Table of Contents** heading. These headings will explain further how to navigate through the MySchoolBuilding.com page. In the **User Guides** section you will find an interactive help movie which will walk you through the steps of entering in a new request.

SchoolDude.com

Entering a request

To enter a technology ticket, make sure that you are on the **IT Request** tab at the top of the screen. If you are not, simply click on the tab to access the IT request form. *All fields with a red checkbox ☑ are required and must be filled out in order to submit the request.*

- **Step 1:** Your name, email, and phone number will already be filled in with your information.
- **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 that you are reporting.
- **Step 4:** Type the **Description** of the problem you are reporting.
- Depending on how the account was setup, the remaining steps may vary. Fill them out to the best of your ability making sure that you fill in all required fields marked with a red checkbox ☑.
- **Final Step:** The last step on the request form is to enter the **Submittal Password**. Contact your administrator, if you do not already have this password. Click **Submit** at the bottom of the form to enter your request.