

Quick Step Guide for ITDirect Requesters

How to Register/Log in

- 1) Open your Internet Browser (Internet Explorer, Firefox, etc). Use the following link to access the login page:
<http://www.myschoolbuilding.com/myschoolbuilding/myitdrequest.asp?acctnum=971435660>

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

- 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

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

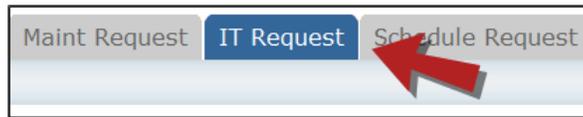
- 4) Enter your first name then click **Submit**. The Phone, Cell Number, and Pager fields are optional; however you may be required to enter your phone number on the next screen.

First Name <input checked="" type="checkbox"/>	Last Name <input checked="" type="checkbox"/>
<input type="text" value="Requester"/>	<input type="text" value="Smith"/>
Email Address <input checked="" type="checkbox"/>	
<input type="text" value="requester@dude.nett"/>	
Phone Number	Pager
<input type="text"/>	<input type="text"/>
Cellular Phone	
<input type="text"/>	
<input type="button" value="Submit"/>	



How to Submit a Request

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

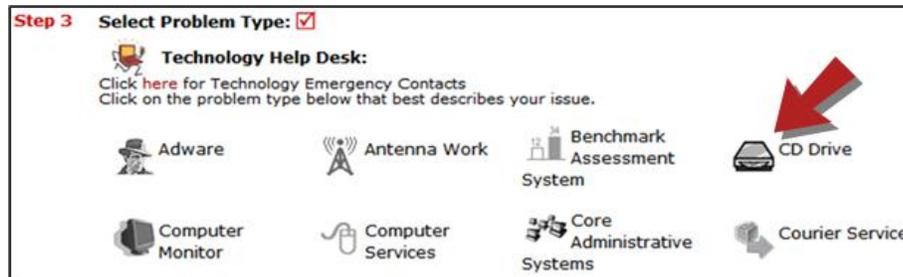


NOTE: ANY FIELD MARKED WITH IS A REQUIRED FIELD

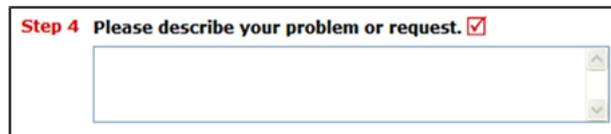
- Step 1:** This will be filled in with your contact information according to how it was entered upon registration.
- Step 2:** Click on the drop down menu next to **Location** and make your selection.
 - Follow the same steps for **Building** and **Area** (If selections are available).
 - Be sure to type in your **Area/Room Number** (This is usually a required field).

A screenshot of a web form. Step 1 is titled 'Please be yourself, click here if you are not Requester Dude'. It contains fields for 'First Name' (Requester), 'Last Name' (Dude), 'Email' (requester@dude.nett), 'Phone' (with a checked checkbox), 'Pager', and 'Mobile Phone'. Step 2 is titled 'Location' (with a checked checkbox) and includes a dropdown menu for 'Location' (High School), a dropdown for 'Building' (-- No Building Available --), a dropdown for 'Area' (Classroom), and a field for 'Area/Room Number' (Room 202, with a checked checkbox).

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

A screenshot of a screen titled 'Step 3 Select Problem Type:'. It features a 'Technology Help Desk' section with a link to 'Click here for Technology Emergency Contacts'. Below are eight icons representing different problem types: Adware, Antenna Work, Benchmark Assessment System, CD Drive (highlighted with a red arrow), Computer Monitor, Computer Services, Core Administrative Systems, and Courier Service.

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

A screenshot of a text input field with the label 'Step 4 Please describe your problem or request.' and a checked checkbox. The field is empty.

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** of **helpdesk**
- Last Step:** Click the **Submit** button.



CLIENT SERVICE CENTER
(877) 868-3833
support@schooldude.com

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

Status	Location	Action Taken	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	

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.

