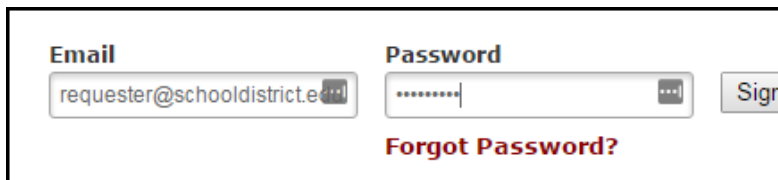


Incident Requester Guide

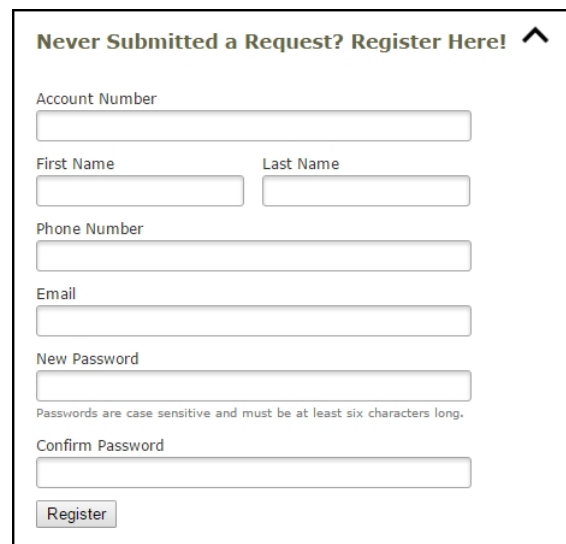
How to Register/Log in

- 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=485421462&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 login form contains two input fields: 'Email' with the placeholder 'requester@schooldistrict.e...' and 'Password' with masked characters '.....'. To the right of the password field is a 'Sign' button. Below the password field is a red link that says '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.



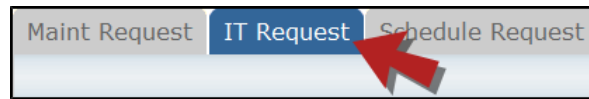
The registration form is titled 'Never Submitted a Request? Register Here!' with an upward arrow icon. It includes the following fields: 'Account Number', 'First Name', 'Last Name', 'Phone Number', 'Email', 'New Password', and 'Confirm Password'. A note states 'Passwords are case sensitive and must be at least six characters long.' At the bottom is a 'Register' button.

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:** Enter a **Tag Number** if necessary for a specific piece of equipment that needs to be worked on.
- Step 6:** Enter a **Time Available**, such as a planning period, when workers can come by.
- Step 7:** Select a **Purpose** for the work if applicable.
- Step 8:** Attach a file to the request if necessary (i.e. a picture of damage or screenshot).

- **Step 9:** Type in the **Submittal Password**. **password**
- **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.

My Requests

Shortcuts

- My Maint Requests
- My IT Requests
- My Schedule Requests
- My Inventory Requests
- My Trip Requests

Request Totals

- 4 New Request
- 1 Work In Progress
- 4 Complete
- 1 Forwarded

Status	Incident ID	Area	Area Number	Location	Description	Action Taken	Request Date	Type	Complete Date
Work In Progress	199		123	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 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**.