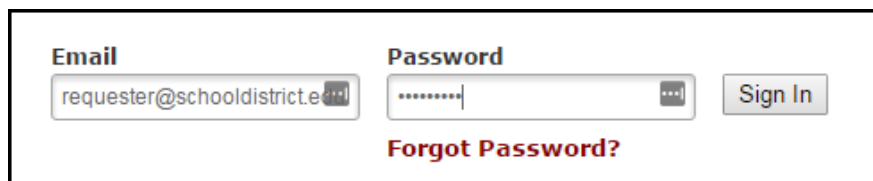


Incident Requester Guide

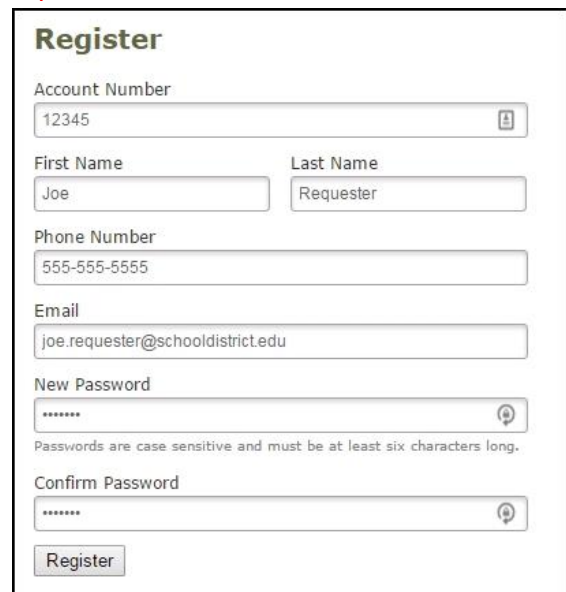
How to Register/Log in

- 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=487396557&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.edu' and 'Password' containing six dots. 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. **Note: Your registration will be complete after you submit your first request.*
 - Enter the **Account Number** provided by your Administrator. **487396557**
 - Enter your **First** and **Last Name**, as well as your **Phone Number** (use your school's 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 'Register' form with the following fields: 'Account Number' (12345), 'First Name' (Joe), 'Last Name' (Requester), 'Phone Number' (555-555-5555), 'Email' (joe.requester@schooldistrict.edu), 'New Password' (6 dots), and 'Confirm Password' (6 dots). 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.'

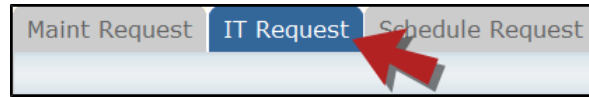
Desktop shortcut:

All District 4 Computers should have a shortcut icon on the desktop that will take you to MySchoolBuilding. 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.

A screenshot of the 'Step 1' form section. It contains several input fields: 'First Name' (Requester), 'Last Name' (Dude), 'Email' (requester@dude.nett), 'Phone' (with a red checkmark), 'Pager', and 'Mobile Phone'. The 'Phone' field has a red checkmark next to it.

- **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.

A screenshot of the 'Step 2' form section. It includes dropdown menus for 'Location' (Dude High School), 'Building' (-- No Building Available --), and 'Area' (-- Select Area --). There is also an 'Area/Room Number' field with 'Room 113' entered. A red checkmark is next to the 'Area/Room Number' label. A checkbox at the bottom is labeled '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.

A screenshot of the 'Step 3' form section titled 'Select Problem Type:'. It features a 'Technology Help Desk' icon and a list of problem types: Accounts, Audio / Visual, Computer Services, Event Setup, Hardware, Laptop, and Email. The 'Email' option is highlighted with a red circle and a red arrow. A red checkmark is next to the title.

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

A screenshot of the 'Step 4' form section. It contains a text area with the text 'Unable to access my email. Please help!'. A red checkmark is next to the title 'Please describe your problem or request.'

- **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**. **remember**
- **Step 10:** Click the **Submit** button.

There will be additional steps depending on the problem type.

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**.

For more information:

- <https://www.schooldude.com/msb> (step-by-step instructions)
- <https://vimeo.com/173913726> (step-by-step video)