

Staff

Many of you have noticed a new icon showing up on your desktop called "School Dude Help Desk". This is a link to a new product that we have started to use that will be used to manage all of the technology requests we receive in the school district. In the past we have asked you to email or phone us with your technology needs and requests. That email became the only documentation of your request for service. This wasn't an ideal way for us to share the request amongst our whole department, nor was there any reporting measures we could utilize.

So we are asking that all requests made now be entered into "School Dude". If you email us, call us, or stop us when we are in your buildings with a technology request, we will take the time to create a School Dude request for you. However, we will ask you at times to create a request using your own account created in "School Dude". Creating your own requests or incidents in "School Dude" will result in quicker response times and free us up to spend more time servicing requests.

### **Steps to Entering in a Request Ticket:**

- 1) Go to <http://www.myschoolbuilding.com>
- 2) If the website asks for organization number then enter our 9 digit account number (this only needs to be done the first time the computer touches the website): **784005028** and click on "submit organization"
- 3) Enter in your email address and click submit.
- 4) If your email has been used to create an account then it will take you straight to a "Center-Technology Request Form".
- 4a) If the email account has not been entered into School Dude, then enter in your last name and hit submit.
  - On the next screen fill in your First Name and then type in your Phone Number and hit submit
- 5) Once at the "Center-Technology Request Form" screen Enter in information in Steps 1 through 9. (Steps 5, 6 and 7 can be skipped).
  - Fields with red check marks next to them indicate that this is a mandatory entry you should make.
  - On Step 3 - you may only choose one Problem Type. If you have more than one issue then create a separate ticket for that issue.
  - On Step 8 you must enter **center** as the password, to be able to submit the ticket.

If you have any questions about this please contact any of us in the technology department.

Thanks

Bruce