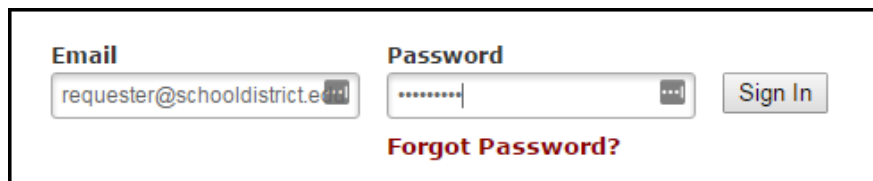


Incident Requester Guide

How to Register/Log in

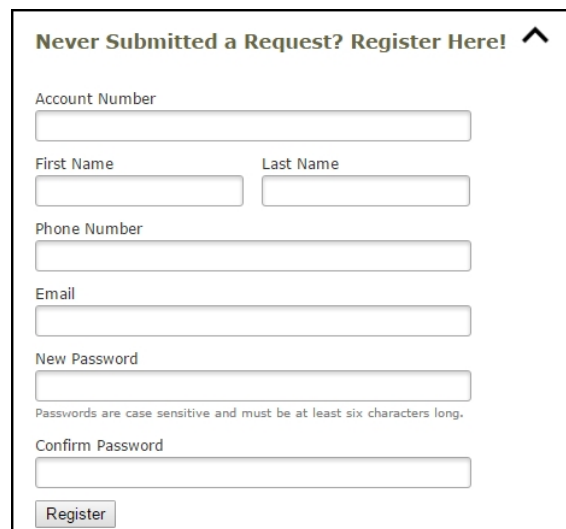
- Open your Internet Browser (Internet Explorer, Firefox, etc). Click on the “Employees” drop down menu and click on the “Help Desk” link.
- If you are a returning user, enter your **Email Address** and **Password**. Click **Sign In**.
- If you have forgotten your password, click the **Forgot Password?** 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.e" and "Password" containing ".....". To the right of the password field 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. 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 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 8 characters long.
- Click **Register** to go to the work order request form.



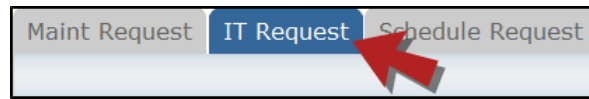
The screenshot shows a registration form titled "Never Submitted a Request? Register Here!" with a dropdown arrow. The form includes the following fields: "Account Number", "First Name", "Last Name", "Phone Number", "Email", "New Password", and "Confirm Password". A "Register" button is at the bottom.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

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. If you are submitting an IT ticket, choose the location with your school and IT i.e. “IT – Buford Elementary”. If you are submitting a Maintenance ticket, choose the location with your school and Maintenance i.e. “Maintenance Buford Elementary”. **Building** and **Area** are not needed but can be added if additional information is desired to be added to the work order. Also, be sure to type in the 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**.

- **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.

The screenshot displays the 'My Requests' interface. At the top, a navigation bar includes tabs for 'Maint Request', 'IT Request', 'Schedule Request', 'Inventory Request', 'Trip Request', 'My Requests', and 'Settings'. The 'My Requests' tab is selected. Below this, a 'Shortcuts' dropdown menu is open, showing options for 'My Maint Requests', 'My IT Requests', 'My Schedule Requests', 'My Inventory Requests', and 'My Trip Requests'. A red arrow points to 'My IT Requests'. To the right of the shortcuts is a 'Legend' dropdown. Below the shortcuts, a table lists requests with columns for 'Status', 'Location', 'Action Taken', and 'Complete Date'. The table contains two rows of data. On the right side, a 'Request Totals' section shows counts for 'New Request', 'Work In Progress', 'Complete', and 'Forwarded'. A search box and a printer icon are also visible.

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 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.