Help Desk Requester Guide

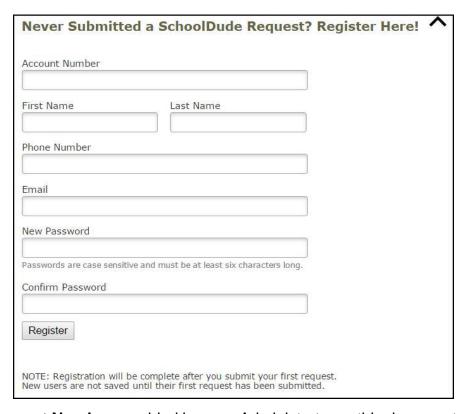
How to Register and Submit a Ticket for the First Time

If you are part of an Education organization and have never submitted a request before, you'll want to follow these steps:

 Go to <u>www.myschoolbuilding.com</u> and register with the account number (718157824) provided by your administrator or login using the following link:

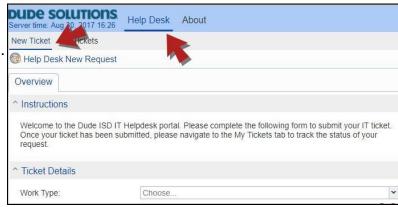
https://login.myschoolbuilding.com/msb?acctNum=264115393&productID=TEHPDK

 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 request.



- Enter the **Account Number** provided by your Administrator or this document.
- Enter your First Name 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 atleast6 characters long.
- Click Register to go to ticket form.

- Once logged in, select the IT Request tab.
- Click on the Submit IT Request button.
- A tab will open showing the Technology Essentials Home tab, click on HelpDesk in the top left corner of the screen.
- Click on New Ticket in the gray ribbon below Help Desk.
- Following any provided guidelines detailed in the Instructions section



complete all required fields marked with a red line. Once all fields are complete click on **Create Ticket**.

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 the icon next time you want to sign in.

How to Submit a Ticket as 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.



- Once logged in, select the IT Request tab.
- Click on the Submit IT Request button.
- A tab will open showing the Technology Essentials Home tab, click on Help Desk in the top left corner of the screen.

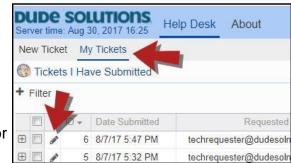
- Click on New Ticket in the gray ribbon below Help Desk.
- Following any provided guidelines detailed in the Instructions section complete all required fields marked with a red line. Once all fields are complete click on **Create Ticket**.

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 the icon next time you want to sign in.

How to View Submitted Tickets and Make Edits

- After the ticket is created, click on the My Tickets tab located to the right of the New Ticket button on the gray bar.
- To edit created tickets click on the pencil icon to the left of the ticket ID.
- From this view you have the ability to Cancel or Duplicate Ticket at the bottom of the screen.



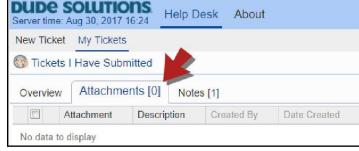
- Cancel Ticket: This will cancel the ticket and alert the assigned Technician.
- **Duplicate Ticket**: This will create a copy of the ticket if you need to make multiple tickets with similar issues.

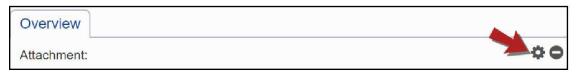
How to Add an Attachment to a Ticket

In Help Desk, you have the ability to add jpeg and pdf files to tickets as attachments.

• From the **My Tickets** tab, click on the **pencil icon** next to the ticket where you want to add the attachment.

- On the ticket form, select the Attachments tab.
- From the **Attachments** tab, click on New located at the bottom of the page.
- Next click on the gear icon.





- Click Browse, navigate to your attachment, and click on the Submit button.
- After the file has been selected, provide a brief description for the attachment and click Save at the bottom of the screen.

How to Add a Note to a Ticket

Notes provide the ability for Technicians and Requesters to communicate and provide updates on the ticket.

- From the My Tickets tab, click on the pencil icon next to the ticket where you want to add the note.
- On the ticket form select the Notes tab.
- From the Notes tab, click New at the bottom.
- Enter the note in the open text field and click
 Save at the bottom of the screen.



How to Change your Home Screen in Help Desk

- When first logging into the Technology Essentials platform, select the **Home** button in the top right corner of the screen.
- Click on My Settings from the Available actions menu.
- In the Start UI from menu item field, select the screen you would first like to see when logging into Help Desk.

