

Quick Step Guide for ITDirect Requesters

How to Register/Log in

1) Open your Internet Browser (Chrome, Internet Explorer, Firefox, etc) and go to:

<https://login.myschoolbuilding.com/msb>

HELPFUL INFORMATION: You can 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.

2) You will be prompted to enter your email address then click **Sign In**. If you have been to this website before and have entered a support request into the system, you are already registered as a user. Enter your email address and password then proceed to page 2, "How to Submit a request".

HELPFUL INFORMATION: If you cannot remember your password, click the "Forgot Password" tab to receive assistance in replacing your old password.

Current SchoolDude User? Login Here!

Email	Password	<input type="button" value="Sign In"/>
<input type="text"/>	<input type="text"/>	
Forgot Password?		

3) If you are a new user, press the "Never Submitted a SchoolDude Request". You will be prompted to enter some contact information as well. Any fields with a are required. Other fields are optional. Enter the account number **718157824**.

Never Submitted a SchoolDude Request? Register Here! ^

Account Number	<input type="text"/>
First Name	Last Name
<input type="text"/>	<input type="text"/>
Phone Number	<input type="text" value="xxxxxx"/>
Email	<input type="text"/>
New Password	<input type="text"/>
<small>Passwords are case sensitive and must be at least six characters long.</small>	
Confirm Password	<input type="text"/>
<input type="button" value="Register"/>	

NOTE: Registration will be complete after you submit your first request. New users are not saved until their first request has been submitted.



CLIENT SERVICE CENTER
(877) 868-3833
support@schooldude.com

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 IS A REQUIRED FIELD

- Step 1:** This will be filled in with your contact information according to how it was entered upon registration.
- Step 2:** Click on the drop down menu next to **Location** and make your selection.

Follow the same steps for **Area**.

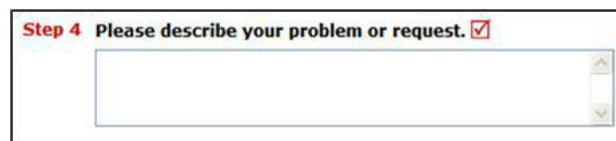
Be sure to type in your **Area/Room Number** (be specific – i.e. 305, Band Room, Front Office).



- Step 3:** Select the icon that best describes your problem and click on it.



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



Step 5: (optional) Attach a file if necessary (i.e. a picture of damage or screenshot of the issue).

- Step 6:** Type in the **Submittal Password: medinah11 (all lower case)**

Step 7: Click the **Submit** button

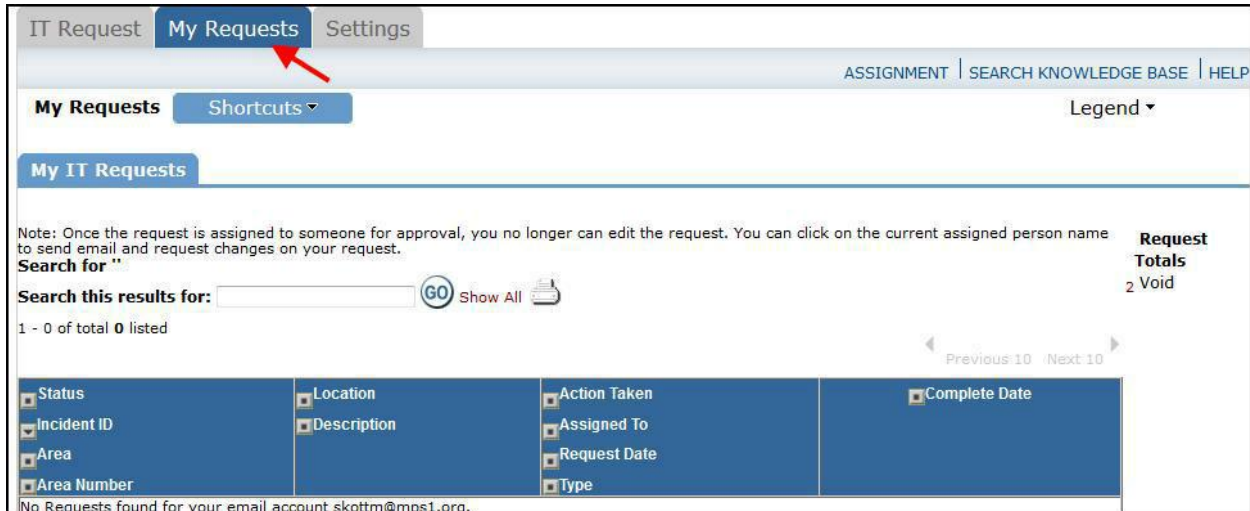


**SCHOOL
DUDE**

CLIENT SERVICE CENTER
(877) 868-3833
support@schooldude.com

My Requests 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 request 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 shows the 'My Requests' tab selected in a navigation menu. Below the menu, there are links for 'ASSIGNMENT', 'SEARCH KNOWLEDGE BASE', and 'HELP'. A 'Shortcuts' dropdown menu is visible, with 'My IT Requests' selected. A note states: 'Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the current assigned person name to send email and request changes on your request.' Below the note is a search bar with the text 'Search for "' and a 'GO' button. To the right, the 'Request Totals' section shows '2 Void'. A table with columns for Status, Incident ID, Area, Area Number, Location, Description, Action Taken, Assigned To, Request Date, Type, and Complete Date is displayed. The table is currently empty, with a message at the bottom: 'No Requests found for your email account skottm@mps1.org.'

On this screen you will see up-to-date information on your request including:

Status

The **Incident ID** for referencing your request.

The date you requested the work.

Any **Action Taken** notes added by the individual who is working on the incident.

A **Completion Date** once the work has been completed.

TIPS:

In the **Request Totals** section (on the right hand side of the screen) you can click on the number next to the status description to see all request marked with that status.

You can search for any incident request by typing in a keyword in the box next to **Search this results for** then click on **GO**. This will pull up any of your requests according to the keyword that you typed in the box.

(Example: If you type "Computer", it will pull up any request containing that keyword).

Click on the **IT Request** tab to input a new request.

