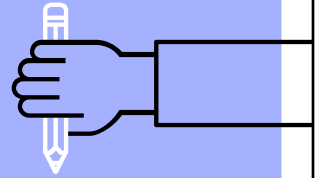
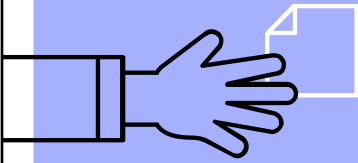


1. Reminders

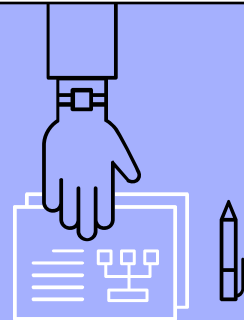
Let's start with the first set
of slides



3

Proper Etiquette for a Work Ticket

- ▶ Remember to submit a tech ticket for any repairs and send to the proper tab, not under maintenance
- ▶ Be as descriptive as possible
 - Work Type (Printers, New Software, Email, Training, etc)
 - Location
 - Importance
- ▶ Be timely and patience on request
- ▶ Ask Questions



4

Medinah SD 11


Secure | https://login.myschoolbuilding.com/msb

Current SchoolDude User? Login Here!

Email: medinahd11@medinah11.net Password: Sign In

Forgot Password?

Never Submitted a SchoolDude Request? Register Here! ✓

Powered by:  Join the SchoolDude Community Forum discussions | Check out the Crisis Management App | Learn the Value of CMMS Software

CID:10.200.14.1
SID:LGNWE
CUA:Chrome

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MySchoolBuilding website login is the same!
Only Tech side is being updated.

Medinah SD 11

SchoolDude apps - Application Links - Logout

Maint Request IT Request My Requests Settings

ASSIGNMENT | SEARCH KNOWLEDGE BASE | HELP Legend ▾

Maintenance Request

Welcome
To submit your request complete the following form.

Step 1 Please be yourself, click here if you are not Tim Layer

First Name Tim	Last Name Layer	Email tlayer@medinah11.org
Phone	Pager	Mobile Phone

Step 2 Location


-- Select Location --

Area -- Select Area --

Area/Room Number

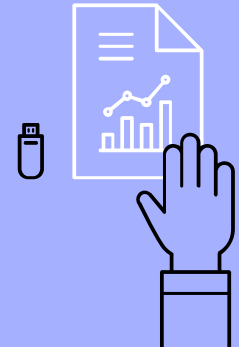
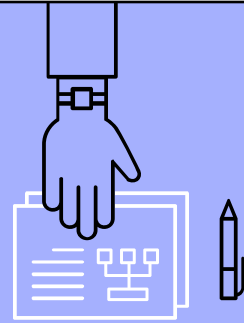
Yes, remember my area entries for my next new request entry.

Step 3 Select Problem Type:

 Maintenance Help Desk: Click on the problem type below that best describes your issue.

Template Problem Types for Tech

Work Types			
<input type="checkbox"/>	Active	Work Type	Work Category
<input checked="" type="checkbox"/>	true	Accounts	Account Services
<input checked="" type="checkbox"/>	true	Audio/Visual	Audio/Visual
<input checked="" type="checkbox"/>	true	Desktop/Workstation	Computer Hardware
<input checked="" type="checkbox"/>	true	Display Monitor	Computer Hardware
<input checked="" type="checkbox"/>	true	Email to Ticket	Account Services
<input checked="" type="checkbox"/>	true	Mobile Device	Mobile Devices
<input checked="" type="checkbox"/>	true	Website	Network Support
<input checked="" type="checkbox"/>	true	Network Connectivity	Network Support
<input checked="" type="checkbox"/>	true	Printers	Peripherals
<input checked="" type="checkbox"/>	true	Software Application	Computer Software
<input checked="" type="checkbox"/>	true	Event Setup	Communications
<input checked="" type="checkbox"/>	true	Badges	Security Systems
<input checked="" type="checkbox"/>	true	Training	Communications
<input checked="" type="checkbox"/>	true	Internet Filter	Network Security
<input checked="" type="checkbox"/>	true	Equipment and Software Request	IT Requisition
<input checked="" type="checkbox"/>	true	Miscellaneous	Support Services
<input checked="" type="checkbox"/>	true	Email	Account Services

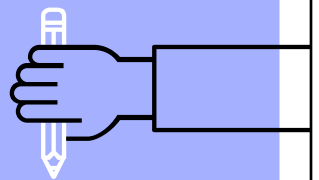
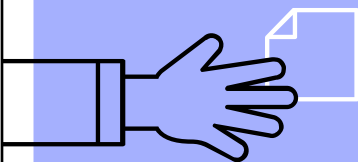


7

2.

Introduction

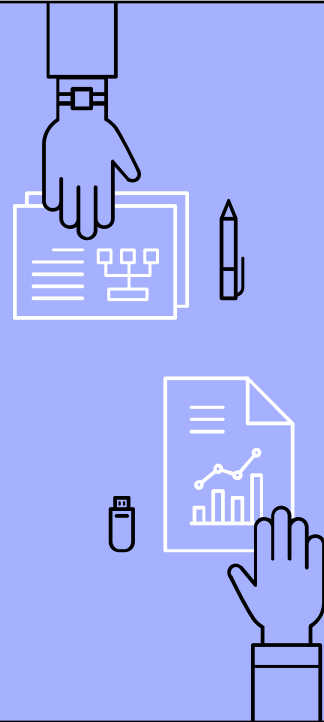
Let's start with the next set of slides



8

Instructions for Setup of HelpDesk

- ▶ Email will be received to your Medinah11.org account
- ▶ Click link to sign up in email
- ▶ Directed to Myschoolbuilding.com login



9

Example Email Template

Welcome to TechnologyEssentials

Inbox x



SchoolDude Message Center <message.center@smtp.schooldude.com>

Mar 15 (4 days ago) ☆



to me ▾

Hi Medinah,

A user account has been created for you in TechnologyEssentials. You will log in to TechnologyEssentials with a Login Name and Password.

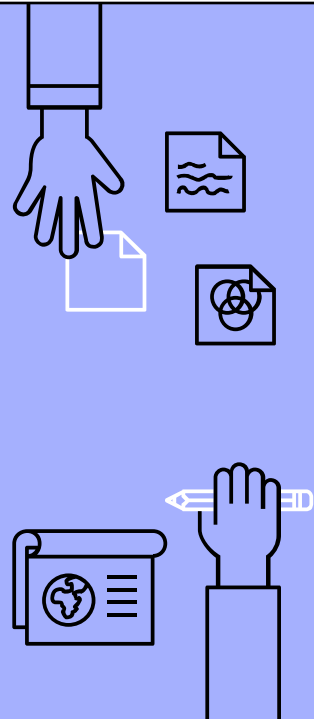
Login Name: medinahd11@medinah11.net

To set your password, please click the link below, and you will be asked to enter the password you would like to use.

<https://login.schooldude.com/ChangePassword?LoginName=medinahd11@medinah11.net&Code=qnhQE3ihhdu5XNupFxEqM7AuJtf5iU8Jr6wyrGBReSnnh6hdQ9DCow%3d%3d>

After you have set your password, you can log in at <https://login.schooldude.com> with your Login Name and Password.

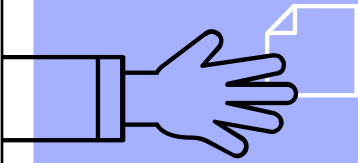
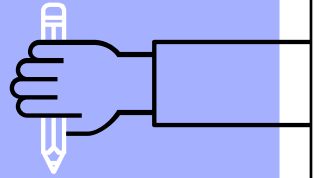
Thank you,
SchoolDude Support



10

3. Create A Ticket

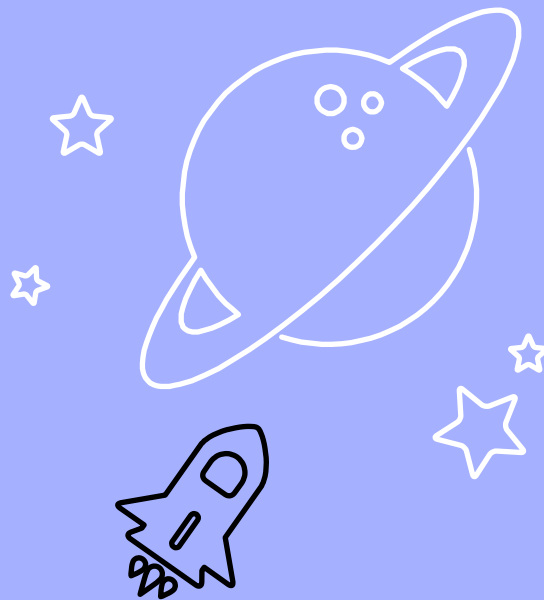
Let's start with the final set
of slides



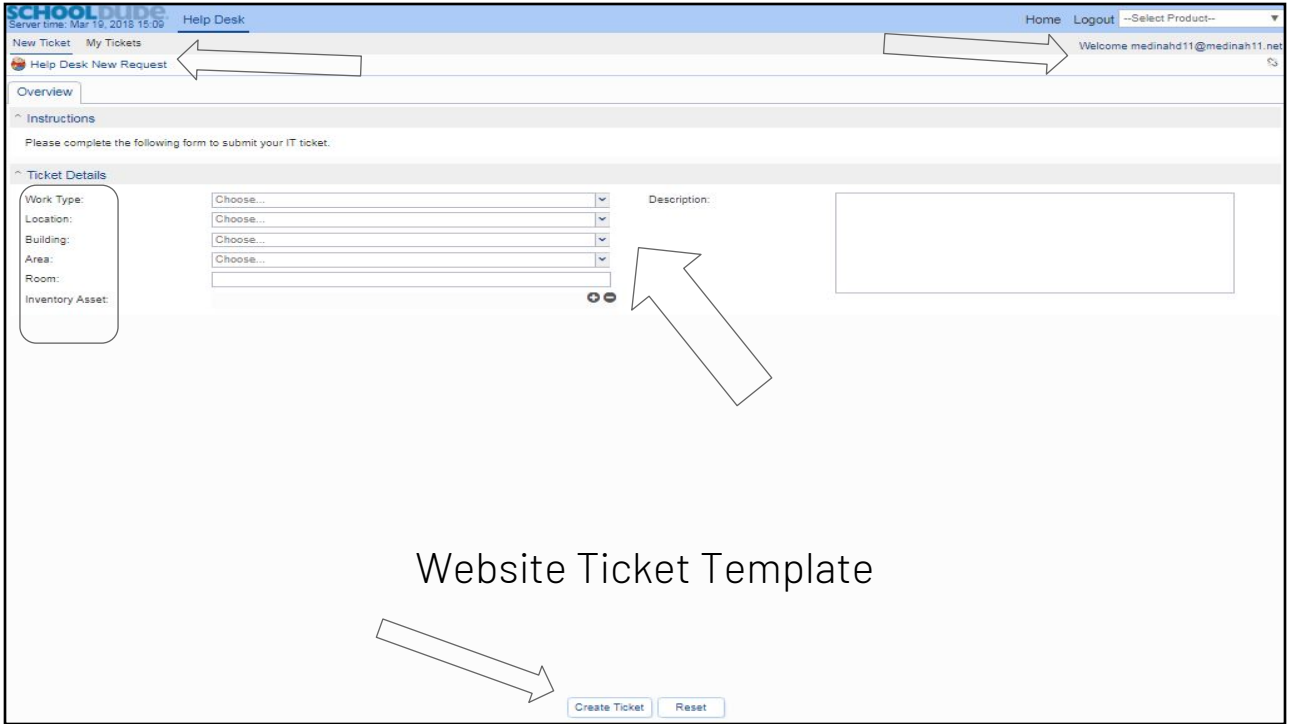
11

Two Options to submit a Ticket

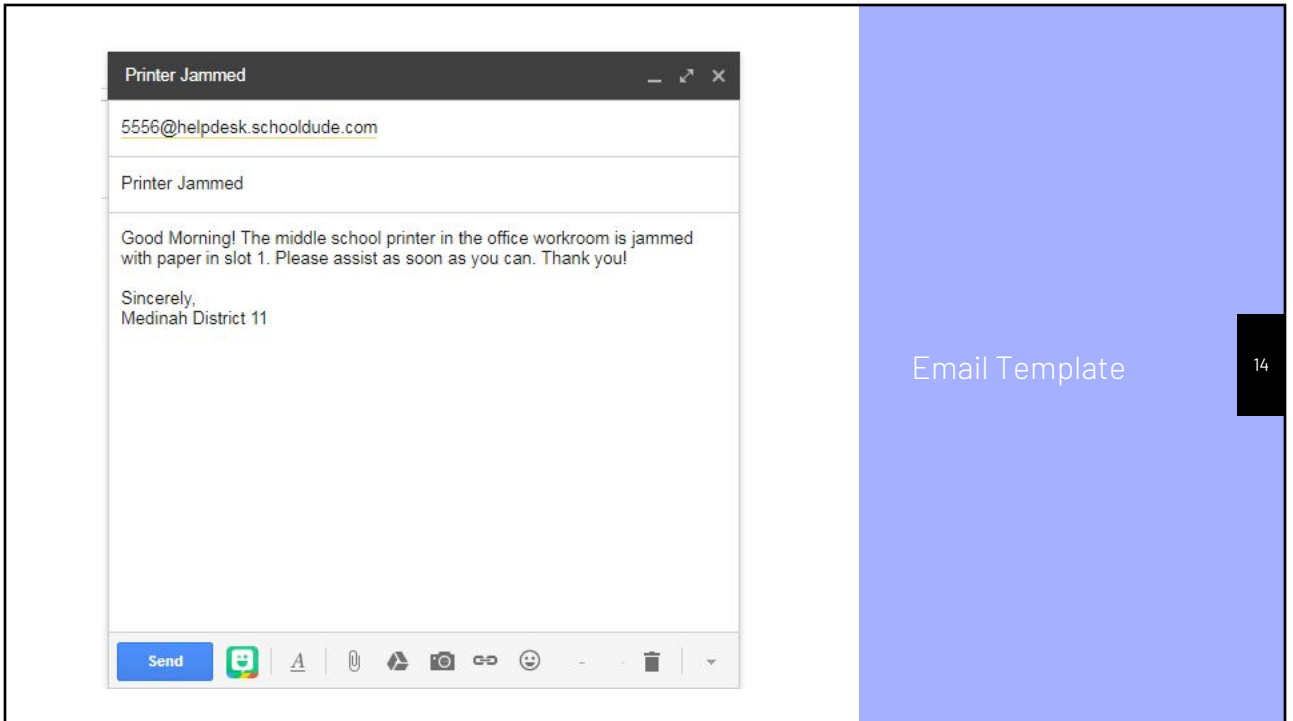
- ▶ SchoolDude Website
 - <https://login.myschoolbuilding.com>
- ▶ Email
 - 5556@helpdesk.schoolbuilding.com
(SchoolDude)



12



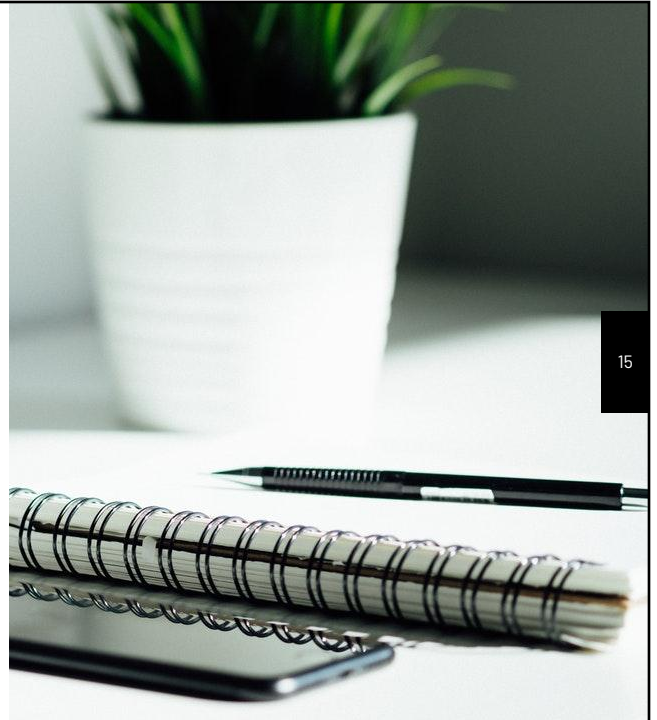
Website Ticket Template



Email Template

Request and Tracking

- ▶ Tech team will update ticket ASAP
- ▶ Check email and on website to track progress



SCHOOL DUNE Help Desk

Server time: Mar 19, 2015 15:23 Home Logout --Select Product--

New Ticket My Tickets Tickets I Have Submitted Welcome medinahd11@medinah11.net

+ Filter

ID	Date Submitted	Reported By	On Behalf Of	Work Type	Priority	Status	Description	Assigned To	Work Queue	Completed On	Completed By
1	3/19/15 1:20 PM	medinahd11@medinah11.net	medinahd11@medinah11.net	Email to Ticket	Medium	New Request	Printer Hello! The printer is ja...	Unassigned	Unassigned		

Page 1 of 1 | Items per page: 20 | Exp | Impc | Displaying 1 - 1 of 1

Save Personalizations Reset

Website "My Ticket" Template

THANKS!

Any questions?

- ▶ Please let us know if you see something to fix

