

Incident Requester Guide

How to Log in

- Open your Internet Browser (Internet Explorer, Firefox, etc).
- Type the following into the web address bar:
 - <https://www.myschoolbuilding.com/sso/default.aspx?acctnum=970725376&productid=ITD>
- If you are prompted to login after using this link, you will enter your organizational credentials here.

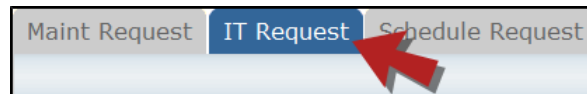
↑
NSBSD email &
District password

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.*

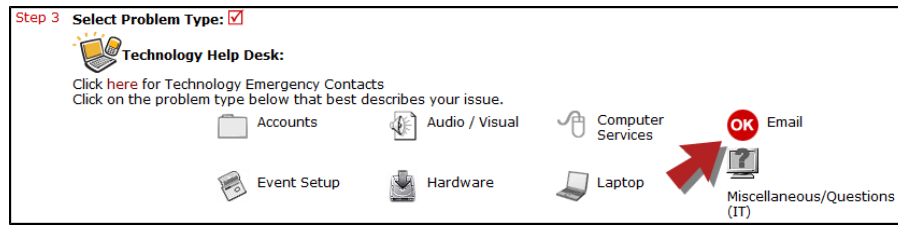
- **Step 1:** These fields will already be filled in with your contact information.

Step 1 Please be yourself, click here if you are not Requester Dude		
First Name Requester	Last Name Dude	Email requester@dude.nett
Phone <input checked="" type="checkbox"/>	Pager	Mobile Phone

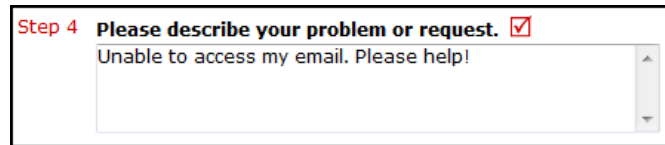
- **Step 2:** Click on the drop down arrow and highlight the **Location** where the work needs to be done. Do the same for **Building** (if available) and **Area**. Also, be sure to type in the area description or room number in the **Area/Room Number** field.

Step 2 Location <input checked="" type="checkbox"/>
Dude High School
Building -- No Building Available --
Area -- Select Area --
Area/Room Number <input checked="" type="checkbox"/> Room 113
<input type="checkbox"/> Yes, remember my area entries for my next new request entry.

- **Step 3:** Select the **Problem Type** that best describes the request/issue you are reporting.



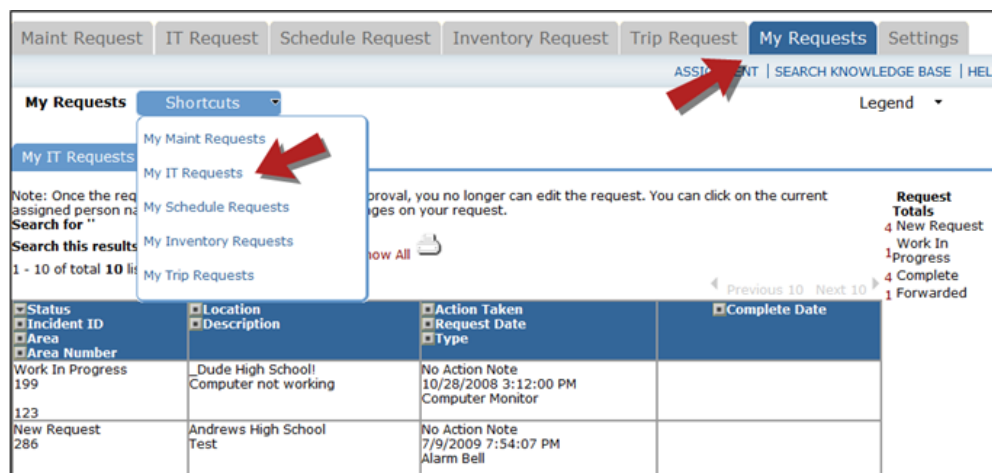
- **Step 4:** Type in a **Description** of the problem.



- **Step 5:** Depending on the technology problem type you selected in Step 3, there may be extra questions to answer here that will give more detail about your request. Fill out the **Questionnaire** and remember that any fields with a red checkmark beside it are required.
- **Step 6:** Enter a **Tag Number** if necessary for a specific piece of equipment that needs to be worked on.
- **Step 7:** Enter a **Time Available**, such as a planning period, when workers can come by.
- **Step 8:** Select a **Purpose** for the work if applicable.
- **Step 9:** Attach a file to the request if necessary (i.e. a picture of damage or screenshot).
- **Step 10:** 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.



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**.