

Incident Requester Guide

How to Register/Log in

- Open your Internet Browser (Internet Explorer, Firefox, etc). Go to HOL-> Resources -> Faculty Links -> B & G Work Ticket or Tech Work Ticket. You may also click on the following links, or copy and paste them into the web browser:

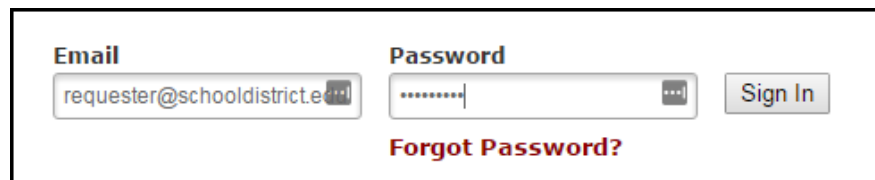
B & G Ticket:

<https://www.myschoolbuilding.com/myschoolbuilding/msbdefault.asp?acctnum=989773042>

Tech Ticket

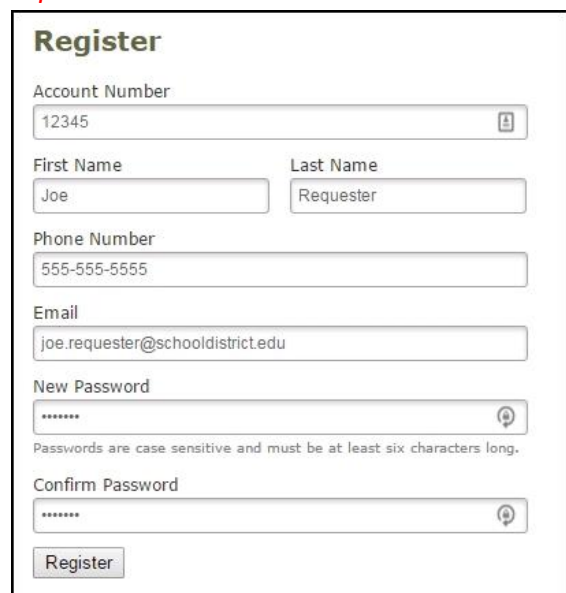
<https://www.myschoolbuilding.com/myschoolbuilding/itdgateway.asp?acctnum=989773042>

- If you are a returning user, enter your **Email Address** and **Password**. Click **Sign In**.
- If you **need to create your new password** or 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.edu' and 'Password' with masked characters. To the right 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. **Note: Your registration will be complete after you submit your first request.*
 - If the account number does not appear, enter the **Account Number** which is **989773042**.
 - 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 6 characters long.
 - Click **Register** to go to the work order request form.



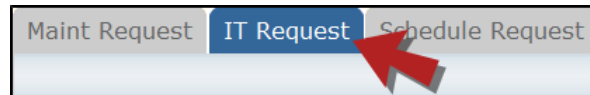
The screenshot shows a registration form titled 'Register'. It includes the following fields: 'Account Number' (12345), 'First Name' (Joe), 'Last Name' (Requester), 'Phone Number' (555-555-5555), 'Email' (joe.requester@schooldistrict.edu), 'New Password' (masked), and 'Confirm Password' (masked). A 'Register' button is at the bottom. A note 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.

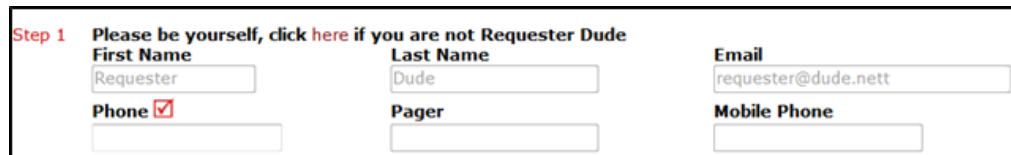
How to Submit a Request

- Make sure you are on the **Maint Request** or **IT Request** tab at the top of the screen depending on the type of request you are submitting.

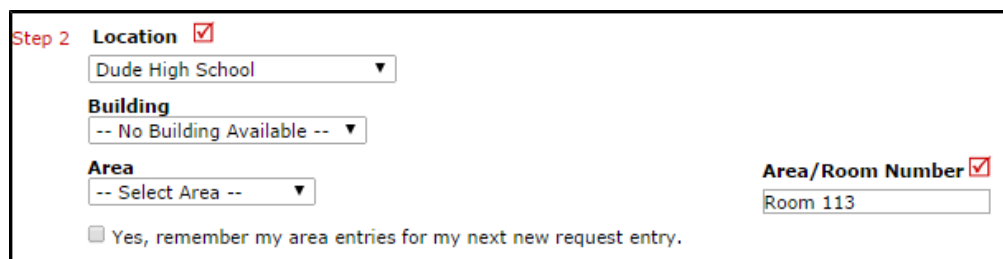


**Note: Any field marked with a red checkmark is a required field.*

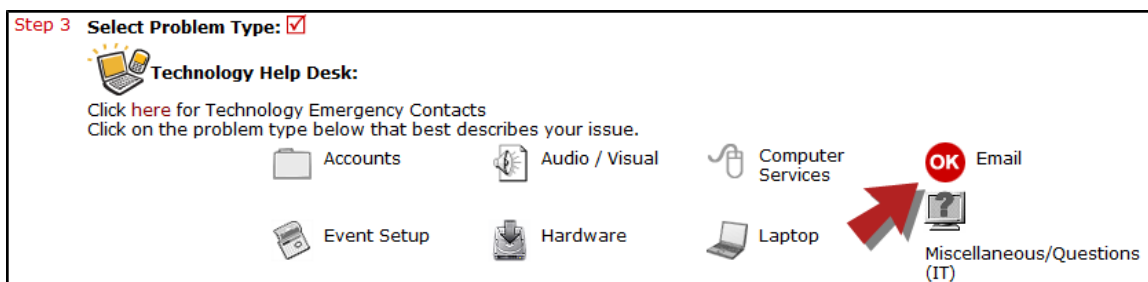
- **Step 1:** These fields will already be filled in with your contact information according to how it was entered upon registration.



- **Step 2:** Click on the drop down arrow and highlight the **Location** where the work needs to be done. 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 3:** Select the **Problem Type** that best describes the request/issue you are reporting.



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

Step 4 Please describe your problem or request.

Unable to access my email. Please help!

- **Step 5 or Step 5 &6:** Attach a file to the request if necessary (i.e. a picture of damage or screenshot) and/or completion date.
- **Step 6 or 7:** Type in the **Submittal Password**. **hacktech** or **workorder** for IT and Maintenance respectively.
- **Step 7 or 8:** 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.

My Requests

Shortcuts

- My Maint Requests
- My IT Requests
- My Schedule Requests
- My Inventory Requests
- My Trip Requests

Request Totals

- 4 New Request
- 1 Work In Progress
- 4 Complete
- 1 Forwarded

Status	Incident ID	Area	Area Number	Location	Description	Action Taken	Request Date	Type	Complete Date
Work In Progress	199		123	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**.