

Help Desk Requester Guide

How to Register and Submit a Ticket for the First Time

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

- Go to www.myschoolbuilding.com and register with the account number provided by your administrator, or log in using the following link:

<https://login.myschoolbuilding.com/msb?acctNum=1936612352&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.**

Never Submitted a SchoolDude Request? Register Here! ^

Account Number

First Name Last Name

Phone Number

Email

New Password

Passwords are case sensitive and must be at least six characters long.

Confirm Password

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

- 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 at least 6 characters long.
- Click **Register** to go to the ticket form.

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- Once logged in, select the **IT Request** tab.
- A tab will open showing the **Help Desk New Ticket** tab.
- 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 short cut to your desktop, find a blank area on this screen and right click on your mouse. You will have the option to create a short cut or add to your favorites. Creating a short cut 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

- Once you have been registered as a user, you can login using the following link:
<https://login.myschoolbuilding.com/msb?acctNum=1936612352&productID=TEHPDK>
Or go to www.myschoolbuilding.com
- 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.

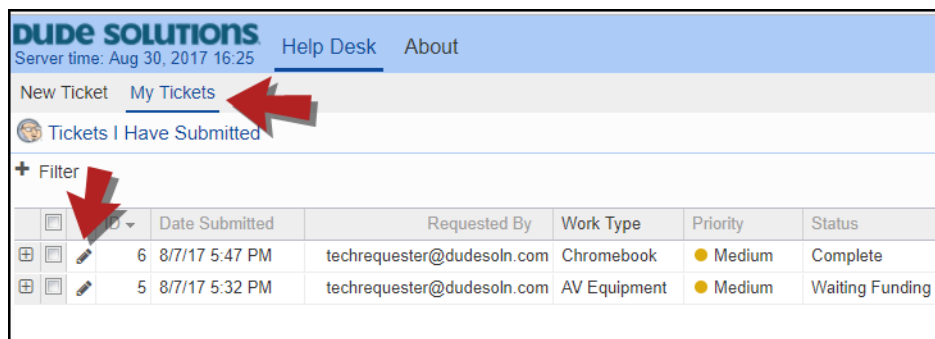
Email <input type="text" value="requester@schooldistrict.edu"/>	Password <input type="password" value="....."/>	Sign In
Forgot Password?		

- Once logged in, select the **IT Request** tab.
- A new browser tab will open to the **New Ticket** tab.
- 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**.

How to View Submitted Tickets and Made Edits

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- 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.

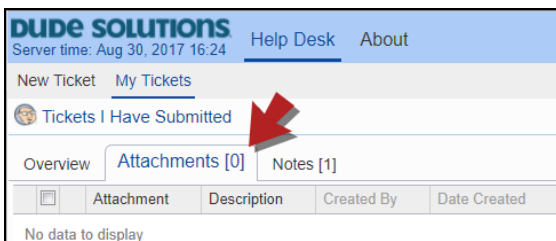


- From this view you have the ability to **Cancel** or **Duplicate Ticket** located at the bottom of the screen.
 - **Cancel Ticket:** This will cancel the ticket and alert the assigned Technician.
 - **Duplicate Ticket:** This will create a copy of the ticket if you need to make multiple tickets with 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** next to Attachment.



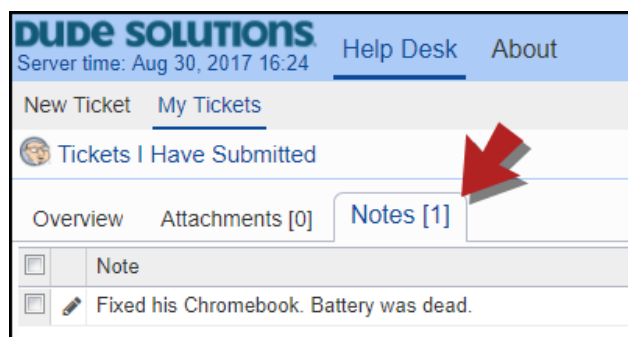
- Click Browse, navigate to your attachment, and click on the **Submit** button.
- After the file has been selected, provide a brief description for the attachment and click **Save** at the bottom of the screen.

How to Add a Note to a Ticket

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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 of the page.
- 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 TechnologyEssentials 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.

