## __Using School Dude__.

Please note, school dude is a helpdesk ticketing system used in the district for Users to request technical assistance for their hardware, software and how to questions. In order to serve our customers in a more efficient manner, we are asking that you please open a ticket using SchoolDude for every request to the the IT Department.

Please follow the directions below to open a ticket for support.

User names have already been created for you (your dps gmail address ex: tsmith@dracutps.org

 1.) Please go to www.schooldude.com
 2.) On the getting started (Welcome) screen please click on the Login button.
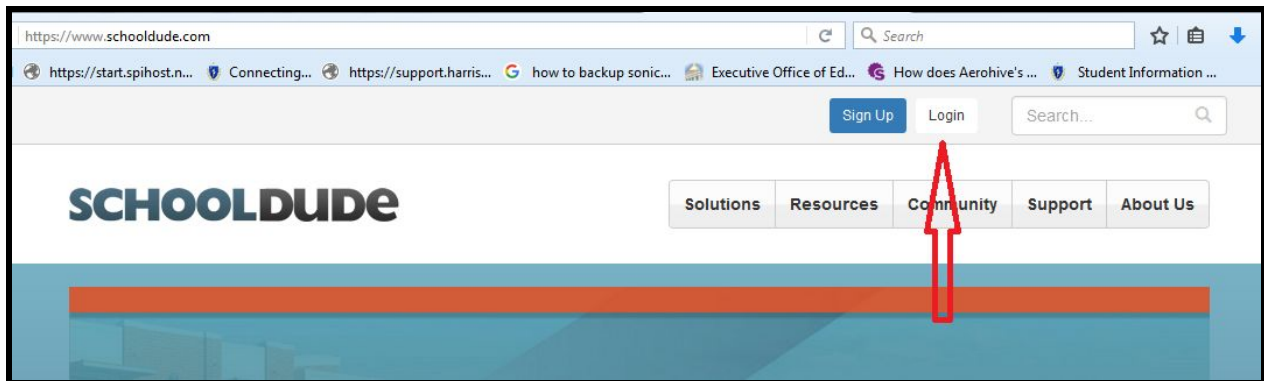
 3.) At the Account Login screen, please enter your Login Name (ex: tsmith@dracutps.org) and your Password

PLEASE NOTE YOUR DEFAULT PASSWORD FOR THE VERY FIRST TIME IS: "**newuser**"

 4.) "Go to" please select "**Incident**" from the drop down menu. Click on the **Sign In** button
  *** *please remember each time you are logging a new ticket you must select "incident" in the Go to drop down menu each time.*

 5.) Once you have logged on successfully you want to include your location, building, area.

 6.) Select your problem type and remember to describe your problem in detail

 7.) Submittal Password: **password (type the word "password")**

 8.) Click on **Submit** (a confirmation will be sent to your email)