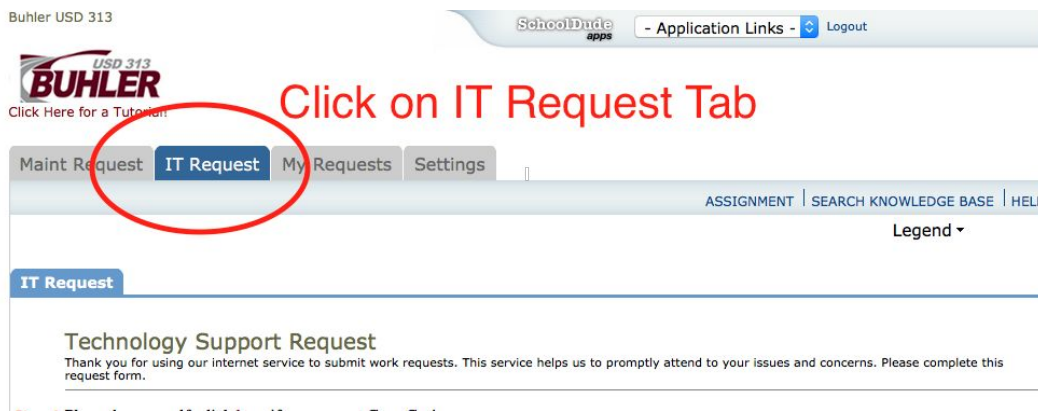


## Quick Step Guide for Requesters

- Open a web browser and type in [www.myschoolbuilding.com](http://www.myschoolbuilding.com) in the address bar and press enter.
- If this is the first time your computer has been to the website, enter the Organization Account number **1869172736** and click Submit Organization as prompted (if you ever clear your browser history/cookies you'll need to do this again).
- You will then be shown the Welcome page. Enter your **district email** address.
- This will open the SchoolDude request site. The first **tab** that opens is the Maintenance request tab. Click on the **IT Request tab**. (See below)



- **Bookmark** this page **after** selecting the IT Request Tab. When using your bookmark for future requests, the IT Request tab should open first.

You are now ready to submit Technology Support Requests.

In order to submit a Technology Support Request using IT Direct:

- All fields with a **red check mark** must be filled in to submit a request. Only fill out work order requests for yourself or when the work is to be done in your room/area.
- Go to step 1 and fill in all required fields.
- Go to step 2 and select the drop down menu under **location**. Select the building location where the problem is located.
- Continue through each step, providing required information and any optional that you think would help the technician troubleshoot.
- Step 6 allows you to optionally add a picture or document.
- Step 7 requires a password each time you submit a request. The password is **buhler** and it is all lower-case.
- Click submit. (continued on next page)

After clicking submit, you will see a page showing your submitted ticket like the one below:

Maint Request IT Request **My Requests** Settings

ASSIGNMENT | SEARCH KNOWLEDGE B

**My Requests** Shortcuts Legend

**My IT Requests**

Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the current assigned person name to send email and request changes on your request.

Search for "

Search this results for:  GO Show All

1 - 5 of total 5 listed

Previous 10 Next 10

Status	Location	Action Taken	Complete Date
New Request 158	Service Center monitor won't turn on	No Action Note 12/15/2015 11:07:31 AM Computer Monitor	

Ticket number

Take note of the ticket number (circled above), as you can use this number to reference your ticket.

This page also will show you what action has been taken as the technician documents work done on your request.

#### Checking the status on your Requests:

If you wish to check the status of your work order, you may log into IT Direct and click on the **My Requests tab** to see what the status is on any work order you have submitted.