SchoolDude HelpDesk Instructions

1. Double click on the SchoolDude icon on your desktop or go to https://login.myschoolbuilding.com/msb.
2. Log in with your email address and the password of newuser. If you have logged into School Dude for Maintenance Direct or Trip Direct, use the password you set up at that time.
3. Click on the IT request top tabs
4. You will be redirected to SchoolDude Helpdesk
5. Choose the work type, location and building.
6. Type in your room number
7. If you know the inventory tag # (Green tag with a barcode) of your equipment, please enter it – this will help us keep track of issues with equipment.
8. Put in a description of your issue. Please be as specific as possible – including any error codes, etc.
9. Click on Create Ticket
10. You will see two tabs appear at the top. If you have any attachments or notes, you can add them at this time.
11. You will receive an email with the information from your created ticket. You will also receive an email every time there is a change to the ticket – when it is assigned, any notes, etc.