Cheney School District

Technology Tips!

Introducing SchoolDude IT Work Order System

Cheney School District Technology Department is implementing a new work order system to better support district technology needs. Below is a quick step guide to submit a technology work order. As always, you can call or email if you have any questions or concerns.

Quick Step Guide for Submitting a Technology Work Order:

1. Please visit Technology Work Order Request Page (as you have always done) and click on **"Create a Ticket Request"**.

2. Enter your email address and click **"Submit"**.

3. If this is your first time submitting a request, a **RED** message pops up noting that it can't find the indicated email address, enter your last name and click **"Submit"**. Then enter your first name, phone number on the next page, and click **"Submit"**.

Filling out the Request Form:

☑ ***Step 1:*** This will be auto-filled with your information from the email address you entered at the sign in screen.

☑ ***Step 2:*** Click on the drop down arrow and highlight a ***Location*** that you want the work to be done and click the mouse.

- Follow the same steps for ***Area*** and *select best suitable area for you*.
- You will be required to type in your **Area/Room Number** (Tip--check the box to remember your room number on your next request).

☑ ***Step 3:*** Select from the drop down menu the description that best fits your need.

☑ ***Step 4:*** Type in your description of the problem.

- Provide a detailed description with as much information you can.
- If a budget code is required or requested please provide in this space.

☑ ***Step 5:*** Tag Number, if possible please provide the inventory tag number in the space provided.

☑ ***Step 6:*** You have the ability to attach a file to the work order. (i.e. Error message, product quote)

☑ ***Step 7:*** Type in the submittal password of: **CALL 559-4900** (required for security purposes upon EVERY ticket request)

☑ ***Last Step:*** Click **"Submit"**.

Happy computing!

Respectfully,
CSD IT Department