

# Incident Requester Guide

## How to Register/Log in

- Open your Internet Browser (Internet Explorer, Firefox, etc). Click on the following link, or copy and paste it into the web browser: (You can also use the link on the district website under For Staff > SchoolDude)  
<https://login.myschoolbuilding.com/msb?acctNum=1424858112&productID=ITD>
- If you are a returning user, 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.

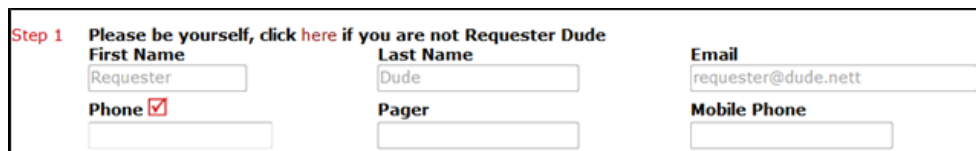


The screenshot shows a login form with two input fields: 'Email' containing 'fname@ecs.k12.ny.us' and 'Password' containing six asterisks. To the right is a 'Sign In' button. Below the password field is a red link that says 'Forgot Password?'.

## How to Submit a Request

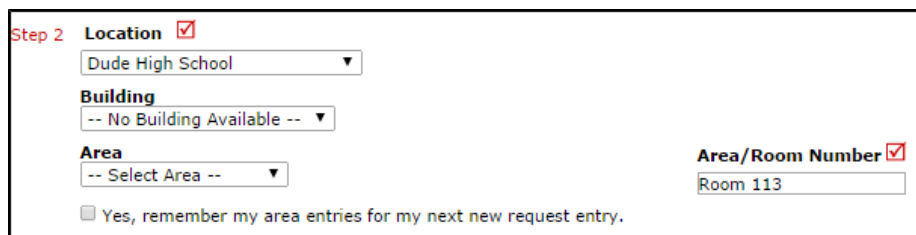
*\*Note: Any field marked with a red checkmark is a required field.*

- **Step 1:** These fields will already be filled in with your contact information according to how it was entered upon registration.





The screenshot shows 'Step 1' of the form with the instruction 'Please be yourself, click here if you are not Requester Dude'. It contains several fields: 'First Name' (Requester), 'Last Name' (Dude), 'Email' (requester@dude.nett), 'Phone' (with a red checkmark), 'Pager', and 'Mobile Phone'.

- **Step 2:** Click on the drop down arrow and highlight the **Location** where the work needs to be done. Do the same for **Building** (if available) and **Area**. Also, be sure to type in the area description or room number in the **Area/Room Number** field.

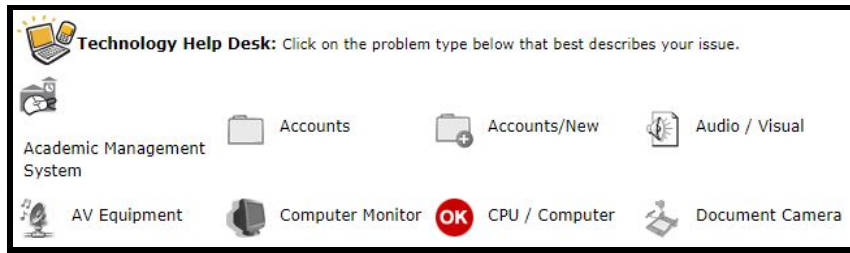


The screenshot shows 'Step 2' of the form. It includes a 'Location' dropdown menu with 'Dude High School' selected (marked with a red checkmark), a 'Building' dropdown menu with '-- No Building Available --', an 'Area' dropdown menu with '-- Select Area --', and an 'Area/Room Number' field with 'Room 113' entered (marked with a red checkmark). There is also a checkbox for 'Yes, remember my area entries for my next new request entry.'

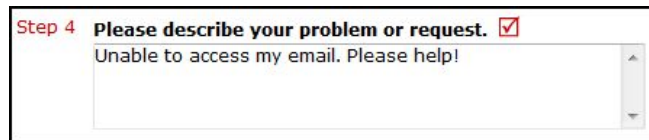
- **Step 3:** Select the **Problem Type** that best describes the type of request/issue you are reporting.

<p>For building-related issues, select <b>Maintenance Help Desk</b>.</p>  <p><b>Maintenance Help Desk</b></p>	<p>For technology-related issues, select <b>Technology Help Desk</b>.</p>  <p><b>Technology Help Desk</b></p>
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- o Next, select the icon that best describes your request.



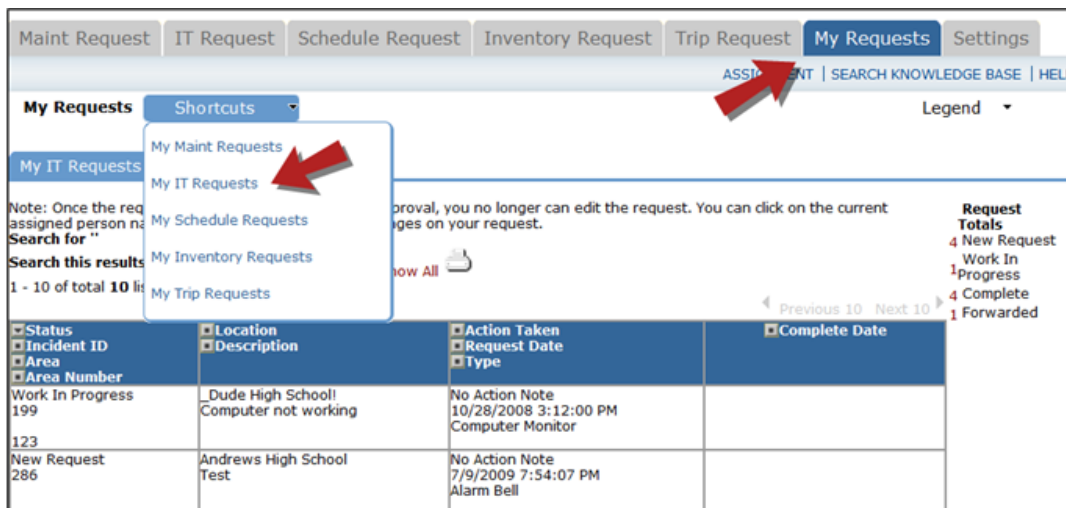
- **Step 4:** Type in a **Description** of the problem.



- **Step 5:** Depending on the technology problem you selected in Step 3, there may be extra questions to answer that will give more detail about your request. Fill out the **Questionnaire** and remember that any fields with a red checkmark beside it are required.
- **Step 6:** Select **Attach New File** to add any screenshots or files relating to the issue.
- **Step 7:** Type in the **Submittal Password**. **ellenville**
- **Step 8:** Click the **Submit** button.

## My Request Tab

You can view any requests that you have entered into the system by clicking on the **My Requests** tab. Hover your mouse over the **Shortcuts** link and click on **My IT Requests**. You will see a list of any requests that you have entered into the system. You are also able to print out a list of your requests by selecting the printer icon.



On the **My Requests** page you will see up-to-date information on your requests including the current status, incident ID number, and action taken notes. You can click on the number next to the status description in the **Request Totals** section to see all of your requests marked with that status. You can also search for any work order request by typing a keyword into the **Search** box and clicking **GO**.