Instructions for using ITDirect , The NEW Technology Request System

- 1. Go to www.myschoolbuilding.com_.
- 2. You will see the following page:

Select Organization Organization Account Number Submit Organization

3. Type in the Following account Number: 949029994

Then click on "Submit"

4. It will now bring you to this page:



Welcome! To begin, please enter your email address below.

Email Address	
	Submit

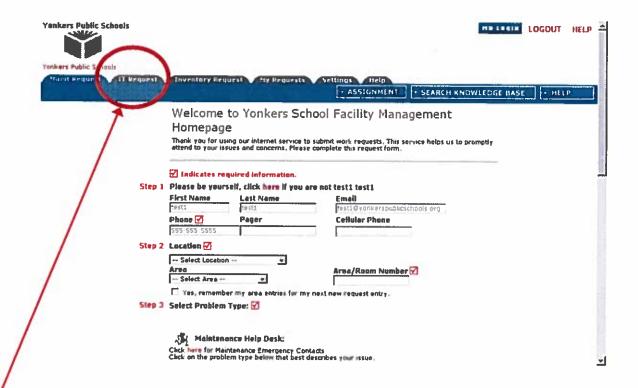
5. Please type in a VALID e-mail account. It must be an e-mail account used for the Yonkers Public Schools, see examples below:

EXAMPLE: jdoe@yonkerspublicschools.org

Or use your School e-Chalk e-mail account

Follow the Prompts, and put in any requested information such as First Name, Last Name, Phone Number.

The Website will then bring you to this page:



This is the Main Screen for the SchoolDude website.

There are several tabs along the top; the second tab is where TECHNOLOGY Service Requests will be entered. The website defaults to the "Maint Request" as the opening tab.

IT IS EXTREMELY IMPORTANT THAT YOU CLICK ON THE SECOND TAB -

<u>"TT Request"</u> - in order to fill out a **TECHNOLOGY Service Request**. Failure to click on the second tab will result in your ticket not being accepted, and your problem not being responded to.

The next page will show what the Technology Request form looks like...

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There are 8 steps to filling out a Service Request form. <u>ALL 8 STEPS MUST BE</u> <u>COMPLETED</u>. Any necessary information will be indicated by a .

STEP 1 - Will show your name and phone number

STEP 2 - Will ask you to select your School, area and Room number. Only the School and room number are needed, the area can be filled out if you desire.

STEP 3 - Will ask you to click on an icon the best describes your problem. You can choose *ONLY* 1 icon to click on.

STEP 4 - Will ask you to type in what exactly your problem is, Please describe it as best as you can.

<u>STEP 5</u> - Asks you to type in the asset tag number, type in the asset number or serial number.

STEP 6 - Is for attaching files if needed. You will not need to use this 99.99% of the time.

STEP 7 will ask for a "Submittal Password"

The Submittal Password is: helpdesk

<u>STEP 8</u> is the "Submit" button. When you click on this button, your request will be saved in the system and routed to the proper technicians for your School or Building.

If there is any missing information, a box will appear showing you which items were not filled out correctly.

At this point, your ticket has been entered and you will receive an e-mail confirmation that the ticket is in the system. Any future changes to the ticket, made by the technicians, will generate an e-mail to you. You will be made aware of the status of your ticket from beginning to end. When the ticket is finished or closed, you will get an e-mail telling you this also.