

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:

Yonkers Public Schools



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:

Yonkers Public Schools

Yonkers Public Schools

Maint Request **IT Request** Inventory Request My Requests Settings Help

ASSIGNMENT SEARCH KNOWLEDGE BASE HELP

MS LOGIN LOGOUT HELP

Welcome to Yonkers School Facility Management Homepage

Thank you for using our internet service to submit work requests. This service helps us to promptly attend to your issues and concerns. Please complete this request form.

Indicates required information.

Step 1 Please be yourself, click [here](#) if you are not test1 test1

First Name	Last Name	Email
<input type="text" value="test1"/>	<input type="text" value="test1"/>	<input type="text" value="test1@yonkerspublicschools.org"/>
Phone <input checked="" type="checkbox"/>	Pager	Cellular Phone
<input type="text" value="555-555-5555"/>	<input type="text"/>	<input type="text"/>

Step 2 **Location**

-- Select Location --	
Area	Area/Room Number <input checked="" type="checkbox"/>
-- Select Area --	<input type="text"/>

Yes, remember my area entries for my next new request entry.

Step 3 **Select Problem Type:**

Maintenance Help Desk:
Click [here](#) for Maintenance Emergency Contacts
Click on the problem type below that best describes your issue.

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 -

"IT Request" - 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...

Service Request Form

INTRO PARAGRAPH

Indicates required information.

Step 1 Please be yourself, click [here](#) if you are not task1 task2

First Name Text	Last Name Text	Email Text (YonkersPublicSchools.org)
Phone Text (914-376-4336)	Pager Text	Cellular Phone Text

Step 2 Location

Yes, remember my area entries for my next new request entry.

Area Select Location	Area/Room Number <input checked="" type="checkbox"/>
Area Select Area	

Step 3 Select Problem Type:

Technology Help Desk:

Click [here](#) for Technology Emergency Contacts
Click on the problem type below that best describes your issue.

Accounts/Nav	CD Drive	Computer Monitor	CPU / Computer
Data Restore	Desktop/Workstation	Digital Camera	Drive A or B / Floppy
DVD Drive	Email	Equipment	Hardware
ID Card	Internet Connection	Internet Rtar	Keyboard
Laptop	Miscellaneous/Questions (IT)	Monitors	Mouse
Network Application	Network Connectivity	New Equipment Request	Operating System
Password	Peripherals	Printer Cartridge	Printers
Projector (Data/Computer)	Remote Access	Scanner	Security/Login
Smart Board	Software Application	Software Request	Student Database
Student Email	Student Hardware	Student Networking	Supplies
Training	Unknown	USB	USB Mass Storage
Users	Virus	Web Site	Web/E-mail Access
Wireless Connection	Wiring	Workstation Operating System	Workstation Setup

Technology Emergency

Check here if this is an emergency or call any of the emergency contacts below.

Emergency Number	Emergency Phone
HELPSK - PLEASE Only Call for EMERGENCY	914-376-8837

Step 4 Please describe your problem or request.

Text area for problem description.

Step 5 Tag Number

Text input for Tag Number.

Step 6 Attachment

Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

Step 7 Submital Password

Text input for Submital Password with [Forgot Password?](#) link.

Step 8

Your new requests are automatically shown as approved as you go submit.

NOTE: You will receive the following notifications.

You will be notified receipt of your request.

You will be notified of status changes to your request.

You will be notified if this request is completed.

There are 8 steps to filling out a Service Request form. **ALL 8 STEPS MUST BE COMPLETED.** 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.

STEP 5 - 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**

STEP 8 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.