Quick Step Guide for ITDirect Requesters

How to Register/Log in

1) Open your Internet Browser (Internet Explorer, Firefox, etc). Use the following link to access the login page:
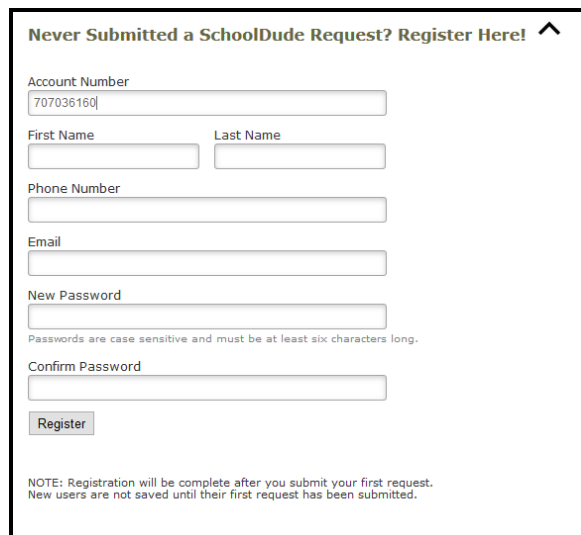
https://login.myschoolbuilding.com/msb?acctNum=707036160&productID=IT

HELPFUL INFORMATION: **You can create a shortcut to your desktop, find a blank area on this screen and right click on your mouse. You will have the option to create a shortcut or add to your favorites. Creating a shortcut will add an icon to your desktop. You can double click it the next time you want to sign in.**

2) You will be prompted to enter your email address and password and then click **Sign In**. **If you have been to this website before and have entered a schedule request into the system, you are already registered as a user. If you have forgot your password use the "Forget Password?" link. Enter your email address and password then proceed to page 2, "How to Submit a request".**

Current SchoolDude User? Login Here!

Email	Password	
		Sign In

Forgot Password?

3) If you are a new user, the system will not recognize you right away. Click the "Never Submitted a SchoolDude Request? Register Here!" drop down arrow. **Account Number is 707036160.**

Never Submitted a SchoolDude Request? Register Here! ^

Account Number
707036160

First Name   Last Name

Phone Number

Email

New Password

Passwords are case sensitive and must be at least six characters long.

Confirm Password

Register

NOTE: Registration will be complete after you submit your first request.
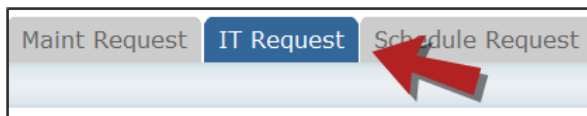New users are not saved until their first request has been submitted.

4) Enter your first name, last name, phone number, email and password fields (passwords are case sensitive and must be at least six characters long.) then click **Register**.

How to Submit a Request

- Make sure you are on the **IT Request** tab at the top of the screen.

NOTE: ANY FIELD MARKED WITH ☑ **IS A REQUIRED FIELD**

☑ **Step 1:** This will be filled in with your contact information according to how it was entered upon registration.

☑ **Step 2:** Click on the drop down menu next to **Location** and make your selection. This will indicate where the work will be performed.

- Follow the same steps for **Building** and **Area** (If selections are available).
- Be sure to type in your **Area/Room Number** (This is usually a required field).

☑ **Step 3:** Select the icon that best describes your problem and click on it.

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

Step 4 **Please describe your problem or request.** ☑

☑ **S**t**ep 5***:* Type in the best time for a technician to come by.

Step 5 **Time Available for Maintenance**

☑ **Step 6:** Attachment: If you are having a problem with a file or have a screenshot attach it here.

Step 6 **Attachment**
Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

☑ **Step 7:** Type in the **Submittal Password** of: **password**

☑ **Step 8:** Click the **Submit** button.

Step 7 **Submittal Password** ☑

Forgot Password?

Step 8 Submit

Your new requests are automatically shown as approved by you on 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.
You will be notified if this request is closed.

My Requests 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 listing of any request that you have entered into the system. You are also able to print out a listing of your requests by clicking on the printer icon

On this screen you will see up-to-date information on your request including:

- Status
- The **Incident ID** for referencing your request.
- The date you requested the work.
- Any **Action Taken** notes added by the individual who is working on the incident.
- A **Completion Date** once the work has been completed.

TIPS:

- In the **Request Totals** section (on the right hand side of the screen) you can click on the number next to the status description to see all request marked with that status.
- You can search for any incident request by typing in a keyword in the box next to **Search this results for** then click on **GO**. This will pull up any of your requests according to the keyword that you typed in the box. (Example: If you type "Computer", it will pull up any request containing that keyword).
- Click on the **IT Request** tab to input a new request.

Need Help?

There are several ways to get help for any questions that you may have. Click on the **Help** link located in the upper right hand corner of your screen.
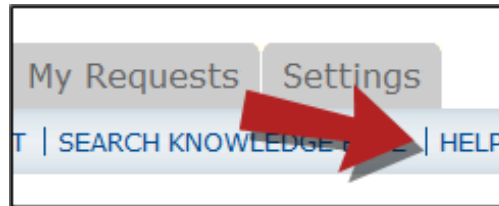
Once you click on the Help link you will see a screen which will list a few help options. If included, you will see a listing of local phone numbers that can be used to contact someone within your organization. Additionally, you will see a link to download the ITDirect Requester Manual as well as being able to access the Online Help page.
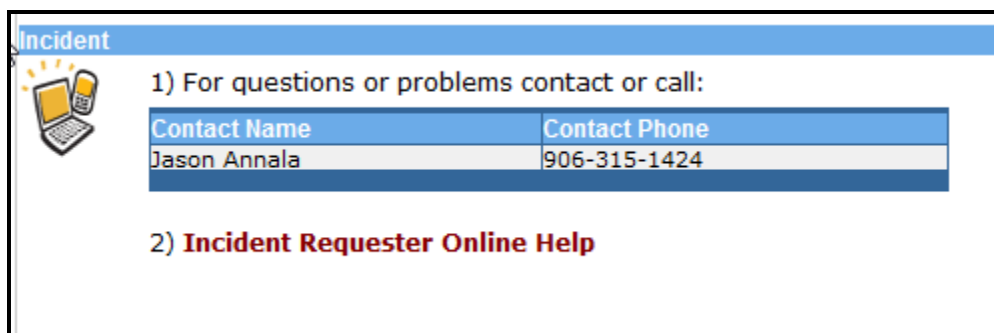
If you select the **ITD Requester Online Help** option you can click on the links under the **Table of Contents** heading. These headings will explain further how to navigate through the MySchoolBuilding.com page. In the **User Guides** section you will find an interactive help movie which will walk you through the steps of entering in a new request.