How to Register and Submit a Ticket for the First Time

If you are a CGESD staff member and have never submitted a request before, you'll want to follow these steps:

- Go to www.myschoolbuilding.com
- If you are submitting your first request, you must register first. Click on the down arrow (⌄) next to **Never Submitted a Request? Register Here!** to expand the registration form. *Note: Your registration will be complete after you submit your first request.*
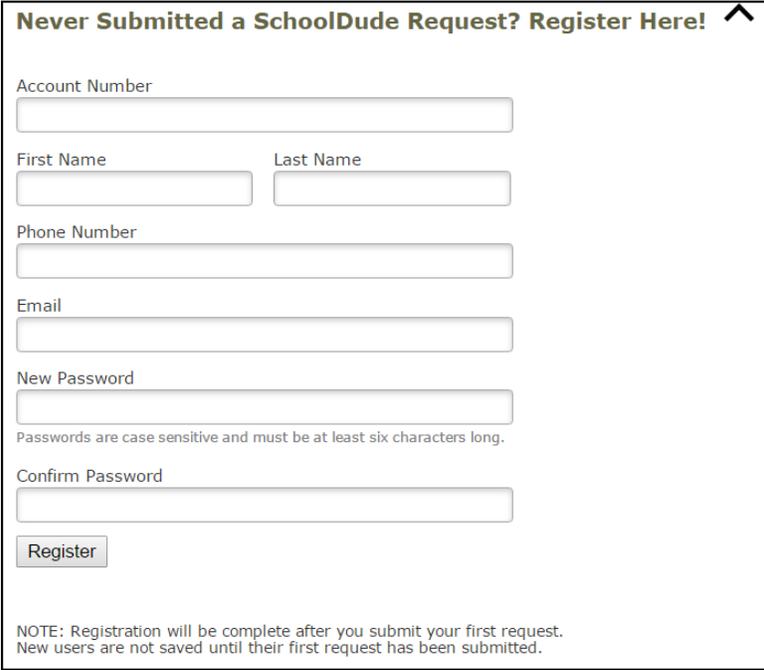
Never Submitted a SchoolDude Request? Register Here! ⌃

Account Number

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.

- Enter the **Account Number** 1868456960

- Enter your **First Name** and **Last Name**, as well as your district **Phone Number** and district **Email Address**.

- Type the **Password** you would like to use to log into your SchoolDude account and confirm it. The password you choose must be at least 6 characters long.

- Click **Register** to go to ticket form.

- Once logged in, select the *IT Request* Tab.

- Click on the *Submit IT Request* button.

- A tab will open with the *Home* tab in the Technology Essentials platform. On the left are your personal settings.

Help Desk New Request

Overview

^ Instructions

Welcome to the Dude ISD IT Helpdesk portal. Please complete the following form to submit your IT ticket.
Once your ticket has been submitted, please navigate to the My Tickets tab to track the status of your
request.

^ Ticket Details

Work Type: Choose...   ▼   Description:
Select Location: ➕➖
Location
Building
Area/Room:
Inventory Asset: ➕➖

Create Ticket   Reset

- Click on *Help Desk* in the top left of the screen.

- Click on *New Ticket* in the grey ribbon below Help Desk.

- Following any provided guidelines detailed in the Instructions section complete all required fields marked with a
  red line. Once all fields are complete click on *Create Ticket*.

The Dude Says:

To 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 the icon next time you want to sign in.

How to Submit a Help Desk Ticket as a Returning User

- Once you have been registered as a user, you can login using the following link www.myschoolbuilding.com

- 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.

- Select the *IT Request* Tab.

- Click on the *Submit IT Request* button.

- A tab will open with the *Home* tab in the Technology Essentials platform. On the left are your personal settings.

- Click on *Help Desk* in the top left of the screen.

- Click on *New Ticket* in the grey ribbon below Help Desk.

- Following any provided guidelines detailed in the Instructions section complete all required fields marked with a red line. Once all fields are complete click on *Create Ticket*.

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To 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 the icon next time you want to sign in.

How to View Submitted and Edit Tickets

- After the ticket is created click on the **My Tickets** tab located to the right of the New Ticket button on the grey bar.

- To edit created tickets click on the pencil icon to the left of the ticket ID.

- From this view you have the ability to *Cancel* or *Duplicate Ticket* located in the bottom & center of the screen.

  - Cancel Ticket: This will cancel the ticket and alert the assigned Technician.

  - Duplicate Ticket: This will create a copy of the ticket if you need to make multiple tickets with similar issues.

How to add an attachment to a ticket

- In Help Desk, you have the ability to add jpeg and pdf files to tickets as attachments.

- From the **My Tickets** tab, click on the **Pencil Icon** next to the ticket where you want to add the attachment.

- On the ticket for select the **Attachments tab**.

- From the attachments tab click on **New** located at the bottom and center of the page.
- Next click on the **Gear Icon** next to Attachment.

- Click **Browse**, navigate to your attachment, and click on the **Submit** button.
- After the file has been selected, provide a brief description for the attachment and click **Save** at the bottom of the screen.

How to add a note to a ticket

- Notes provide the ability for Technicians and Requesters to communicate and provide updates on the ticket.
- From the **My Tickets** tab, click on the **Pencil Icon** next to the ticket where you want to add the note.
- On the ticket for select the **Notes** tab.

- From the Notes tab click **New** at the bottom.
- Enter the note in the open text field and click **Save** at the bottom of the screen.

How to change your home screen in Help Desk

- When first logging into the Technology Essentials platform. Select the Home button on the top right.

- From there click on My Settings on the left Available Actions bar.

- Then click on the Choose… option to the right of "Start UI from menu item:

- Within this option will list all the available choices you have to select from in regards to the screen you would like to first see when logging into Help Desk. This will not change where that screen is positioned within the platform nor will it create a shortcut, it will just be the initial login screen.