<u>Ansonia Public Schools Quick Step Guide for IT Requests</u>

Make sure you have created your SchoolDude account as described in the "SchoolDude New Employee Password Setup" document.

Open your Internet Browser (Internet Explorer, Chrome, or Firefox), type in www.myschoolbuilding.com in the address bar, and press enter. There is also a link on our website (www.ansonia.org) for accessing the SchoolDude system.

The SchoolDude login screen will now be displayed.

Enter your ansonia.org email and your password in the boxes and click the Sign In button. If you've entered the correct credentials you will be taken to the SchoolDude Help Desk Screen. Please note the tabs at the top of the screen. Make sure you have selected the correct area for your request. There is a Maint Request tab for submitting requests for facilities and building related issues and an IT Request tab for submitting requests for technology issues. Submitting to the incorrect department will delay your requests as it will need to be re-routed to the appropriate area.

SchoolDude apps   - Application Links - ⌄   Logout

Maint Request | **IT Request** | My Requests | Settings

Legend ▾

IT Request

IT Helpdesk
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.

Step 1 Please be yourself, click here if you are not Vincent Pastore

First Name	Last Name	Email
Vincent	Pastore	vpastore@ansonia.org

Phone	Pager	Mobile Phone

Step 2 Location ☑
-- Select Location -- ⌄

Area
-- Select Area -- ⌄   Area/Room Number ☑

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

Step 3 Select Problem Type: ☑

🖼 **Technology Help Desk:** Click on the problem type below that best describes your issue.

- Audio / Visual
- Browser Filtering (CIPA)
- Chromebook
- Computer Monitor
- Copier
- Desktop/Workstation
- Email
- Internet Connection
- Internet Filter
- Laptop
- Network Connectivity
- Password
- Printer Cartridge
- Printers
- Projector
- Router
- Smart Board
- Software Application
- Software Request
- Telephone Services
- Web Site
- Wireless Connection

Step 4 Please describe your problem or request. ☑

Step 5 Time Available for Maintenance

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

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.

Legend

☑ Required Information

SID: SD-PD-MSBWEB-01
DID: 3
CUA: Chrome

Your name and email address will already be populated in those fields. Any item with a red check box is a required field and must be completed in order to submit your request. In Step 2 select your location and area from the drop down menus and enter your room number in the Area/Room Number field. In Step 3 select the Problem Type by clicking on the icon that best applies to your issue. In the box for Step 4 enter a description of the issue you have. Your description should include any information you can provide that is related to your problem. Make sure you include any error messages from the issue along with any detailed information you can provide to help identify and resolve your problem. Step 6 will allow you to attach any files you may have that are related to the problem. Print screens of errors would be one example of an attachment you may want to provide.

Once all of the information is filled in you are ready to submit your request. A password is required in Step 7 in order to submit a request. The password is charger and is the same for all request submissions.

If you're missing any required information your request will not submit and you will need to complete those areas and submit again.

Once submitted an email will be sent to the IT Department alerting them of the request. You will receive an email letting you know your request is submitted and another email when the issue is resolved letting you know it has been completed. All technology requests/issues must be submitted via the SchoolDude system in order for them to be fulfilled.