Pulaski County Public Schools
Quick Step Guide for IT Requesters

1. Open your Internet Browser (Internet Explorer, Fire Fox, etc…) and type in www.myschoolbuilding.com in the address bar and press Enter on your keyboard or click on Go.

   If you have logged in before please skip to Step 3.

2. If it is the first time your computer has been to the website, enter the Organization Account number **280866166** and click Submit Organization as prompted. Your computer will remember the organization account number on subsequent visits and will skip this step.

Select Organization
Organization Account Number [   ]
[Submit Organization]

- You may also copy this link and paste it into the web address window:

https://www.myschoolbuilding.com/myschoolbuilding/itdgateway.asp?acctnum=280866166

TIP: If you want to add a Shortcut to this webpage for easy access, follow these instructions:
   a. Find a blank area on the next page
   b. **RIGHT** click your mouse
   c. Select **Create Shortcut** If Using Internet Explorer or **Bookmark This Page** if using Firefox, Safari, or Chrome.

This will add an icon on your desktop that you can double click or a bookmark to select the next time you want to sign in (allowing you to skip steps one and two).

3. Enter your email address and click Submit.

4. If a **RED** message pops up noting that it can't find the indicated email address, enter your last name and click Submit. Then enter your first name, on the next page, and click Submit.

Email Address [jess@schooldude.com]

We cannot find the indicated email address.

Please either correct the email address or enter your last name below if you are a new requester.

Last Name [   ]

[Submit]

Filling out the Request Form:

NOTE: ANY FIELD MARKED WITH ☑ IS A REQUIRED FIELD

☑ **Step 1:** This will be filled in with your information from the email address you entered at the sign in screen.

Step 1	Please be yourself, click here if you are not Paul Manning		
	First Name	**Last Name**	**Email**
	Paul	Manning	pmanning@pcva.us
	Phone ☑	**Pager**	**Mobile Phone**

☑ **Step 2:** Make sure you are on the IT Request Tab. Click on the drop down arrow and highlight a *Location* that you want the work to be done at and click the mouse. Also be sure to **type** in your Area description or Room #.

Step 2	**Location** ☑	
	Pulaski County High School ⌄	
	Area	**Area/Room Number** ☑
	Classroom ⌄	101

☑ **Step 3:** Select the "Problem Type" in the dropdown menu that best describes your request/issue.

Step 3	**Select Problem Type:** ☑			
	💻 **Technology Help Desk:** Click on the problem type below that best describes your issue.			
	Accounts	Cabling	Cell Phone	Computer Monitor
	Copier	CPU / Computer	Desktop/Workstation	Digital Camera

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

Step 4	**Please describe your problem or request.** ☑
	I am not receiving any email, can you please fix it for me?

Optional steps that may appear on your page: (Some may be **required**)

Step 5: **(OPTIONAL)** Attach a file if applicable. (This can be a .doc, .pdf, or .jpg for example)

Step 5	**Attachment**
	Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

- *Please Continue to Page 3 -*

☑ **Step 6:** Type in the **Submittal Password** of: **pulaski**

☑ **Step 7:**   Click the **Submit** button.

Step 6	**Submittal Password** ☑
	[ ] Forgot Password?
Step 7	Submit

My Request Tab

- After you click submit, the screen will refresh and go to the *My Requests* Tab. On this screen you will see up to date information on your requests including the status, work order number and action taken notes. You can click on the number next to the status description to see all request marked with that status. You can search for any work order request by typing in a key word in the **Search** box and clicking on **GO.** This will pull up any of your requests with that word in it.

Need any help?

There are several ways to get help or your questions answered by us here at SchoolDude.com.

First, you'll notice the **HELP** link located at the top of your account.

IT Request	My Requests	Settings
		ASSIGNMENT │ SEARCH KNOWLEDGE BASE │ HELP

Once you click on the **Help** link, you'll see the HELP page list your help options. If included, you'll first see a listing of local phone numbers that can be used to touch base with someone locally. Next, you'll see a link to download the Requester Manual. And lastly, a link to our online help:

ITDirect

1) For questions or problems contact or call:

Contact Name	Contact Phone
No ITDirect contacts listed.	

2) 💾 Download ITD Requester Manual

3) ITD Requester Online Help

In our Online Help, you'll see information on entering a request, using your My Request tab, Settings and User Guides.

Table of Contents

Welcome
Entering a request
My Requests
My Settings
User Guides

In the User Guides, you'll see an interactive help movie where you can walk through the steps of entering in a new request. You'll also see a quick step guide as well as the manual for download again.

You can contact the following people for support:

Paul Manning – 540-994-2504
Dianne Dripps – 540-994-2525