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 (390328223) and click Submit Organization as prompted. Your computer will remember the organization account number on subsequent visits and will skip this step.

   - You may also copy this link and paste it into the web address window: https://www.myschoolbuilding.com/myschoolbuilding/mygateway.asp?acctnum=390328223

   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.

   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.
Filling out the Request Form:

* Before filling out a request, make sure that you are on the IT Request Tab.

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 2:** Click on the drop down arrow and highlight a **Location** that you want the work to be done and click the mouse.

- Follow the same steps for **Building** and **Area** *if selections are available.*
- Also be sure to type in your **Area description or Room #**.

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

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

Optional steps that may appear on your page:

*Next Step:* Type in the best time for a technician to come by *if available*

*Next Step:* Click on the drop down arrow and select a purpose code *if available*
**Next Step:** Use calendar to select a date for when you would like the work to be completed *if available*

**Next Step:** Click the Attach New File link to attach a photo or document detailing the issue *if available*

![Image](image.png)

- **Next Step:** Type in the submittal password of: password
- **Last Step:** Click submit
My Request Tab

After you click submit on the request form, the screen will refresh to the My Request Tab.

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

- Status
- Work order number for referencing
- The date you requested the work
- Any Action Taken notes added by the technician on the progress of the work order
- And a Completion Date once the work has been completed

TIPS:

A. In the Request Totals section (on the right hand side of the above screen), you can click on the number next to the status description to see all requests marked with that status.

B. 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. (Ex: keys would pull up any request dealing with keys).

C. Click on the Work Request Tab to input a new request.
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 tab as well as the HELP button located at the top of your account.

Once you click on either of these Help options, 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:

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