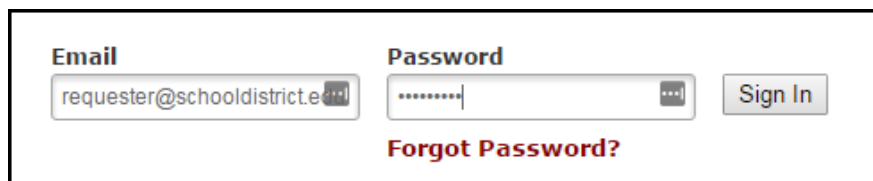


Incident Requester Guide

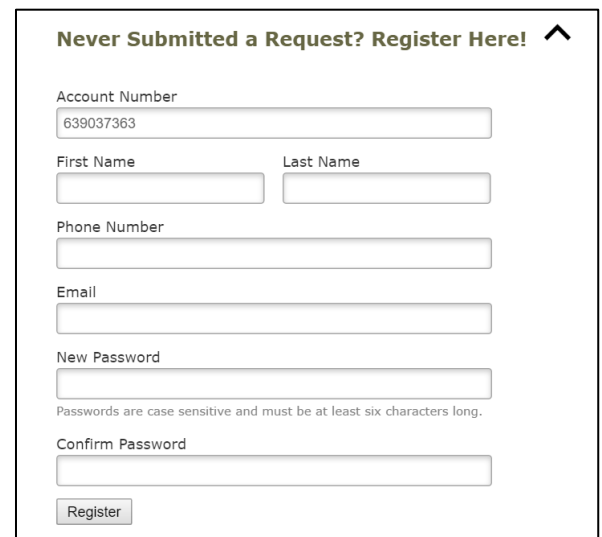
How to Register/Log in

- Open your Internet Browser (Internet Explorer, Chrome, Edge, Firefox, etc). Click on the following link, or copy and paste it into the web browser:
<https://login.myschoolbuilding.com/msb?acctNum=639037363%20&productID=ITD>
- If you are a returning user, 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.



The screenshot shows a login interface with two input fields: 'Email' containing 'requester@schooldistrict.e...' and 'Password' containing '.....'. To the right is a 'Sign In' button. Below the password field is a red link that says 'Forgot Password?'.

- If you are submitting your first request, you must enter registration information 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 work request.*
 - The Account Number should be entered for you. If not, the Account Number for the Franklin Parish School Board is 639037363.
 - Enter your **First** and **Last Name**, as well as your **Phone Number** and **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 6 characters long.
 - Click **Register** to go to the work order request form.



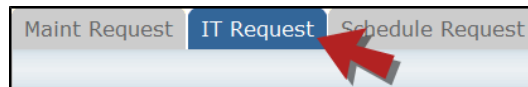
The screenshot shows a registration form titled 'Never Submitted a Request? Register Here!' with a dropdown arrow. The form includes the following fields: 'Account Number' (639037363), 'First Name' and 'Last Name' (empty), 'Phone Number' (empty), 'Email' (empty), 'New Password' (empty), and 'Confirm Password' (empty). A note states 'Passwords are case sensitive and must be at least six characters long.' A 'Register' button is at the bottom.

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 it the next time you want to sign in.

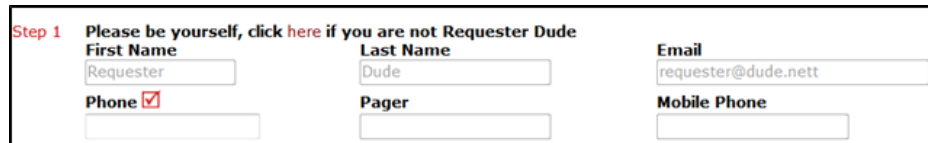
How to Submit a Request

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

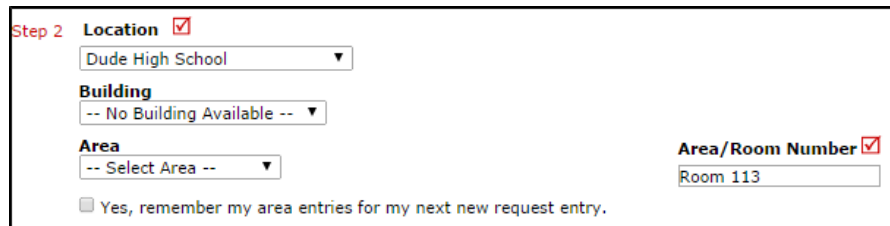


**Note: Any field marked with a red checkmark is a required field.*

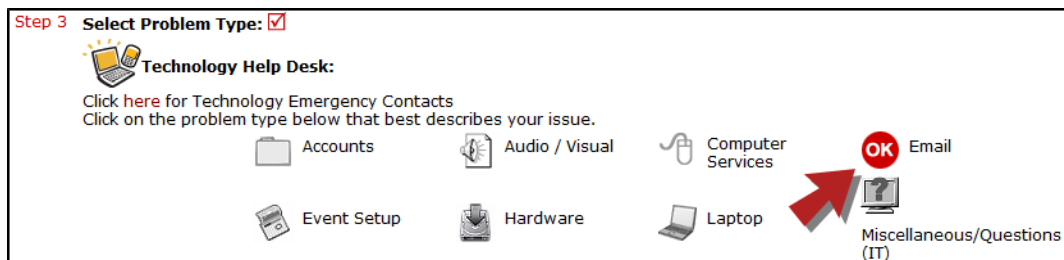
- **Step 1:** These fields will already be filled in with your contact information according to how it was entered upon registration.



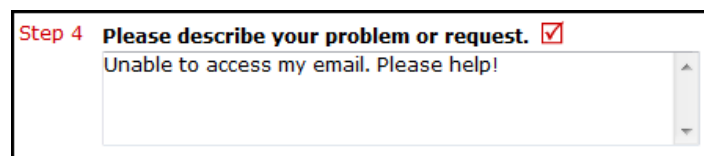
- **Step 2:** Click on the drop down arrow and highlight the **Location** where the work needs to be done. Do the same for **Building** (if available) and **Area**. Also, be sure to type in the area description or room number in the **Area/Room Number** field.



- **Step 3:** Select the **Problem Type** that best describes the request/issue you are reporting.



- **Step 4:** Type in a description of the problem.



- **Step 5:** Enter a **Tag Number** if necessary for a specific piece of equipment that needs to be worked on.
- **Step 6:** Enter a **Time Available**, such as a planning period, when workers can come by.
- **Step 7:** Select a **Purpose** for the work if applicable.
- **Step 8:** Attach a file to the request if necessary (i.e. a picture of damage or screenshot).
- **Step 9:** Type in the **Submittal Password**. (For the submittal password, contact your school office or the FPSB Technology Team)
- **Step 10:** Click the **Submit** button.

My Request 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 requests 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.

Status	Location	Action Taken	Complete Date
Work In Progress 199	Dude High School! Computer not working	No Action Note 10/28/2008 3:12:00 PM Computer Monitor	
New Request 286	Andrews High School Test	No Action Note 7/9/2009 7:54:07 PM Alarm Bell	

Request Totals
4 New Request
1 Work In Progress
4 Complete
1 Forwarded

On the **My Requests** page you will see up-to-date information on your requests including the current status, incident ID number, and action taken notes. You can click on the number next to the status description in the **Request Totals** section to see all of your requests marked with that status. You can also search for any work order request by typing a key word into the **Search** box and clicking GO.