

# Using SchoolDude to Report IT Problems: Teachers

Go to Technology Departments page or visit

<http://www.myschoolbuilding.com/myschoolbuilding/msbdefault.asp?acctnum=152108223>

The next screen will have you enter in your email address. Please use your @newmilfordschools.org address.

NEW MILFORD BOE



Got a problem? [Email us](#)

Welcome! To begin, please enter your email address below.

Email Address

On the main page for School Dude, you will need to click on the ***IT Requests*** tab to begin a request. You are now ready to submit a request.

NEW MILFORD BOE



New Milford Schools

Got a problem? [Email us](#)

Main



IT Request

My Requests

Settings

Help

First select your location, building and area in the drop-down boxes as shown below. (If you would like you can click to remember this location.)

The screenshot shows a web form with the following elements:

- Three empty text input boxes at the top, labeled "Phone", "Pager", and "General Phone".
- Step 2 Location** with a checked checkbox.
- A dropdown menu for "Location" with "-- Select Location --" and a downward arrow.
- A dropdown menu for "Building" with "-- Select Building --" and a downward arrow.
- A dropdown menu for "Area" with "-- Select Area --" and a downward arrow.
- An "Area/Room Number" label with a checked checkbox and an empty text input box.
- A checkbox labeled "Yes, remember my area entries for my next new request entry."
- Step 3 Select Problem Type:** with a checked checkbox.

For steps 3 & 4 you will need to choose your problem type and provide a brief description of your technical problems.

Step 5 Please enter the Tag or Serial Number.

Step 6 will have you enter the submittal password.

Step 7 If you would like to attach a file to the work order

Step 8 Enter Submittal Password

**Step 4 Please describe your problem or request.**

A large empty text area with a vertical scrollbar on the right side.

**Step 5 Tag Number**

An empty text input box.

**Step 6 Requested Completion Date**

A date input field with a calendar icon to its right.

(A valid date is required. Text is not accepted, but you may leave it blank. Click [here](#) for assistance in date entry.)

**Step 7 Attachment**

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

**Step 8 Submittal Password**

An empty text input box.

[Forgot Password?](#)

**Step 9**

Your new requests are automatically shown as approved by you on submit.

NOTE: You will receive the following notifications.

You will be notified of status changes to your request.

Click on  the button to process your request.

The last screen shows that the request has been sent. This request will be sent to your school tech. The school tech will determine if they can resolve the request **or** they will forward it to the appropriate IT Team.

[My Maint Requests](#) | [My IT Requests](#) |

## My IT Requests

Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the current assigned person name to send email and request changes on your request.

Search for "

Search this results for:   Show All 

1 - 10 of total 3755 listed

◀ Previous 10 Next 10 ▶

<input type="checkbox"/> Status	<input type="checkbox"/> Location	<input type="checkbox"/> Action Taken	<input type="checkbox"/> Complete Date
<input checked="" type="checkbox"/> Incident ID	<input type="checkbox"/> Description	<input type="checkbox"/> Assigned To	
<input type="checkbox"/> Area		<input type="checkbox"/> Request Date	
<input type="checkbox"/> Area Number		<input type="checkbox"/> Type	

### Request Totals

- 35 New Request
- 22 Work In Progress
- 3505 Complete
- 22 Closed Incident
- 123 Declined
  - 1 Parts on Order
- 17 Duplicate Request
- 13 Void
- 17 Forwarded