



Welcome to SchoolDude, our Technology job request system. You will now be able to enter and monitor your Technology request online!

How to Register/Log in

- Open your Internet Browser, use the following link to access the login page. (Hold down the Ctrl key and select the following URL):

<https://www.myschoolbuilding.com/myschoolbuilding/itdgateway.asp?acctnum=2012229632>

Our PNG Account Number is **2012229632**

- You will be prompted to enter your email address then click **Submit**. **Note: If you have been to this website before and have entered a request into the system, you are already registered as a user. Enter your email address then proceed to page 2, "How to Submit a request".*
- If you are a new user, the system will not recognize you right away. Enter your first name and last name on the next screen to proceed with the registration process. The Phone Number, Cell Number, and Pager fields are optional; however you may be required to enter your phone number when entering a request. Click **Submit** to continue.

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

Email Address

First Name

Last Name

Email Address

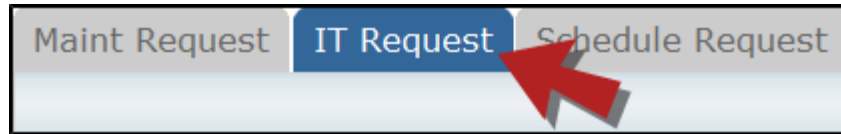
Phone Number

Cellular Phone

Pager

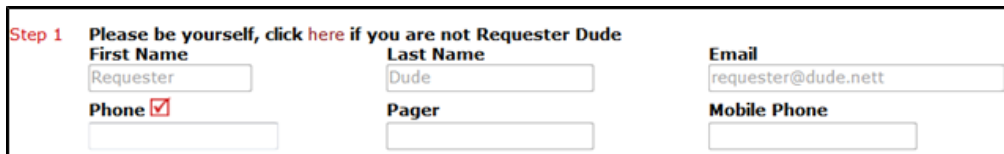
How to Submit a Request

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

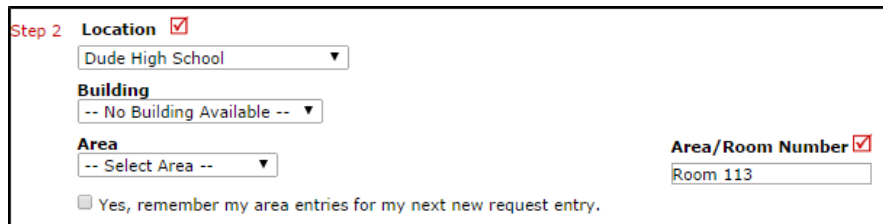


*Note: Any field marked with is a required field.

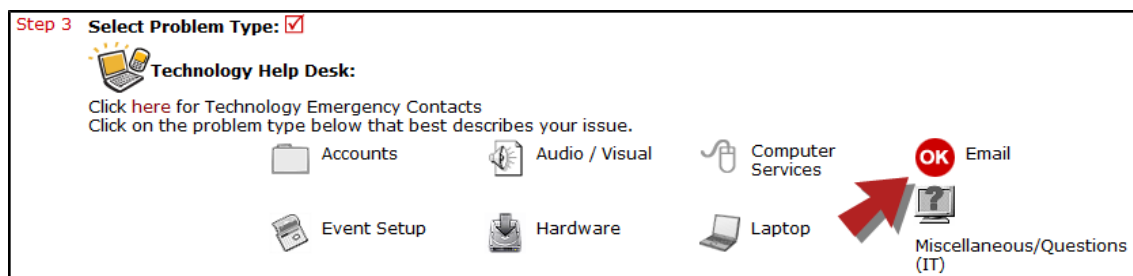
- **Step 1:** These fields will already be filled in with your contact information according to how it was entered upon registration.



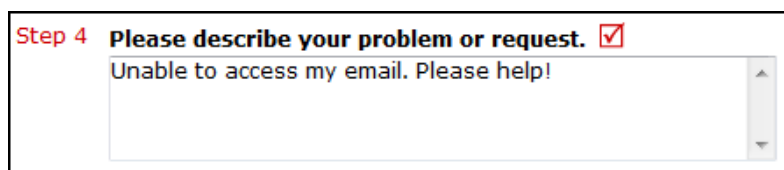
- **Step 2:** Click on the drop down arrow and highlight the **Location** where the work needs to be done. Do the same for **Building** (if available) and **Area**. Also, be sure to type in the area description or room number in the **Area/Room Number** field.



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



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



- Depending on how your account was set up, the remaining steps on your form may vary. You may see some, all, or none of the following steps. Be sure to complete any required steps indicated with a red check box .
- **Questionnaire:** Provide additional information about your issue by answering these additional questions based on the Problem Type you selected.
- **Tag Number:** Enter a Tag Number if applicable.
- **Time Available for Maintenance:** Type in the best time for a technician to come by.
- **Purpose:** Click on the drop down box and select a Purpose Code that best describes why this work is needed.
- **Requested Completion Date:** Use the calendar to select a date that you wish for the work to be completed by.
- **Budget:** Select the budget code that will be used for costs allocated to complete the request.
- **Attachment:** Click the **Attach New File** link to attach a photo or document detailing the issue.

The screenshot shows a multi-step form with the following sections:

- Step 5 Questionnaire**
 - Questionnaire : Email Questions**
 - Have you entered your password correctly?
 - How long has the issue been occurring?
- Step 6 Tag Number**
- Step 7 Time Available for Maintenance**
- Step 8 Purpose**
Reactive
- Step 9 Requested Completion Date**
- (A valid date is required. Text is not accepted, but you may leave it blank. Click [here](#) for assistance in date entry.)
- Step 10 Budget**
- Step 11 Attachment**
[Attach New File](#) (Maximum allowed is two attachments with a size of 3MB or less per file.)

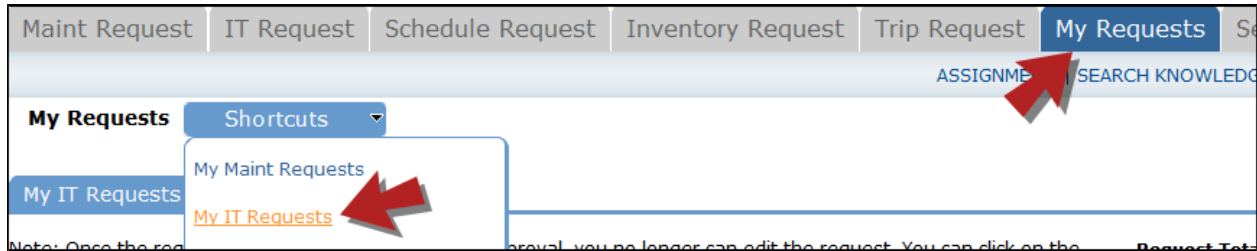
- **Final Step:** The last step of the request form is to enter the **Submittal Password (ndn)**. Click **Submit** at the bottom of the form to submit your request.

The screenshot shows the final step of the form:

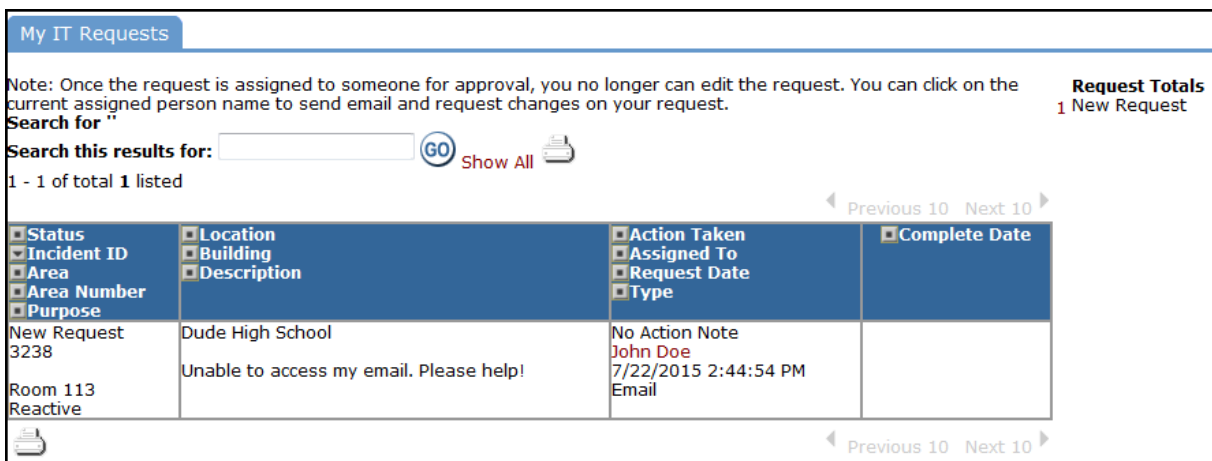
- Step 12 Submittal Password**
 [Forgot Password?](#)
- Step 13**

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.

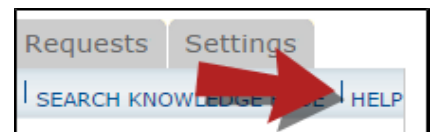


On the **My Requests** page you will see up-to-date information on your requests including the current status, incident ID number, and action taken notes. You can click on the number next to the status description in the **Request Totals** section to see all of your requests marked with that status.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

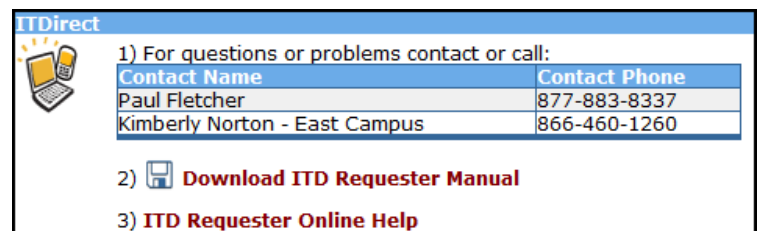


Need Help?







There are several ways to get help for any questions that you may have. Click on the **Help** link located in the upper right hand corner of your screen.



This screen will list a few help options. You may see a listing of local phone numbers to contact someone within your organization. You will also see a link to download the ITDirect Requester Manual as well as a link to access the Online Help page.



If you select the **ITD Requester Online Help** option you can click on the links under the **Table of Contents** heading. These headings will explain further how to navigate through the MySchoolBuilding.com page. In the **User Guides** section you will find an interactive help movie which will walk you through the steps of entering in a new request.

Table of Contents	
	Welcome
	Entering a request
	My Requests
	Knowledge Base Search
	My Settings
	User Guides

CONTACT US

Got questions? Answers are what we're here for.

Phone: 877.868.3833 – 8:00 am to 6:00 pm EST

Email: support@schooldude.com