

How to Submit a Help Desk Ticket for Technical Support Using SchoolDude

SchoolDude is the online system used to submit a helpdesk request for technical support with WSSD computers, printers, projectors, email, etc.



Directions



1. Click on the icon on your computer's desktop screen to go directly to the online form.
Or use the link:

<https://www.myschoolbuilding.com/sso/default.aspx?acctnum=821236372&productid=ITD>

- A login window will appear.
- Enter your WSSD username and password.
- Click **Login/OK**.

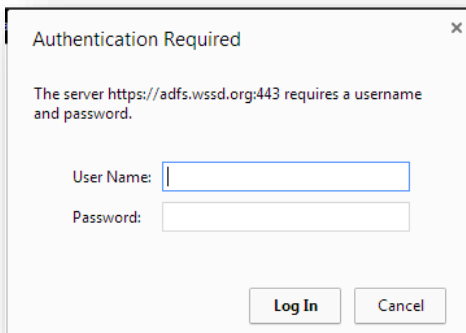


Figure 1 Google Chrome View

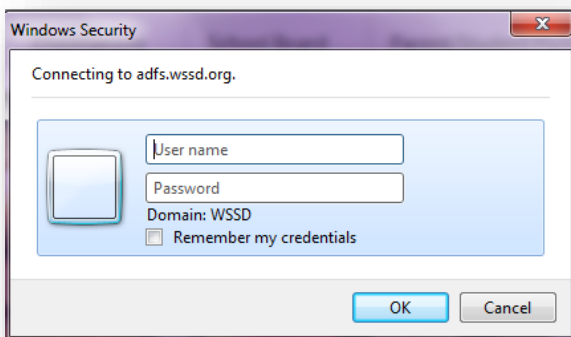


Figure 2 Internet Explorer View

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- When the Welcome window appears, click on **IT Request** to submit a technical helpdesk ticket.



- You should see your correct name and district email. You may add your District Phone. This would be used by the Tech Department to call you if the person assigned to your request has any questions.

Step 1 Please be yourself, click [here](#) if you are not Xaras Collins

First Name Xaras	Last Name Collins	Email xcollins@wssd.org
Phone 610-892-3470 x1803	Pager	Mobile Phone

- Select **Your Site** under "Select Location". Input your area or specific room number.

Step 2 **Location**

-- Select Location --
District Office
NETHER PROVIDENCE EL SCH
SPENCER HOUSE
STRATH HAVEN HS
STRATH HAVEN MS
SWARTHMORE-RUTLEDGE SCH
Transportation Building
WALLINGFORD EL SCH

Area/Room Number

or my next new request entry.

- Click on the **ONE** icon that most closely matches your request.

Step 3 **Select Problem Type:**

Technology Help Desk:

Click [here](#) for Technology Emergency Contacts
Click on the problem type below that best describes your issue.

AV Equipment	Copier	Desktop/Workstation	Document Camera
DVD/VCR Unit	Email	Equipment Moving	Fax
Internet Connection	Internet Filter	Laptop	Library System
Mobile Device	Password	Printers	Projector
Scanner	Smart Board	Software Application	Telephone Services
Virus			

- Describe your problem or request in specific detail. *If you are not sure how to describe your problem, explain what you were doing just before you noticed the problem.*
- Enter the **best time** to visit your classroom.
- Click **Submit**.

Step 4 Please describe your problem or request.

Step 5 Time Available for Maintenance

Step 6 Attachment
Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

Step 7

Your new requests are automatically shown as approved by you on submit.
NOTE: You will receive the following notifications.
You will be notified receipt of your request.
You will be notified of request assignment.
You will be notified if this request is completed.

Reminders:

- 1. Why would I want to submit a Help Desk ticket via SchoolDude?**
Your ticket will *automatically* get routed to the technician responsible for your building that day. This will allow you to receive quicker technology support.
- 2. Can I still email helpdesk@wssd.org or call ext. 5100?** Yes! These methods just take longer for your ticket to get routed and assigned to a technician.
- 3. There will be a SchoolDude Shortcut on your computer desktop as of 11/07/2014. If it is not there, just restart your computer and the shortcut will appear.**