

Then it will take you to a screen to input all your personal information, which will setup your account with SchoolDude.

Chandler Unified School District

Indicates required information.

First Name

Last Name

Email Address

Phone Number

Pagar

Cellular Phone

Note: This information will be saved after you submit your first request. New users are not saved until their first request has been submitted.

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CIP:207.224.177.252
SID:MSB04
DID:9
CUA:MSIE 7.0

How to Submit a CSR (Customer Service Request)

1. Once you login to SchoolDude with your Organization Number and Email address, you will be taken to this screen:

Customer Service Request

To submit your request complete the following form. If you have any questions please call the Help Desk at 480-872-7697.

Indicates required information.

Step 1 Please be yourself, click here if you are not Ciji Youngdahl

First Name Last Name Email

Phone Pager Mobile Phone

Step 2 Location

Location

Building

Area Area/Room Number

Yes, remember my area entries for my next new request entry.

Step 3 Select Problem Type:

Technology Help Desk: Click on the problem type below that best describes your issue.

IT Problem Type

Step 4 Please describe your problem or request.

Step 5 Tag Number

Step 6 Purpose

Purpose

Step 7 Attachment

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

2. It will default you to “**Maint Request**”. . . . make sure that before you put a CSR in for your technology needs, that you click on “**IT Request**”.
3. Fill in all the information you have on the CSR. The items that have a red box with a check mark in it are required to submit the CSR.

Here is a breakdown of each step needed and what to enter:

Indicate required information.

Step 1 Please be yourself, click here if you are not Ciji Yungdali

First Name: [Text] Last Name: [Text] Email: [Text]
Phone: [Text] Pager: [Text] Mobile Phone: [Text]

Step 2 Location

[- Select Location -]
Building: [Text]
[- Select Building -]
Area: [Text] Area/Room Number: [Text]
 Yes, remember my area entries for my next new request entry.

Step 3 Select Problem Type

Technology Help Desk: Click on the problem type below that best describes your issue.
[- Select IT Problem Type -]

Step 4 Please describe your problem or request.

[Text Area]

Step 5 Tag Number

[Text]

Step 6 Purpose

[- Select Purpose -]

Step 7 Attachment

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

Step 8 Submittal Password

[Text] Forgot Password?

Step 9 [Submit]

Your new requests are automatically shown as approved by you as submitter.
NOTIC: You will receive the following notifications.
You will be notified if this request is completed.

- Step 1: Step 1 will already be filled out for you based on you entering your email address at the login screen.
- Step 2: Enter your site location from the drop down menu
 - If your site has multiple buildings, you can chose that building.
 - It requires you to enter an area (ex: room) and an area/room number.
- Step 3: Chose your problem type based on the drop down menu. There will be many to chose from (Ex: Computer, Monitor, Projector, etc) If you ever aren't sure what to chose, just pick Miscellaneous/Questions (IT).
- Step 4. Enter a description of your problem (Note: The more detailed information provided in this area, the easier it will be for the tech to resolve the issue)
- Step 5: Enter the tag number for the item being worked on (The tag number will be on the item on a white sticker with a barcode. The number should be underneath the barcode)
- Step 6: This is not a required field, but check the drop down to see if any apply to you.
- Step 7: If you have an attachment (ex: screen shot of an error message etc) to attach, click on the "Attach New File" and browse for that file and attach it.
- Step 8: The password to submit is **technology**
 - Note: if ever you put the password technology and it says it's invalid, please double check that you are on "IT Request" at the top of the screen and not accidentally on "Maint Request".

- Once you click Submit, it will take you to a screen that looks like this:

Request Totals

- 194 New Request
- 88 Work In Progress
- 132 Complete
- 10847 Closed Incident
- 2 Duplicate Request
- 4 On Hold
- 20 Waiting More Information
- 9 Open Extended

Status	Location	Action Taken	Complete Date
New Request 71589	Bogle Junior High test	No Action Note 1/21/2011 9:45:35 AM Cabling	
Complete 71585	District Office Christine Kammeyer requested access to the PPRFLSH mask while logged on to her ACCT2107 IFAS account.	Added a new modified roll for her in IFAS security. 1/21/2011 8:54:47 AM Core Administrative Systems	1/21/2011 8:55:08 AM
Complete 71573	District Office Susan Moreaco reported that she isn't in the workflow approval process.	Corrected her security. 1/21/2011 8:22:19 AM Core Administrative Systems	1/21/2011 8:22:38 AM
Complete 71567	District Office Meeting with Dale.	Meeting with Dale. 1/21/2011 8:02:27 AM Miscellaneous/Questions (IT)	1/21/2011 8:07:18 AM
Complete	District Office	admin duties	1/21/2011

- This screen will give you the information about your CSR's that you've entered.
- The most recent CSR will show at the top.
- You can get the CSR number for your records if you need to ever check status on a CSR you've entered.
- If you need to check status on a CSR, please email the HelpDesk and include the CSR number.

*Note: Average turn time for tech's to complete CSR's is 3 days/Software installation is 2 weeks.

How to take a Screen Shot and attach in CSR:

- As you are on the screen that you want to take a screen shot of, click your mouse anywhere in that screen.
- Hit the key on your keyboard that says “Print Screen” (usually near the number keypad)
- Open up a blank word document.
- Right click in that document and click paste.
- It should paste the screen that you just took a “print screen” copy of.
- Save that document in your drive or to your desktop if you won’t need it again.
- Then when you come to that step of your CSR form, just attach the file from wherever you saved it.