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

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:

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:

- 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:

- 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.