

## Submitting a CSR (Customer Service Request) through SchoolDude

First, Register your SchoolDude Account using Account Number **594701301**

Go to: <https://login.myschoolbuilding.com> (you may want to bookmark this site).

Complete the fields below, including your CUSD email and CUSD direct phone number.

\*The password for your SchoolDude account does not sync with your computer account. This password will not expire.

### Never Submitted a SchoolDude Request? Register Here!

Account Number

First Name  Last Name

Phone Number

Email

New Password

Passwords are case sensitive and must be at least six characters long.

Confirm Password

NOTE: Registration will be complete after you submit your first request.  
New users are not saved until their first request has been submitted.

Continue...

## How to submit a CSR once you have set up your SchoolDude account.

Log into SchoolDude with your CUSD email and the password you have chosen.

### Current SchoolDude User? Login Here!

<b>Email</b>	<b>Password</b>	
<input type="text" value="lastname.firstname@cUSD80.c"/>	<input type="password" value="....."/>	<input type="button" value="Sign In"/>
<b>Forgot Password?</b>		

If you have forgotten your password, click on **Forgot Password**. A password link will be sent to your CUSD email. Once you sign in to SchoolDude, you will automatically be routed to the **Maint Request** tab.

**Select the IT Request Tab** for technology CSR's (computer, password, telephone, Infinite Campus, etc.)



**Step 1:** Your information will populate based on your account set up responses. *To update your phone number, click on the Settings Tab.*

**Step 2:** Choose your location from the drop down menu. Enter the area/room number.

**Step 3:** Choose your problem type based on the drop down menu. Example: CPU/Computer, Password, Projector, etc. If you are not sure what to choose, select Miscellaneous/Questions (IT).

**If you have multiple technology issues, submit a separate CSR for each category. CSR's are routed to specific technicians. Example: Computer, Projector, Password, Telephone issues are assigned to different techs.**

**Step 4:** Enter a detailed description of your problem.

**Step 5:** Enter the tag number (Property Of #) on the equipment. If you are having an issue with a computer, please include the tag on the computer, not the sticker on the monitor. This is especially important in labs.

**Step 8:** If you would like to include an attachment (ex: screen shot of an error message, see those instructions below).

**Step 9:** **The submittal password is: technology** (all-lowercase).

Note: if you enter this password and it is invalid; please ensure you are on the "IT Request" tab. If not, you will need to resubmit your CSR.

**Step 10:** Click **Submit**. By default, you will be notified when your CSR request has been received and again when it is completed.

**Need to check the status of a CSR?** Click on the **MY REQUESTS** tab. If you need an update, please email the Help Desk and include the CSR number. Do not resubmit another CSR.

### How to take a screen shot and attach with your CSR.

There are various ways to capture a screen shot. One way is using the **Print Screen** feature.

To capture your entire screen and automatically save the screenshot, tap the **Windows key + Print Scrn** Your screen will briefly go dim to indicate that you have taken a screenshot.

The screenshot will be automatically be saved in the Pictures > Screenshots folder.

Click on Attach New File and browse to the Screenshots Folder to Submit.