How to Enter a Trouble Ticket

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| **IF YOU ARE A FIRST TIME USER****If you have never submitted a work order,** click on the SchoolDude link and then click on ‘**Never Submitted a SchoolDude Request? Register Here!’** It will have you enter your information (name, extension, email, password, etc). At this point you will need to generate a work order for it to accept your information. If you just put in your information and do not generate a work order it will not save anything. **IF YOU HAVE SUBMITTED A WORK ORDER IN THE PAST****If you forgot your password or you are having trouble logging in,** click on the SchoolDude link and enter your email then click on ‘FORGOT PASSWORD’. An email will be sent to you to generate a new password**FOR EVERYONE**All of the steps that have a red check mark ‘https://www.myschoolbuilding.com/toolbox/mydtwo/graphics/icn_checkbox.gif’ are required to be filled out. When you are done entering your work order, at the end of the page it will ask for a ‘submittal password’. The password is ‘password’. **The submittal password and the login password are different: Login Password is whatever you decide to make it Submittal Password is always ‘password’** |    |

Please call me if you have any questions/concerns

Krista 223-6483