

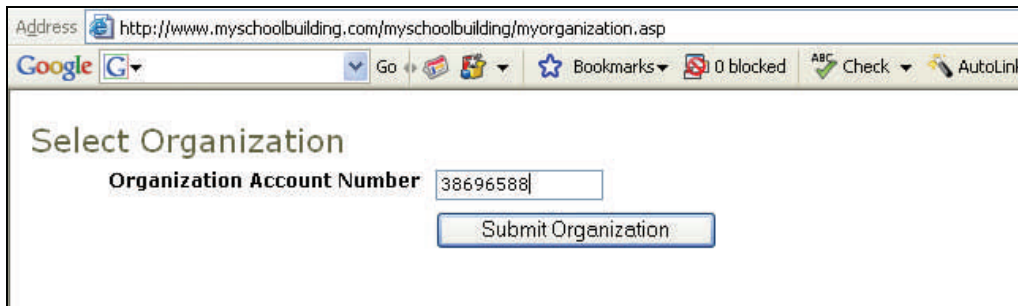
# Online TechSupport Help Guide


## Welcome to School Dude!








1. Click on the Internet Explorer icon located on your desktop called **Tech Support**  
The link is also [here](#).

2. The first time that you login you will need to enter the Organization Account Number. This is the only time you will need to enter it.

The account number is **38696588**



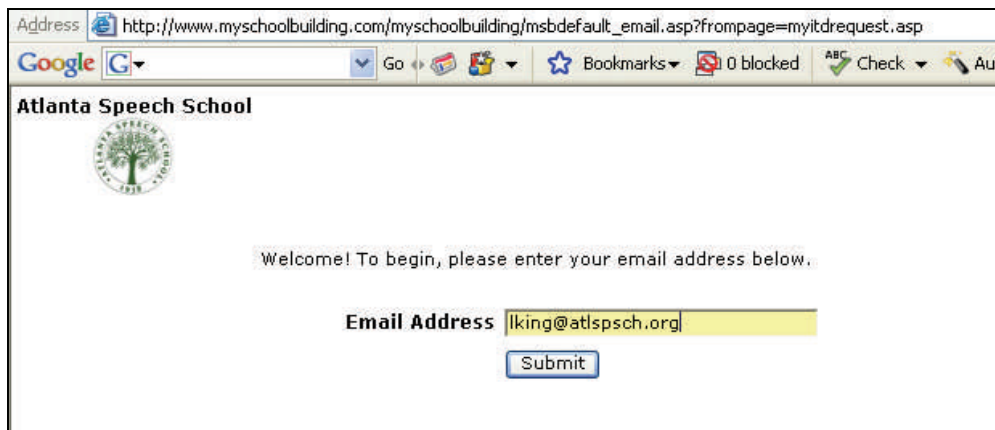
Address  http://www.myschoolbuilding.com/myschoolbuilding/myorganization.asp


Google   Go   Bookmarks  0 blocked  Check  AutoLink








### Select Organization

**Organization Account Number**


3. Next you will need to input your Speech School email address, i.e. lking@atlpsch.org.  
This will be the only time you need to input your email address as long as you use the same computer.



Address  http://www.myschoolbuilding.com/myschoolbuilding/msbdefault\_email.asp?frompage=myitdrequest.asp

Google   Go   Bookmarks  0 blocked  Check  Aut

### Atlanta Speech School



Welcome! To begin, please enter your email address below.

**Email Address**

This is the main page for all requests. You should see your name and email address.

Atlanta Speech School Go to [Quick Links](#) [LOGOUT](#) [HELP](#)

Speech School Web Site  
IT Request My Requests Settings Help

[ASSIGNMENT](#) [SEARCH KNOWLEDGE BASE](#) [HELP](#)

### Tech Support Issue!

Thank you for using our internet service to submit work requests. This service helps us to promptly attend to your issues and concerns. Please complete this request form.

Indicates required information.

**Step 1 Please be yourself, click here if you are not Libby King**

<b>First Name</b> Libby	<b>Last Name</b> King	<b>Email</b> lking@atsspsch.org
<b>Phone</b> 404-233-5332	<b>Pager</b>	<b>Cellular Phone</b>

**Step 2 Location**

-- Select Location --  
**Area** -- Select 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.

AV Equipment	CPU / Computer	Data Restore	Desktop/Workstation
Email	Internet Connection	Laptop	Miscellaneous/Questions (IT)
Network Connectivity	PDA	Printer Cartridge	Printers
Projector	Remote Access	Reports/Labels /Forms	Software Application
Software Request	Student Database	Virus	Wireless Connection

**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 Submittal Password**

[Forgot Password?](#)

**Step 8**

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 if this request is completed.

[IT Request](#) [My Requests](#) [My Settings](#) [Help](#)

[Conditions of Use](#) | [Privacy Policy](#) | [Help](#)

The Submittal Password is **3160**

# Steps for a Request

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**Step 1** should already be complete when you log into School Dude to make a request.

**Step 2:**

Please select a Location from the drop down list. Examples of locations include Wardlaw, Clinic, Hamm, etc. A room number is also needed.

**Step 3:**

Selecting a problem type allows the tech team to maintain more accurate records on issues in the building. Using this information the tech team may be able to spot problems before they even start!

## *A List of Problem Types*

**AV Equipment** –TVs, VCRs, Digital and Video Cameras, etc.

**Note:** This is not for reserving equipment, just reporting problems

**CPU/Computer** – Issues such as noises, error messages, power problems, loud fans, and temperature warnings

**Data Restore** – Lost files, such as a missing folder on the G Drive

**Desktop/Workstation** – Problems with mice, keyboards, speakers, and monitors or a request for these types of hardware

**Email** – Problems accessing email, blocked emails, error messages, general Lotus Notes issues, and iNotes (email via the web)

**Internet Connection** – Connection issues to the internet or intranet (you'll need to go to a friend's computer to put in this request)

**Laptop** – All issues related to a laptop not covered by a different Problem Type

**Network Connectivity** – Inability or difficulty connecting to network drives such as G or ACAD

**PDA** – All school supported PDA devices

**Printer Cartridges** – For replacement toners and cartridges

**Printer** – Paper jams, inability to print, and adding a color printer

**Projector** – LCD projector issues

**Remote Access** – Connecting to email, the VPN, iNotes or the G drive while off campus

**Reports/Labels/Forms** – Report issues

**Software Application** – Issues with all supported software including Office

**Software Request** – New software needed

**Student database** – CRIB, Senior Systems

**Virus** – Any problem that suggests virus activity such as extreme pop-ups and messages from anti-virus software

**Wireless Connection** – Problems with wireless connections

**Misc. IT** – Any problem not covered by any other Problem Type

**Step 4:**

Please list any and all details concerning your problem. Selecting a Problem Type lets the tech team know of your general area of need but more information is needed to properly assess the situation.

Note: Some Problem Types have additional questions to be answered, such as a printer model when requesting a new toner.

**Step 5:**

If you do not wish to be bothered at a certain time please list the times available for the tech team. Leave the Time section blank if it does not matter when a tech team member comes to work on the problem.

**Step 6:**

Should you have a small file related to the issue it can be attached to your request.

**Step 7:**

The Submittal Password is **3160**

**Step 8:**

Just click submit!

## A Sample Request

1. I have logged into SchoolDude using the icon on my desktop. I checked that my name is listed for Step 1, selected my Location as Other, and put in my Room Number.

Thank you for using our internet service to submit work requests. This service helps us to promptly attend to your issues and concerns. Please complete this request form.

Indicates required information.

**Step 1 Please be yourself, click here if you are not Libby King**

<b>First Name</b> Libby	<b>Last Name</b> King	<b>Email</b> lking@atlspsch.org
<b>Phone</b> 404-233-5332	<b>Pager</b>	<b>Cellular Phone</b>

**Step 2 Location**

Other  -- Select Location --  
Business Office  
Clinic  
Hamm Center  
Kenan Preschool  
Learning Lab  
OT  
Other  Rollins  
Stepping Stones  
Wardlaw School

**Area/Room Number**   
2163

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

**Step 3**  **Help Desk:** Click on the problem type below that best describes your issue.

Equipment	CPU / Computer	Data Restore	Desktop/Workstation
Email	Internet Connection	Laptop	Miscellaneous/Questions (IT)
Network Connectivity	PDA	Printer Cartridge	Printers
Projector	Remote Access	Reports/Labels/Forms	Software Application
Software Request	Student Database	Virus	Wireless Connection

2. My printer needs a new toner, so I select Printer Cartridge under Problem Types.

**Step 1 Please be yourself, click here if you are not Libby King**

<b>First Name</b> Libby	<b>Last Name</b> King	<b>Email</b> lking@atlspsch.org
<b>Phone</b> 404-233-5332	<b>Pager</b>	<b>Cellular Phone</b>

**Step 2 Location**

Rollins  -- Select Area --

**Area/Room Number**   
2163

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.

AV Equipment	CPU / Computer	Data Restore	Desktop/Workstation
Email	Internet Connection	Laptop	Miscellaneous/Questions (IT)
Network Connectivity	PDA	<b>OK</b> Printer Cartridge	Printers
Projector	Remote Access	Reports/Labels/Forms	Software Application
Software Request	Student Database	Virus	Wireless Connection

3. I describe my problem. Since I my problem type is Printer Cartridge there is one additional question asking for the make and model of my printer. I am leaving the Time section blank since my printer is available any time. Finally I have typed in the submittal password of **3160**.

Software Request   Student Database   Virus   Wireless Connection

**Step 4 Please describe your problem or request.**

My toner is running out.

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**Step 5 Questionnaire**

**Questionnaire : Toner/Cartridge Request common problem**

What is the make/model of the printer?

HP 1022

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**Step 6 Time Available for Maintenance**

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**Step 7 Attachment**

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

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**Step 8 Submittal Password**

••••• [Forgot Password?](#)

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**Step 9**

Your new requests are automatically tracked as requested by you as submit.

4. Clicking Submit takes me to My Requests page that has a list of all requests I've made. An email will be sent to me when I submit a request, when work begins, and when work is finished.

Atlanta Speech School   Go to   Quick Links   LOGOUT   HELP

Speech School Web Site

IT Request   My Requests   Settings   Help

ASSIGNMENT   SEARCH KNOWLEDGE BASE   HELP

### My IT Requests

Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the current assigned person name to send email and request changes on your request.

Search for "

Search this results for:   Show All

1 - 5 of total 5 listed

Previous 10   Next 10

Status	Location	Action Taken	Complete Date
Incident ID	Description	Request Date	
Area		Type	
Area Number			
New Request 116	Other My toner is running out.	No Action Note 10/16/2008 11:11:02 AM Printer Cartridge	
2163			

**Request Totals**

- 1 New Request
- 4 Closed Incident