

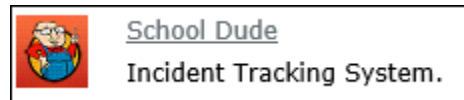
School Dude

Quick Step Guide (Support request guide)

- Open any Internet Browser and go to our FPCS intranet home page below;

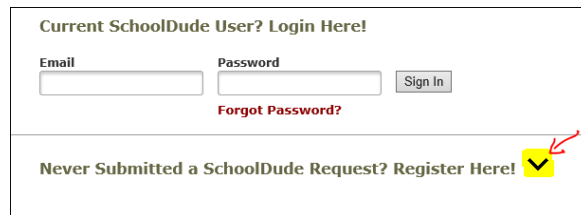
<http://home.friendshipschools.org/>

- Click on School Dude (Incident Tracking System) link



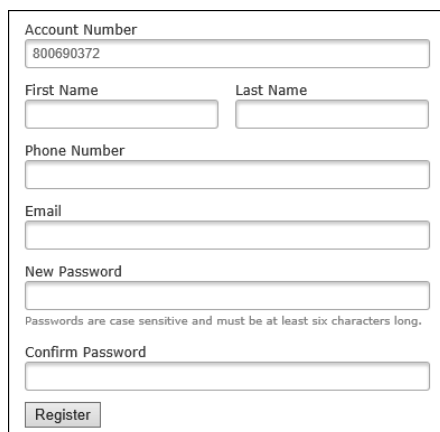
First Time users (Self-Registration)

- 1) Click the arrow next to, "Never Submitted a School Dude Request? Register Here!"



The image shows a login and registration interface. At the top, it says "Current SchoolDude User? Login Here!". Below this are two input fields: "Email" and "Password", followed by a "Sign In" button. Underneath the password field is a red link that says "Forgot Password?". At the bottom of the interface, there is a link that says "Never Submitted a SchoolDude Request? Register Here!" with a yellow checkmark icon to its right. A red arrow points to this checkmark icon.

- 2) It will bring up the self-registration screen below;



The image shows a self-registration form with the following fields:

- Account Number: A text box containing the number 800690372.
- First Name: A text box.
- Last Name: A text box.
- Phone Number: A text box.
- Email: A text box.
- New Password: A text box.
- Confirm Password: A text box.
- A "Register" button at the bottom.

 Below the "New Password" field, there is a small note: "Passwords are case sensitive and must be at least six characters long."

Fill in;

Account Number: **800690372**

Name fields

Phone number: Enter your main campus phone number

Email: enter your **friendshipschools.org** email address
(This will be your School dude user ID)

Password fields

And Click

Register

Registration will be completed AFTER you submit your first request.

How to enter a support request

- 1) Login with your email ID and password

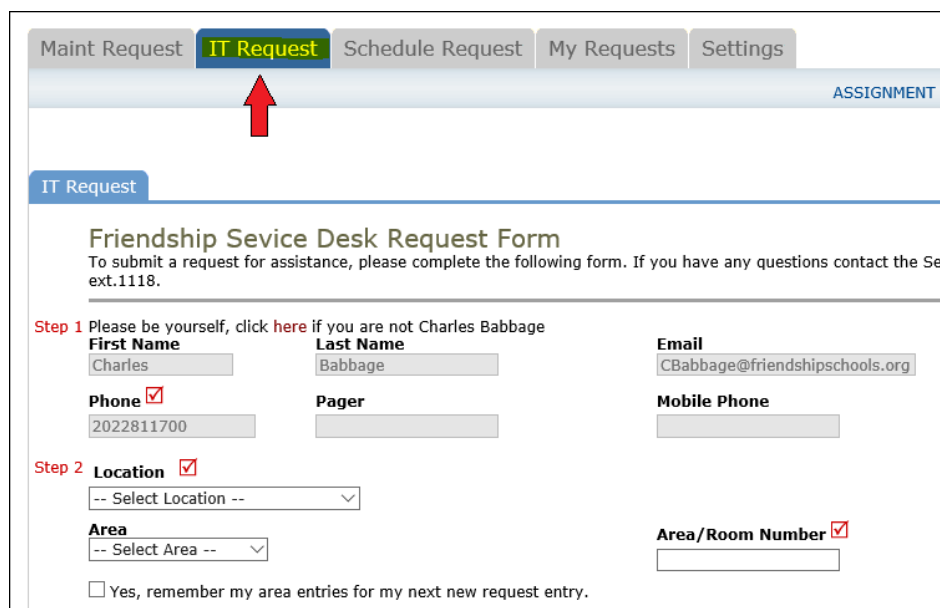


Current SchoolDude User? Login Here!

Email Password

[Forgot Password?](#)

- 2) Select "IT Requests" tab for Technology related issues



Maint Request **IT Request** Schedule Request My Requests Settings

ASSIGNMENT

IT Request

Friendship Service Desk Request Form

To submit a request for assistance, please complete the following form. If you have any questions contact the Service Desk at ext.1118.

Step 1 Please be yourself, click [here](#) if you are not Charles Babbage

First Name Charles	Last Name Babbage	Email CBabbage@friendshipschools.org
Phone <input checked="" type="checkbox"/> 2022811700	Pager 	Mobile Phone

Step 2 **Location**

-- Select Location --

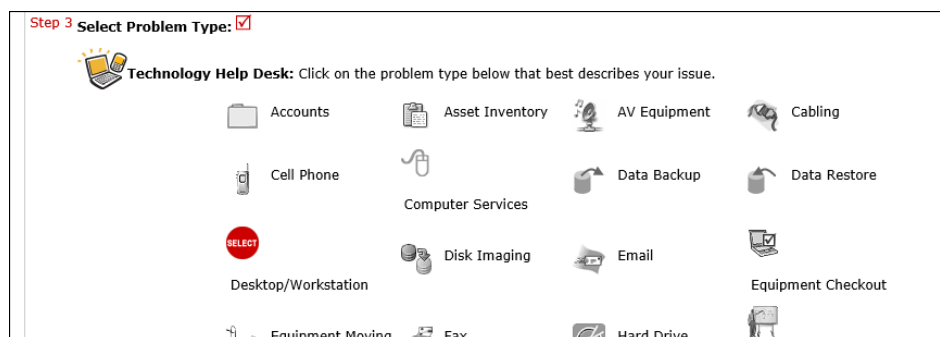
Area
-- Select Area --

Area/Room Number

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

- Make sure to select the appropriate **Location** and **Area** from the drop-down, where you will need the support.
- Enter the Area/Room Number.

- 3) Select the Problem Type by clicking the appropriate icon that describes your problem



Step 3 **Select Problem Type:**

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

Accounts	Asset Inventory	AV Equipment	Cabling
Cell Phone	Computer Services	Data Backup	Data Restore
Desktop/Workstation	Disk Imaging	Email	Equipment Checkout
Equipment Moving	Fax	Hard Drive	

(Scroll down for more problem types)

- 4) Fill the other required fields and submit the ticket by clicking the “Submit” button at the bottom

Submittal password: **password**

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.

My Requests

After you submit tickets, system will go to “My Requests” Tab.

If you want to submit another ticket, simply switch to “IT Requests” Tab.

Maint Request
IT Request
Schedule Request
My Requests
Settings

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

My Requests
Shortcuts ▾
Legend ▾

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 "

1 - 10 of total 220 listed

Previous 10 Next 10

Status	Location	Action Taken	Complete Date
Incident ID	Description	Assigned To	
Area		Request Date	
Number		Type	
New Request 27392 Classroom 102	Community Office My desktop is shutting down unexpectedly. So far it happened 3 times today. Time Available: Any	No Action Note 7/28/2017 6:32:31 PM Desktop/Workstation	

Request Totals

1 New Request

3 Complete

216 Closed Incident