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

  ![School Dude](image)
  Incident Tracking System.

First Time users (Self-Registration)

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

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

   ![Registration Form](image)

   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!](image)

- Enter your Email ID and Password.
- Click ‘Sign In’.
- If you need help, click ‘Forgot Password?’.

2) Select “IT Requests” tab for Technology related issues

![Maint Request IT Request Schedule Request My Requests Settings](image)

- 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](image)

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

(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

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.

(FPCS School Dude Guide - Updated on 7/31/2017)