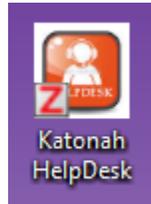
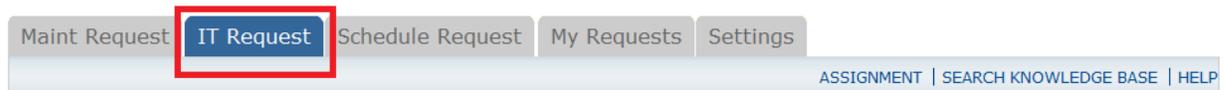


Submitting a SchoolDude Helpdesk Request

- To access SchoolDude in order to submit a new ticket request, simply click the “**Katonah Help Desk**” button located on your desktop. This will open a new web page that you will be automatically logged into based upon the account that you are currently logged into the computer as.



- Upon logging in, you will be automatically directed to the **IT Request** section of the web site. If you are not, simply click the IT Request heading to access the proper section.



- Beginning with **Step 1**, fill out the necessary information for your new ticket request. Please be as descriptive as possible and note that any field marked with a red checkmark is a required field and will need to be filled out in order to proceed. Also note that for Step 1, the First Name, Last Name, and Email fields will be automatically filled out based upon the account you are currently logged into.

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

First Name	Last Name	Email
testteacher	Temporary	testteacher@klschools.org

These fields will be greyed out, meaning you cannot change them, so please be sure you are logged into the correct account.

- Proceed to **Step 2**, which asks for location information to inform the Technology Department of where assistance is needed. From the Location drop down menu, select the option that coincides with your school building (i.e. Increase Miller, JJHS, etc.).

Location

-- Select Location --

-- Select Location --

CONTEST FIELD

DISTRICT OFFICE

INCREASE MILLER ES

JOHN JAY HS

JOHN JAY MS

KATONAH ES

LEWISBORO ES

MEADOW POND ES

O&M

Transportation

The Building field contains more specific building-based locations, such as Q and L buildings for JJHS, while the Area field provides a description of the type of room (i.e. Classroom, Lab, etc.).

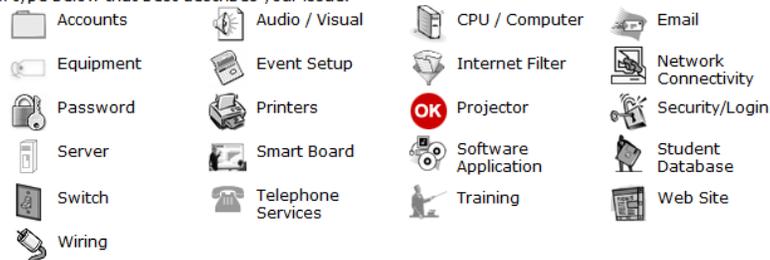
Area/Room Number

Please note that the **Area/Room Number** field is required and is necessary to facilitate a faster response time.

5. **Step 3 involves selecting a Problem Type** that best fits the issue. For example, if your request relates to a projector issue, select the Projector item. Simply hover your mouse over an icon and left click to select it. The web page will appear to refresh and the selected icon will now display a red 'OK' label. Note: You can choose only one type. Enter another work order for a different type of issue.

Step 3 Select Problem Type: **Technology Help Desk:**

Click [here](#) for Technology Emergency Contacts
Click on the problem type below that best describes your issue.



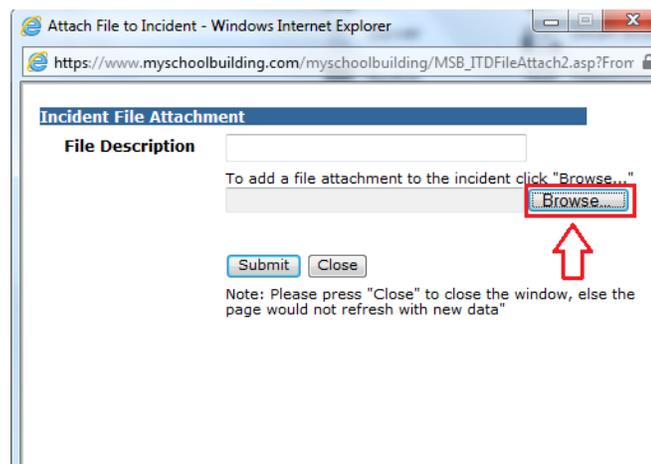
6. **Step 4 involves describing the issue.** Please include as much relevant information as possible to describe the event you are experiencing.
7. **If there are no files to attach, skip Step 5 and go to Step 6—Submit. Then record the ticket number** for future tracking purposes.

Only if necessary, Step 5 allows you to attach a document to the ticket request, such as a screenshot of an error message (see the last two pages of this document for instructions on taking a screenshot).

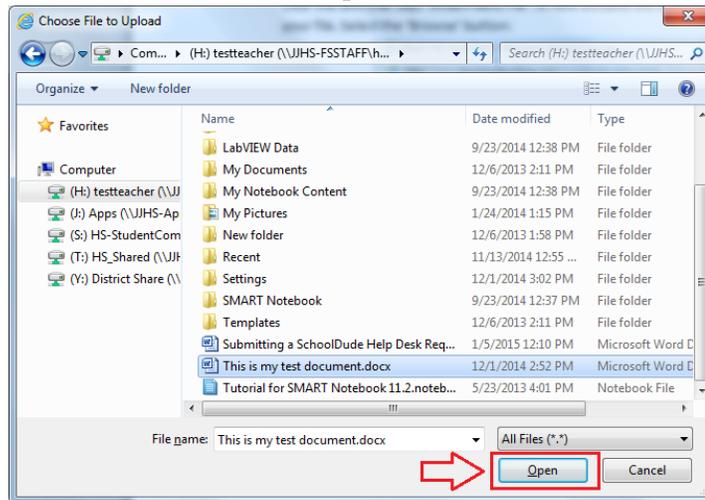
Step 5 Attachment

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

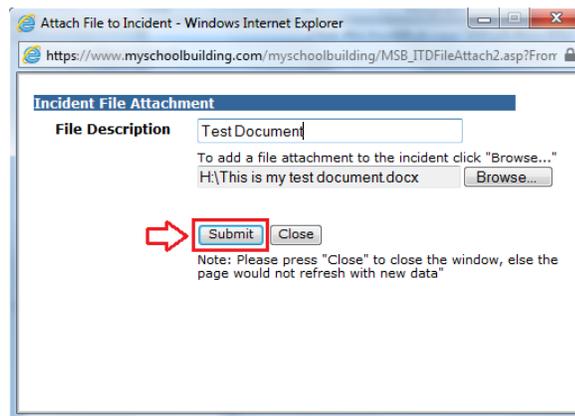
Click the text that says 'Attach New File'. A new window will open that will allow you to attach your file. Select the 'Browse' button:



Another window will open allowing you to browse your computer and the network for the file you'd like to attach. Select the file and click 'Open'.



After clicking open, you will be brought back to the first pop-up window and your linked document will be added. You can add a description under the 'File Description' section. When you are finished attaching the document, click Submit.



Once submit is clicked, you will be brought back to the original SchoolDude Help Desk Request page you were originally working on and Step 5 will now contain your document.

Step 5 Attachment

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

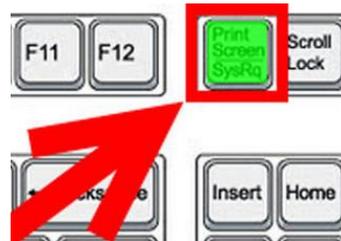
Delete	Date	Submitted by	File Name	Description	File Size
<input checked="" type="checkbox"/>	1/5/2015 1:14:30 PM		This is my test document.docx	Test Document	12658

- When all relevant information has been added to the ticket, click the 'Submit' button to submit the request to the Technology Department.

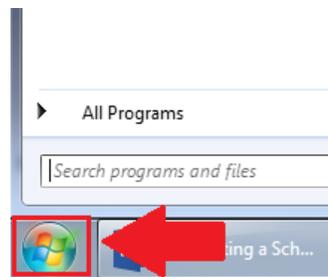
Step 6 

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 of request assignment.
 You will be notified of status changes to your request.

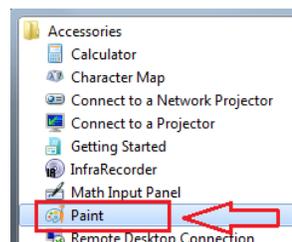
1. To take a screenshot of your current screen, simply hit the 'Print Screen' button on your keyboard. The Print Screen button may be labeled 'PrtScn', 'Prnt Scrn', 'Print Scr', or something similar. On most keyboards, the button is usually found on the upper right hand side between F12 and Scroll Lock. On laptop keyboards, you may have to press the FN or Function Key to access Print Screen.



2. You will not receive any confirmation that anything has occurred, however your computer has now created a copy of your screen that you will need to paste. The easiest way to do this is to open Microsoft Paint. Click the Windows Globe located at the bottom left side of the screen.



3. Click 'All Programs' then navigate to the 'Accessories' folder. Your Accessories folder may contain different items than in this image below, but you will still see Paint as an option. Select this and Paint will open.



4. In the top left corner of the program, click the Paste button. This will paste the screenshot you previously captured. You may now save the image and attach it to a ticket request as needed.

