

## Quick Step Guide for MD Requesters

1. Open your Internet Browser (Internet Explorer, Fire Fox, etc...) and type in [www.myschoolbuilding.com](http://www.myschoolbuilding.com) in the address bar and press Enter on your keyboard or click on **Go**.

*\*If you have logged in before please skip to Step 3.*

2. If it is the first time your computer has been to the website, enter the Organization Account number **550778368** and click **Submit Organization** as prompted. Your computer will remember the organization account number on subsequent visits and will skip this step.



Select Organization

Organization Account Number

- You may also copy this link and paste it into the web address window:

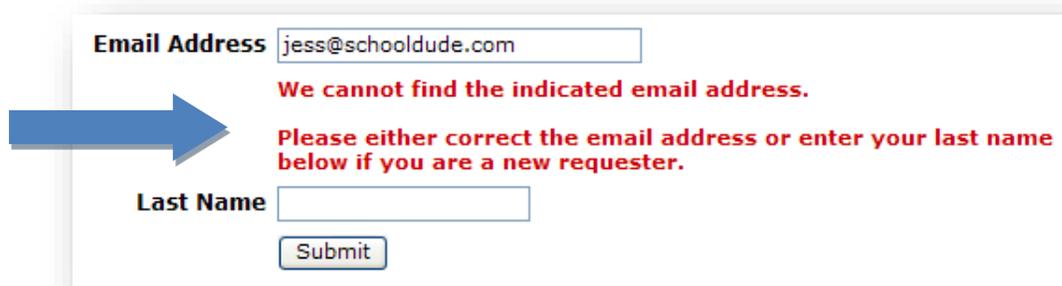
<https://www.myschoolbuilding.com/myschoolbuilding/mygateway.asp?acctnum=550778368>

**TIP:** If you want to add a Shortcut to this webpage for easy access, follow these instructions:

- a. Find a blank area on the next page
- b. RIGHT click your mouse
- c. Select **Create Shortcut** If Using Internet Explorer or **Bookmark This Page** if using FireFox.

This will add an **icon** on your desktop that you can double click or a bookmark to select the next time you want to sign in (allowing you to skip steps one and two).

3. Enter your email address and click Submit.
4. If a **RED** message pops up noting that it can't find the indicated email address, enter your last name and click Submit. Then enter your first name, on the next page, and click Submit.



Email Address

**We cannot find the indicated email address.**

**Please either correct the email address or enter your last name below if you are a new requester.**

Last Name



CLIENT SERVICE CENTER  
1-877-868-DUDE (3833)  
SUPPORT@SCHOOLDUDE.COM

## Filling out the Request Form:

NOTE: ANY FIELD MARKED WITH  IS A REQUIRED FIELD

**Step 1:** This will be filled in with your information from the email address you entered at the sign in screen.

**Step 2:** Click on the drop down arrow and highlight a **Location** that you want the work to be done and click the mouse.

- Follow the same steps for **Building** and **Area** *\*if selections are available.*
- Also be sure to type in your **Area description or Room #.**

**Step 1 Please be yourself, click here if you are not Walter Dude**

<b>First Name</b> Walter	<b>Last Name</b> Dude	<b>Email</b> walter@smtp.schooldude.com
<b>Phone</b> <input checked="" type="checkbox"/>	<b>Pager</b>	<b>Mobile Phone</b>

**Step 2 Location**

Pacific Tech - North Shore Cam

**Building**  
Robotics Bldg.

**Area**  
3rd Floor

**Area/Room Number**   
Lab 337

**Step 3:** Select the icon that best describes your problem and click on it.

**Maintenance Help Desk:**  
Click [here](#) for Maintenance Emergency Contacts  
Click on the problem type below that best describes your issue.

Alarm	Appliance Repair	Asphalt	Athletic Fields
Bleachers	Boiler	Burglar Alarm	Carpentry

**Step 4:** Type in your description of the problem

Optional steps that may appear on your page:

**Next Step:** Type in the best time for a technician to come by *if available*

**Next Step:** Click on the drop down arrow and select a purpose code *if available*

**Next Step:** Use calendar to select a date for when you would like the work to be completed *if available*

**Next Step:** Click the Attach New File link to attach a photo or document detailing the issue *if available*



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**Step 5 Time Available for Maintenance**

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**Step 6 Purpose**

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**Step 7 Requested Completion Date**  
   
(A valid date is required. Text is not accepted, but you may leave it blank. Click [here](#) for assistance in date entry.)

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**Step 8 Attachment**  
[Attach New File](#) (Maximum allowed is two attachments with a size of 3MB or less per file.)

☑ **Next Step:** Type in the submittal password of: **foxborough**

☑ **Last Step:** Click submit



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## My Request Tab

After you click submit on the request form, the screen will refresh to the **My Request Tab**.

The screenshot shows the 'My Request Tab' interface. At the top, there are navigation tabs: 'Work Request', 'Schedule Request', 'My Requests' (selected), 'My Settings', and 'Help'. Below the tabs, there are links for 'My Work Requests' and 'My Schedule Requests'. The main heading is 'My Work Requests'. A note states: '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.' There is a search bar with the text 'Search for ""' and a 'GO Show All' button. Below the search bar, it says '1 - 10 of total 71 listed'. There are navigation arrows for 'Previous 10' and 'Next 10'. A table displays the following data:

Status	Location	Action Taken	Complete Date
Complete	Maintenance Facility	No Action Note	11/19/2004
General Maintenance	3171 Please move box and roll of blueprints to war room. Get key from Frank or Jill. It may take 2 people to carry these.	11/18/2004	

On this screen you will see up-to-date information on your request including:

- Status
- work order number for referencing
- The date you requested the work
- Any Action Taken notes added by the technician on the progress of the work order
- And a Completion Date once the work has been completed

### TIPS:

- A. In the Request Totals section (on the right hand side of the above screen), you can click on the number next to the status description to see all request marked with that status.
- B. You can search for any work order request by typing in a key word in the **Search** box and clicking on **GO**. This will pull up any of your requests with that word in it. (Ex: keys would pull up any request dealing with keys).
- C. Click on the **Work Request** Tab to input a new request.



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## Need any help?

There are several ways to get help or your questions answered by us here at SchoolDude.com.

First, you'll notice the HELP tab as well as the HELP button located at the top of your account.



Once you click on either of these Help options, you'll see the HELP page list your help options. If included, you'll first see a listing of local phone numbers that can be used to touch base with someone locally. Next, you'll see a link to download the Requester Manual. And lastly, a link to our online help:

### HELP

**MaintenanceDirect**



1) For questions or problems contact or call:

Contact Name	Contact Phone
Dude Help	919-555-1234
Matt Burris	919-555-1212

2)  [Download MD Requester Manual](#)

3) [MD Requester Online Help](#)

In our Online Help, you'll see information on entering a request, using your My Request tab, Settings and User Guides.

### Table of Contents

- [Welcome](#)
- [Entering a request](#)
- [My Requests](#)
- [My Settings](#)
- [User Guides](#)

In the User Guides, you'll see an interactive help movie where you can walk through the steps of entering in a new request. You'll also see a quick step guide as well as the manual for download again.



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