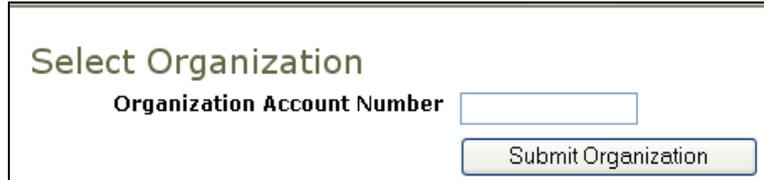### Ansonia Public Schools Quick Step Guide for IT Requesters
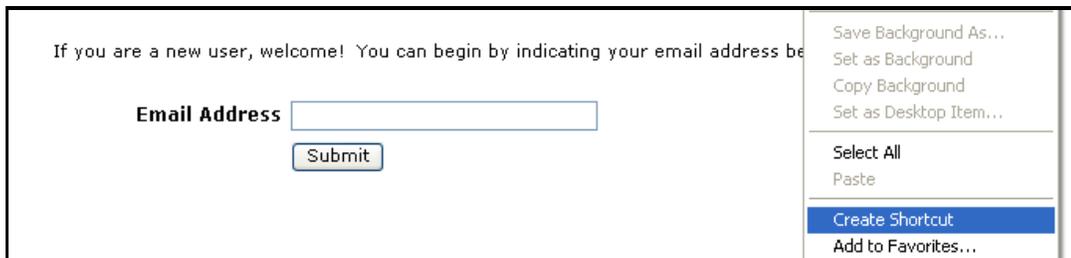
- Open your Internet Browser (Internet Explorer, Firefox, etc), type in www.myschoolbuilding.com in the address bar, and press Enter or click on **Go**.

    - *Refer below if you are a <u>first time user</u> or if asked to enter an Organization Account Number.*

- If prompted, enter the Organization Account number (**19898457**) and click **Submit Organization**.

Select Organization

Organization Account Number   [ ]

[Submit Organization]

You may also copy this link and paste it into the web address bar of your browser:

http://www.myschoolbuilding.com/myschoolbuilding/itdgateway.asp?acctnum=19898457

- **To Create a Shortcut link on your desktop** find a blank area on the next page, click your right mouse button and select **Create Shortcut**. This will add an *icon* on your desktop that you can double click the next time you want to sign in. Enter your email address and click **Submit**. You may be asked to enter your first and last name if you are a new Requester.

If you are a new user, welcome! You can begin by indicating your email address be

Email Address [ ]

[Submit]

Save Background As...
Set as Background
Copy Background
Set as Desktop Item...

Select All
Paste

Create Shortcut
Add to Favorites...

- Make sure you are on the "**IT Request**" tab. If not, simply click on this tab to access the IT request form.

Maint Request   **IT Request**   **Schedule Request**

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

☑ **Indicates required information.**

Step 1   **Please be yourself, click here if you are not Briancruz Administrator**

First Name	Last Name	Email
Briancruz	Administrator	briancruz@bighs.com

Phone ☑	Pager	Cellular Phone
911	919-393-3948	

Step 2: Make sure you are on the IT Request Tab. Click on the drop down arrow and highlight a ***Location*** that you want the work to be done at 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 3: Select the "Problem Type" that best describes your request/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.

- Adware
- Antenna Work
- Benchmark Assessment System
- CD Drive
- Computer Monitor
- Computer Services
- Core Administrative Systems
- Courier Service

Step 4: Type in your description of the problem.

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

- Depending on how the account was setup, the remaining steps may vary. Fill then out to the best of your ability making sure you at least fill in the required fields indicated with a red check box.

- Type in the submittal password of: ***(charger).***

- Click submit

- After you click submit, the screen will refresh and go to the *My Request* Tab. You can access the "My Requests" section at anytime by entering this site with your email address. On this screen you will see up to date information on your requests including the status, work order number and action taken notes. You can click on the number next the to status description to see all request marked with that status. 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.

- Click on the **IT Request** Tab to input a new request if desired.

If there are any questions or concerns, please call us at 877-883-8337 or send us an email at support@schooldude.com.