

# School Dude IT Helpdesk Instructions

The following link will take you to School Dude IT Helpdesk website where you may fill out a request for Technology assistance.

<https://www.myschoolbuilding.com/> Enter the Organization Account Name which is **175779357**

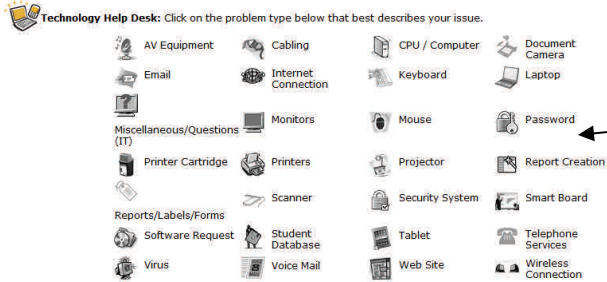
The first time you use School Dude on a computer will require you to enter your entire school e-mail address, ie. [jheintz@syc427.org](mailto:jheintz@syc427.org)

If prompted, enter your last name

Make sure you are on the IT Request tab

Select your building, location and your room number or area. You may check the box so it will remember your settings.

Step 3 Select Problem Type:



Select the problem type you are having. For support that is not listed or for **Elementary Progress Reports**. Please choose — Miscellaneous/Questions.

Step 4 Please describe your problem or request.

Please give a detailed description of the issue your are having. Include any steps you have taken to solve the problem.

Tag number is not necessary

Time Available for Maintenance— a preferred time for someone to look at your issue. Please leave blank if anytime is acceptable.

Attachment—if you have a screen shot, a photo, or a file that could help in the resolution of your problem.

Submittal Password is sycamore

Click submit—You may check the status of your request by using the My Request tab at the top of the page.