



Quick Step Guide for Requesters



IT Direct should be used for all Technology related requests. Submittal password is “itdirect”

Maintenance Direct should be used for all Buildings & Grounds related requests. Submittal password is “maintenance”

First Time Registration

- Open your Internet Browser (Internet Explorer, Safari etc...) and type www.myschoolbuilding.com in the address bar and press Enter or click on Go.
- If it is the first time you have been to this website, find “Never Submitted a Request? Register Here!” and click on it. Enter the Account number 323372697, then fill out the rest of the form with your information.

Directions for Completing a New Incident Form

- Open your Internet Browser and type www.myschoolbuilding.com in the address bar and press Enter. Sign in with your school email and password you created for IT Direct.
 - If you do not know your password, or you don't remember making a password for IT Direct, please click “Forget Password?” and follow the steps given.

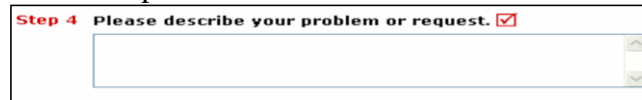
**NOTE: The default tab you are brought to is for a Maintenance Request. If you have an ITDirect request, you first must choose the “IT Request” tab.*

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** where you would like the work to be completed, and click the mouse. Leave **Area** blank, but be sure to **type** in your **Area/Room Number**. Check the “Yes, remember my area entries for my next new request entry.” if you want the system to remember this information for future requests.

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

Step 4: Type in your description of the problem



Step 5: Tag Number. This can be left blank.

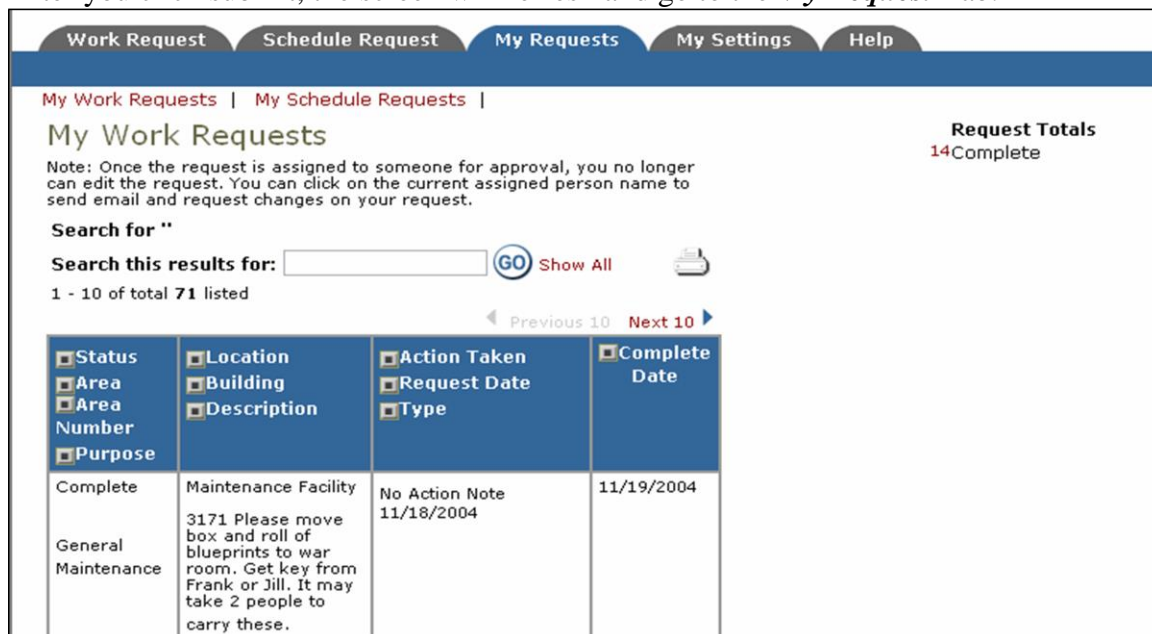
Step 6: Attachment. If you have a related document you would like to include with the request, click the “Attach New File” link and add your file to the request.

Step 7: For an IT Request, type in the submittal password of: **itdirect**

For a Maintenance Request, type in the submittal password of: **maintenance**

Step 8: Click submit

After you click submit, the screen will refresh and go to the **My Request** Tab.



Status	Location	Action Taken	Complete Date
Complete	Maintenance Facility	No Action Note 11/18/2004	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.		

On this screen you will see up to date information on your request including the status, work order number and action taken notes. Once submitted you cannot change an incident request. If you need to contact the technician to provide updated information, simply click on their name and a form will appear allowing you to send them a message. You can click on the number to the left of the status description under **Request Totals** to see all requests 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. (ex: keys would pull up any request dealing with keys).

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

Equipment Repair (Equipment being sent to Computer Services for repair)

For computer equipment being sent to our department for repair, submit an incident request as shown above. Within 2-3 minutes of submission you will receive a confirmation email with an incident number and incident description. Print this email and attach it to the equipment securely with tape. The mail person will not take the equipment unless a copy of the incident request email is attached. For computers, please be sure to include an Asset Tag number, or on a Dell the 7-digit Service Tag number with your request.