# New School Dude Help Desk

All users need to go to the following link and login with your current Schooldude username and password to create your New SD Help Desk account:

https://login.myschoolbuilding.com/msb?acctnum=485421462

Knox County School District	Current SchoolDude User? Login Here!	
Knox County Schools	Email Password	
Got a problem? Email us	Sign In	
	Forgot Password?	
	Never Submitted a SchoolDude Request? Register Here! 💙	
	Join the SchoolDude Community Forum discussions   Check out the Crisis Management App   Learn the Value of CMMS Software Copyright 2018 by Dude Solutions, Inc.	SID:SD-PD-LGNWEB-04 CUA:Safari
L		

#### Don't have an account?

Expand the dropdown next to Never Submitted a SchoolDude Request? Register Here! Complete the form and click Register.

Knox County School District		
	Current SchoolDude	User? Login Here!
Knox County Schools Got a problem? Email us	Email	Password Sign In
		Forgot Password?
	Never Submitted a S	SchoolDude Request? Register Here! 🔨
	Account Number	
	485421462	
	First Name	Last Name
	Phone Number	
	Email	
	New Password	
	Passwords are case sensitive and n	nust be at least six characters long.
	Confirm Password	
	Register	

NOTE: Registration will be complete after you submit your first request. New users are not saved until their first request has been submitted.

## Click on the IT Request tab

Knox County School District		School	apps Logout				
Knox County Schools Got a problem? Email us							
Maint Request IT Req	uest Schedule Request	My Requests	Settings				
				ASSIGNM	ENT SEARCH	H KNOWLEDGE	BASE   HELP
						Legend -	
Maintenance Request Welcome to Kn Thank you for using our int please click on the appropr	IOX COUNTY Schools N ternet service to submit Maintenance ate tab at the top of the page. Use t	Aintenance Work Orders, IT Work	and Oper Orders and Faci	ations W	ork Orde	er Submitt Drders or Facility rocess allows us to	al Page
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#### Click on Go to Help Desk

hand boardy barrow bibarroe		Schools	apps - App	plication Links -	♦ Logout	
Maint Request IT Request	Schedule Request	My Requests	Settings			
				ASSIGNMENT	SEARCH KNOWLEDGE BASE	HELP
IT Request						
Acce	ss Help Desk to create an I	T request or review	your previous	sly submitted requ	iest.	
CTP: 10 200 14 1	Conditions Of Us		st   My Reque	sts   Settings		
SID: SD-PD-MSBWEB-04	Conditions Or Us	Help   Logout	Security Staten	nent		
DID: 5						
CUA: Chrome	Copyrig	ht 2018 By Dude Sol	utions, Inc.			

After your account is setup use this link for future ticket request: <u>https://login.schooldude.com/?productid=TEHPDK</u>

## SchoolDudeapps

Account Login	·	
Login Name		1020
Password	DUDE	SAME LINK,
Go to	UNIVERSITY	Check out our updated helpsite!
Help Desk 🛟	MAY 5 - 8   RALEIGH	
Sign In Forgot Login Name or Password?	REGISTER NOW!	LEARN MORE

Having trouble logging in? Click the Forgot Login Name or Password link.

Forgo	t Login Name or P	assword?
Email Ad	Idress	
		Forgot Login Name?
		or
		Forgot Password?
	f you need to reset your EnergyMa JtilityManager password, please ca assistance at 877-655-3833.	nager or all us for immediate

## You're ready to start your new ticket.

KCS KNOX COUNTY SCHOOLS	Help Desk Insight		Search	Home	Help	Logout	Select Product	\$
Ticket List New Ticket My	Tickets				v	Velcome k	ellie.edington@knoxschoo	ols.org
😸 Help Desk New Request								S
Overview								
^ Instructions								
Please complete the following	ng form to submit your IT ticket.							
^ Ticket Details								
Work Type: On Behalf Of: Location: Room: Inventory Asset:	Choose Start typing Choose	Description	Choose.	u				
		Hardware F	ailures: Choose.					~
		Software Is	sues: Choose.	2				*
	Cr	eate Ticket Reset						

#### Select the Work Type.

Ticket List New Ticket My Tick	kets			Welcome kellie.edington@knoxschools.org
Help Desk New Request		6		53
Overview				
^ Instructions				
Please complete the following f	orm to submit your IT ticket.			
^ Ticket Details		<b></b>		
Work Type: On Behalf Of: Location: Room: Inventory Asset:	A Equipment Active Directory Apple Destrop Apple Lastop Canon Printer/Capier Olargens Onromebook Daplay Montor Email Emaile Enter	Description:     D	Choose Choose	9 9 9
	Interactive Active Board Konica Mindra PrintersOpier Later Printers Network Connectivity			
		Create Ticket Reset		

## Select your location.

KCS KNOX COUNTY SCHOOLS	Help Desk Insight		Search	Home Help Logout -Select Product- +
Ticket List New Ticket My T	ckets			Welcome kellie.edington@knoxschools.org
😸 Help Desk New Request				5
Overview		/		
^ Instructions				
Please complete the following	form to submit your IT ticket.			
^ Ticket Details				
Work Type:	Choose	~ Description:		
On Behalf Of:	Start typing			
Location:				
Room:	A L Lotts Elementary School			
Inventory Asset:	Adrian Burnett Elementary School			
	Andrew Johnson Building			
	Austin East Magnet High School	Damages:	Choose	
	Ball Camp Elementary School Bearden Elementary School	Hardware Hailures:	Choose	·
	Bearden High School	Software Issues:	Choose	*
	Bearden Middle School			
	Belle Morris Elementary School			
	Blue Grass Elementary School			
	Bonny Kate Elementary School Brickey McCloud Elementary School			
	under mounder control control			
				3
		Create Ticket Reset		

## Add a Detailed description and your room number.

Ticket List New Ticket My Tickets				Welcome kellie.edingto	n@knoxschools.org
😸 Help Desk New Request					5
Overview					
^ Instructions		- I	Add a detailed		
Please complete the following form to subt	nit your IT ticket.		description here.		
^ Ticket Details					
Work Type:	Choose	*	Description:	My laptop will not turn on. Asset Tag KCS02015,	
On Behalf Of:	Start typing	*		SN: C1MQP0FUDV30 IP Address 10.19.15.62	
Location:	Cedar Bluff Elementary School	~		I'm a traveling therapist.	1.1.0#0
Room:				on Tue and Thurs.	L. LOUS
Inventory Asset:		00			
	T		Damages:	Choose	~
			Hardware Failures:	Choose	*
	Add your room number here.		Software Issues:	Choose	~
		Create Ticke	t) Reset		

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KCS KNOX C	COUNTY SCHOO	ols He	lp Desk	Insight	Search			kcs02015		Home	Help	Logout	Select Product	¢
Ticket List N	lew Ticket	My Ticket	s									٧	Velcome SD1@knox	schools.org
😸 Help Desk	k New Requ	uest												\$3
Overview														
^ Instruction	าร													
Please com	plete the fol	llowing for	n to submit	your IT tic	ket.									
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Work Type:		Ch	00S0			•	Description:							
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							Software Issu	es:	Choose					~
						Oreste Tiele	nt Denet							
						Greate Tick	Heset							

#### To add your Asset Tag, click on the plus sign next to Inventory Asset.

Click on the dropdown next to Asset Tag.

Inv	nventory Asset										
÷	Filter > (Owner == " or Owner == 'SD1@knoxschools.org')										
Se	elec	ted	: none								
			Name	Asset tag	Asset Tag Secondary	Owner -	Location				
ŧ		<b>"</b>	Math WR HPLJ 4050				Bearden High Schoo				
ŧ		<b>"</b>	BEA5PSCIENCEWR1				Bearden High Schoo				
ŧ		<b>"</b>	BEA5W-CTE01231	CTE01231	CTE0123		Bearden High Schoo				
ŧ		<b>"</b>	BEA5W202-MAC02\$				Bearden High Schoo				
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K	M A Page 1 of 2 M C Items per page: 600 & Export 1 Import Displaying 1 - 600 of 693										
	New Save Delete Reset Track Selected -										

## Type in your Asset Tag and press enter to search for your asset.

Inv	ent	ory	Asset		O×							
+	Filter > (Owner == " or Owner == 'SD1@knoxschools.org')											
Se	Selected : none											
			Name	Asset tag	✓ Asset Tag Secondary Owner ✓ Location							
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## Click the box next to the Name.

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•	+ Filter > (Owner == " or Owner == 'SD1@knoxschools.org')											
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ł	Ð		ø	KCS00207M	KCS00207	KCS00207		Bearden High Schoo				
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	Ð			KCS00252M	KCS00252	KCS00252		Bearden High Schoo				
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	Items per page: 600 ≛ Export ≛ Import Displaying 1 - 600 of 693											
				New Save	Delete	Reset Track S	Selected -					

## Now your Asset is connected to your ticket.

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cket List New Ticket	My Tickets					 Velcome SD1@knoxscl	nool
Help Desk New Req	uest						
Verview							
Instructions							
Please complete the fo	llowing form to submit your IT ticket.						
Ticket Details							
Work Type:	Choose	~	Description:				
On Behalf Of:	Start typing	~					
ocation:	Choose	~					
Room:							
nventory Asset:	KCS00215Mu	00					
			Damages:	Choose			~
			Hardware Failures:	Choose			*
			Software Issues:	Choose			~

Make the appropriate selection in either Damages, Hardware Failures or Software Issues.

Damages:	Choose	×
Hardware Failures:		Y
Software Issues:	Failure Battery	
	Failure Blown Bulb	
	Failure Gable	
	Failure Camera	
	Failure Device Not Charging	
	Failure Hand Drive	
	Failure Headphone Jack Not working	
	Fallure lovis Pen	
	Failure Logic Board	
	Failure Memory	
	Failure Network Drop	
	Failure No Sound	
	Failure Drive Supply	
Damages:		~
Hardware Failures:	Damage Cable	1
nardware randres.	Damage Charging Port	
Software Issues:	Damage Chromebook Plastics	
	Damage Glass	
	Damage Head Phone Jack	
	Damage Hinge	
	Damage Home Button	
	Damage Keyboard	
	Damage LCD	
	Damage Liquid Spill	
	Damage Topcase	
	Damage iPad Bent	
	Damaged Clutch Cover	
	Damaged Trackpad	
Damages:	Choose	*
Hardware Failures:	Choose	*
Software Issues:		×
	AD Login Issue	
	AD Misc Issue	
	Bootup Issues	
	Data Recovery Issue	
	Email Office 365 Issue	
	Google Suite Issue	
	OS/Imaging Issue	
	Solf Sonico Issue	
	Software Duch Bequeet	
	resury soltware issue	
	TIVITE	

## When finished, click Create Ticket button at the bottom.

KCS KNOX COUNTY SCHOOLS Help D	Desk Insight		Search	Home	Help Logou	t -Select Product	
Ticket List New Ticket My Tickets					Welcome	kellie.edington@knoxsc	hools.org
😸 Help Desk New Request							53
Overview							
^ Instructions							
Please complete the following form to	submit your IT ticket.						
^ Ticket Details							
Work Type:	Apple Laptop	Description:	My laptop will not turn on. Asset Tag KCS 020	015, SN:C	1MQP0FUDV30	6	
On Behalf Of:	Start typing			OFD AD D			
Location:	Cedar Bluff Elementary School		A.L. LOTTS ON TUES, THUR.	GEDAH B	LUFF ELEM ON	MON, WED, PHI AND A	45 I
Room:	101						
Inventory Asset:	00	C					
		Damages:	Choose				*
		Hardware Failures:	Failure Power Supply				~
		Software Issues	Choose				~
	Create T	icket Reset					