

# 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

Knox County Schools  
Got a problem? Email us

**Current SchoolDude User? Login Here!**

Email  Password

**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  
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CID:10.200.14.12  
SID:SD-PD-LGNWEB-04  
CUA:Safari

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

Knox County Schools  
Got a problem? Email us

**Current SchoolDude User? Login Here!**

Email  Password

**Forgot Password?**

**Never Submitted a SchoolDude Request? Register Here! ▲**

Account Number

First Name  Last Name

Phone Number

Email

New Password

Passwords are case sensitive and must be at least six characters long.

Confirm Password

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

SchoolDude apps Logout

Knox County Schools  
Got a problem? Email us

Maint Request **IT Request** Schedule Request My Requests Settings

ASSIGNMENT | SEARCH KNOWLEDGE BASE | HELP

Legend ▾

### Maintenance Request

Welcome to Knox County Schools Maintenance and Operations Work Order Submittal Page  
Thank you for using our internet service to submit Maintenance Work Orders, IT Work Orders and Facility Use Requests. For IT Work Orders or Facility Use Requests please click on the appropriate tab at the top of the page. Use the page below to submit all Maintenance Work Order Requests. This process allows us to quickly deal with maintenance issues. Please complete this request form fully. If you have a maintenance emergency call 865-594-3633.

**Step 1 Please be yourself, click here if you are not Kelly Rhines**

<b>First Name</b> Kelly	<b>Last Name</b> Rhines	<b>Email</b> kelly.rhines@knoxschools.org
<b>Phone</b> <input checked="" type="checkbox"/> 865-594-1516	<b>Pager</b> 	<b>Mobile Phone</b> 

**Step 2 Location**

-- Select Location --

**Area**  
-- Select Area --

**Area/Room Number**

## Click on Go to Help Desk

SchoolDude apps - Application Links - Logout

Maint Request **IT Request** Schedule Request My Requests Settings

ASSIGNMENT | SEARCH KNOWLEDGE BASE | HELP

### IT Request

Access Help Desk to create an IT request or review your previously submitted request.

[Go To Help Desk](#)

Maint Request | IT Request | Schedule Request | My Requests | Settings

CIP: 10.200.14.1  
SID: SD-PD-MSBWEB-04  
DID: 5  
CUA: Chrome

Conditions Of Use | Privacy Policy | Security Statement  
Help | Logout

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After your account is setup use this link for future ticket request:

<https://login.schooldude.com/?productid=TEHPDK>

**Account Login**

Login Name

Password

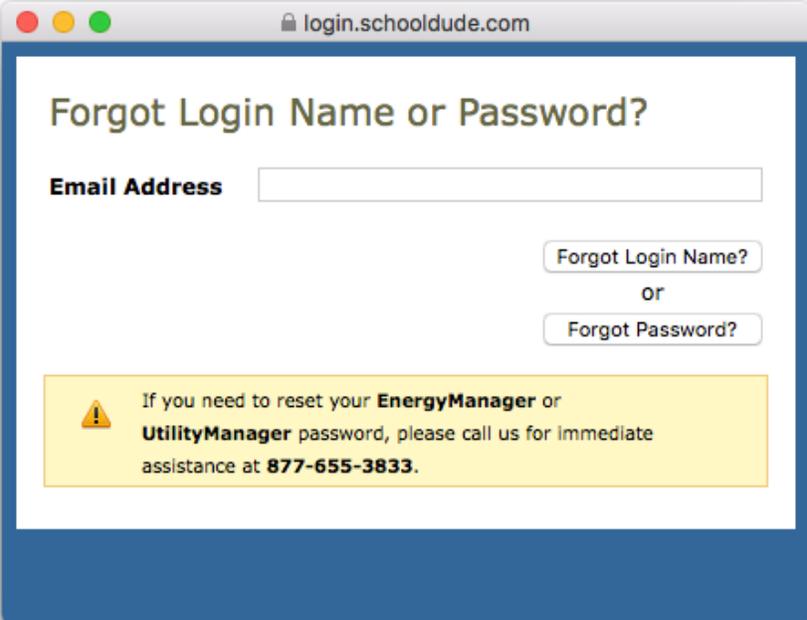
Go to  
Help Desk

Sign In

**Forgot Login Name or Password?**



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



## 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 Welcome kellie.edington@knoxschools.org

Help Desk New Request

Overview

Instructions

Please complete the following form to submit your IT ticket.

Ticket Details

Work Type: Choose... Description:

On Behalf Of: Start typing... Damages: Choose...

Location: Choose... Hardware Failures: Choose...

Room:  Software Issues: Choose...

Inventory Asset:  + -

Create Ticket Reset

## Select the Work Type.

Ticket List New Ticket My Tickets Welcome kellie.edington@knoxschools.org

Help Desk New Request

Overview

Instructions

Please complete the following form to submit your IT ticket.

Ticket Details

Work Type: 

- AV Equipment
- Active Directory
- Apple Desktop
- Apple Laptop
- Canon Printer/Copier
- Chargers
- Chromebook
- Display Monitor
- Email
- Emailed Ticket
- Interactive Active Board
- Konica Minolta Printer/Copier
- Laser Printers
- Network Connectivity

 Description:

Damages: Choose...

Hardware Failures: Choose...

Software Issues: Choose...

Create Ticket Reset

## Select your location.

KCS | KNOX COUNTY SCHOOLS | Help Desk | Insight

Ticket List | New Ticket | My Tickets

Search... Home Help Logout --Select Product--

Welcome kellee.edington@knoxschools.org

Help Desk New Request

Overview

Instructions

Please complete the following form to submit your IT ticket.

Ticket Details

Work Type: Choose...  
On Behalf Of: Start typing...  
Location: [Dropdown menu open showing list of schools]  
Room: [Empty field]  
Inventory Asset: [Empty field]

Description: [Empty text area]

Damages: Choose...  
Hardware Failures: Choose...  
Software Issues: Choose...

Create Ticket Reset

## Add a Detailed description and your room number.

Ticket List | New Ticket | My Tickets

Help Desk New Request

Welcome kellee.edington@knoxschools.org

Overview

Instructions

Please complete the following form to submit your IT ticket.

Ticket Details

Work Type: Choose...  
On Behalf Of: Start typing...  
Location: Cedar Bluff Elementary School  
Room: [Empty field]  
Inventory Asset: [Empty field]

Description: [Text area containing: My laptop will not turn on. Asset Tag KCS02015, SN: C1MQP0FUDV30 IP Address 10.19.15.62 I'm a traveling therapist. I'm at Cedar Bluff Elementary on Mon, Wed and Fri., I'm at A. L. Lotts on Tue and Thurs.]

Damages: Choose...  
Hardware Failures: Choose...  
Software Issues: Choose...

Create Ticket Reset

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

KCS | KNOX COUNTY SCHOOLS Help Desk Insight Search kcs02015 Home Help Logout --Select Product--

Ticket List New Ticket My Tickets Welcome SD1@knoxschools.org

Help Desk New Request

Overview

Instructions

Please complete the following form to submit your IT ticket.

Ticket Details

Work Type: Choose... Description:

On Behalf Of: Start typing...

Location: Choose...

Room:

Inventory Asset:  

Damages: Choose...

Hardware Failures: Choose...

Software Issues: Choose...

Create Ticket Reset

Click on the dropdown next to Asset Tag.

Inventory Asset  

+ Filter > (Owner == " or Owner == 'SD1@knoxschools.org')

Selected : none

	Name	Asset tag	Asset Tag Secondary	Owner	Location
	 Math WR HPLJ 4050				<a href="#">Bearden High School</a>
	 BEA5PSCIENCEWR1				<a href="#">Bearden High School</a>
	 BEA5W-CTE01231	CTE01231	CTE01231		<a href="#">Bearden High School</a>
	 BEA5W202-MAC02\$				<a href="#">Bearden High School</a>
	 BEA5WEMO-MAC01				<a href="#">Bearden High School</a>
	 BEA5WBK-MAC01	KCS30780	KCS30780		<a href="#">Bearden High School</a>

Page 1 of 2 | Items per page: 600 | Export | 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.

Inventory Asset

+ Filter > (Owner == " or Owner == 'SD1@knoxschools.org')

Selected : none

	Name	Asset tag	Asset Tag Secondary	Owner	Location
<input type="checkbox"/>	Math WR HPLJ 4050				Bearden High School
<input type="checkbox"/>	BEA5PSCIENCEWR1				Bearden High School
<input type="checkbox"/>	BEA5W-CTE01231	CTE01231			Bearden High School
<input type="checkbox"/>	BEA5W202-MAC02\$				Bearden High School
<input type="checkbox"/>	BEA5WEMO-MAC01				Bearden High School
<input type="checkbox"/>	BEA5WBK-MAC01	KCS30780			Bearden High School

Page 1 of 2 | Items per page: 600 | Export | Import | Displaying 1 - 600 of 693

New Save Delete Reset Track Selected

Click the box next to the Name.

Inventory Asset

+ Filter > (Owner == " or Owner == 'SD1@knoxschools.org')

Selected : none

	Name	Asset tag	Asset Tag Secondary	Owner	Location
<input type="checkbox"/>	KCS00207M	KCS00207	KCS00207		Bearden High School
<input type="checkbox"/>	KCS00213M	KCS00213	KCS00213		Bearden High School
<input type="checkbox"/>	KCS00215Mu	KCS00215	KCS00215		Bearden High School
<input type="checkbox"/>	KCS00250W	KCS00250	KCS00250		Bearden High School
<input type="checkbox"/>	KCS00252M	KCS00252	KCS00252		Bearden High School
<input type="checkbox"/>	KCS00254	KCS00254	KCS00254		Bearden High School

Page 1 of 2 | Items per page: 600 | Export | Import | Displaying 1 - 600 of 693

New Save Delete Reset Track Selected

Now your Asset is connected to your ticket.

KCS | KNOX COUNTY SCHOOLS | Help Desk | Insight | Search | Home | Help | Logout | --Select Product--

Ticket List | New Ticket | My Tickets | Welcome SD1@knoxschools.org

Help Desk | New Request

Overview

Instructions

Please complete the following form to submit your IT ticket.

Ticket Details

Work Type: Choose...  
On Behalf Of: Start typing...  
Location: Choose...  
Room: Choose...  
Inventory Asset: **KCS00215Mu**

Description:

Damages: Choose...  
Hardware Failures: Choose...  
Software Issues: Choose...

Create Ticket | Reset

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

Damages: Choose...  
Hardware Failures: |  
Software Issues: Failure Battery  
Failure Blown Bulb  
Failure Cable  
Failure Camera  
Failure Device Not Charging  
Failure Hard Drive  
Failure Headphone Jack Not Working  
Failure IWB Pen  
Failure Logic Board  
Failure Memory  
Failure Network Drop  
Failure No Sound  
Failure Optic Drive  
Failure Power Supply

Damages: |  
Hardware Failures: Damage Cable  
Software Issues: Damage Charging Port  
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  
Self Service Issue  
Software Push Request  
Testing Software Issue  
none

When finished, click Create Ticket button at the bottom.

KCS | KNOX COUNTY SCHOOLS Help Desk Insight Search... Home Help Logout --Select Product--  
Ticket List New Ticket My Tickets Welcome katie.edington@knoxschools.org  
Help Desk New Request

Instructions  
Please complete the following form to submit your IT ticket.

Ticket Details  
Work Type: Apple Laptop  
On Behalf Of: Start typing...  
Location: Cedar Bluff Elementary School  
Room: 101  
Inventory Asset: [icon]

Description: My laptop will not turn on. Asset Tag KCS 02015, SN C1MQP0FUDV30, IP ADDRESS 10.19.15.62  
I AM AM A TRAVELLING THERAPIST. IM AT CEDAR BLUFF ELEM ON MON, WED, FRI AND AT ALL LOTTTS ON TUES, THUR.

Damages: Choose...  
Hardware Failures: Failure Power Supply  
Software Issues: Choose...

