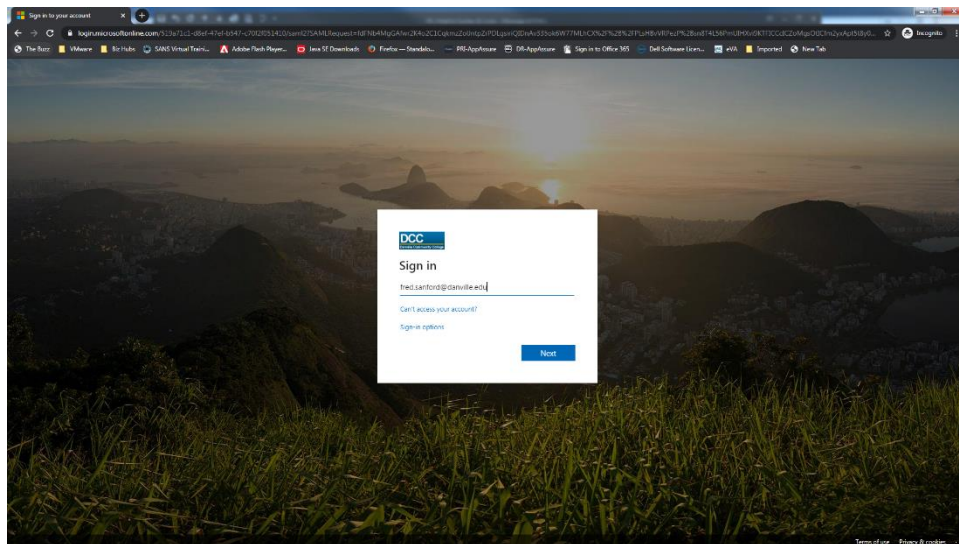


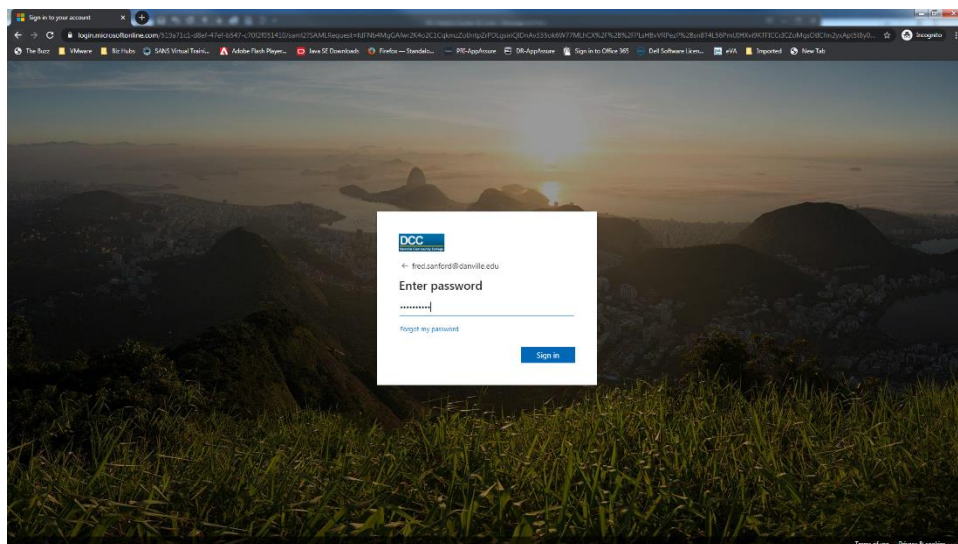
## How to log in to SchoolDude

If you have never logged into SchoolDude and submitted a request before, you'll want to follow these steps:

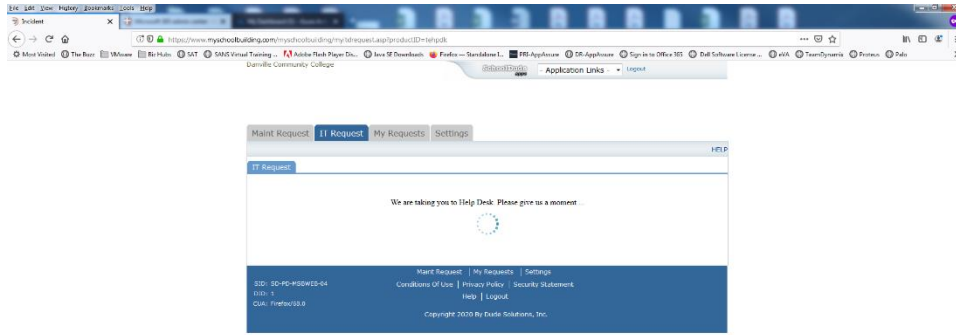
[Press and hold the CTRL key and click here to sign in to SchoolDude for the first time.](#)



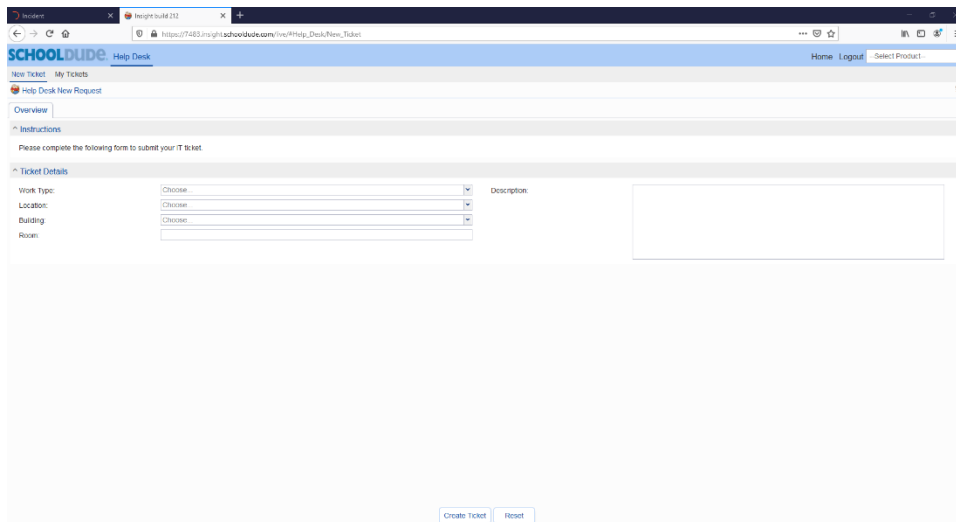
- Enter your **email address** as if you are logging in to your webmail ([fred.sanford@danville.edu](mailto:fred.sanford@danville.edu))



- Enter the **password** associated with your webmail account and click **Sign In**.



- You will be directed to the screen above as the SchoolDude Help Desk loads.



- The **Help Desk New Request** form will load. You'll see several dropdown menus with choices.

The screenshot shows the 'New Ticket' form in the SCHOOLDUDE Help Desk. The 'Work Type' dropdown is open, displaying a list of 14 options. The 'Location', 'Building', and 'Room' fields are currently empty. The 'Description' field is a large text area on the right. At the bottom, there are 'Create Ticket' and 'Reset' buttons.

- The **Work Type** field allows you to choose what type of help you need.

The screenshot shows the 'New Ticket' form with 'Desktop Password Reset' selected in the 'Work Type' dropdown and 'Danville Community College' selected in the 'Location' dropdown. The 'Building' and 'Room' fields are empty. The 'Description' field is a large text area on the right. At the bottom, there are 'Create Ticket' and 'Reset' buttons.

- The **Location** field has only one choice: Danville Community College.

The screenshot shows the 'New Ticket' form with 'Desktop Password Reset' selected in the 'Work Type' dropdown and 'Danville Community College' selected in the 'Location' dropdown. The 'Building' dropdown is open, displaying a list of 11 building names. The 'Room' field is empty. The 'Description' field is a large text area on the right. At the bottom, there are 'Create Ticket' and 'Reset' buttons.

- The **Building** field gives you choices on where you need help.

Incident | heigit build 212 | https://7483.insight.schooldude.com/ins/Help\_Desk/New\_Ticket

SCHOOLDUDE Help Desk | Home | Logout | Select Product

New Ticket | My Tickets

Help Desk New Request

Overview

Instructions

Please complete the following form to submit your IT ticket.

Ticket Details

Work Type: Desktop Password Reset | Description:

Location: Tusculum Community College

Building: Taylor

Room: 197

Create Ticket | Reset

- And the **Room** field is fillable to let us know which room needs our attention.

Incident | heigit build 212 | https://7483.insight.schooldude.com/ins/Help\_Desk/New\_Ticket

SCHOOLDUDE Help Desk | Home | Logout | Select Product

New Ticket | My Tickets

Help Desk New Request

Overview

Instructions

Please complete the following form to submit your IT ticket.

Ticket Details

Work Type: Desktop Password Reset | Description: Help! I have forgotten my desktop password. Please reset it for me.

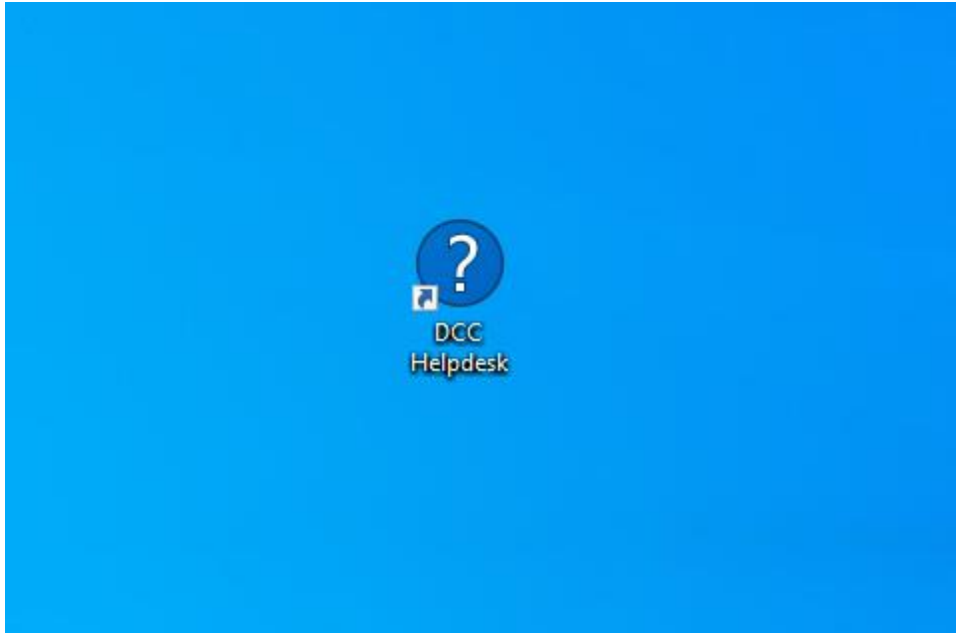
Location: Tusculum Community College

Building: Taylor

Room: 197

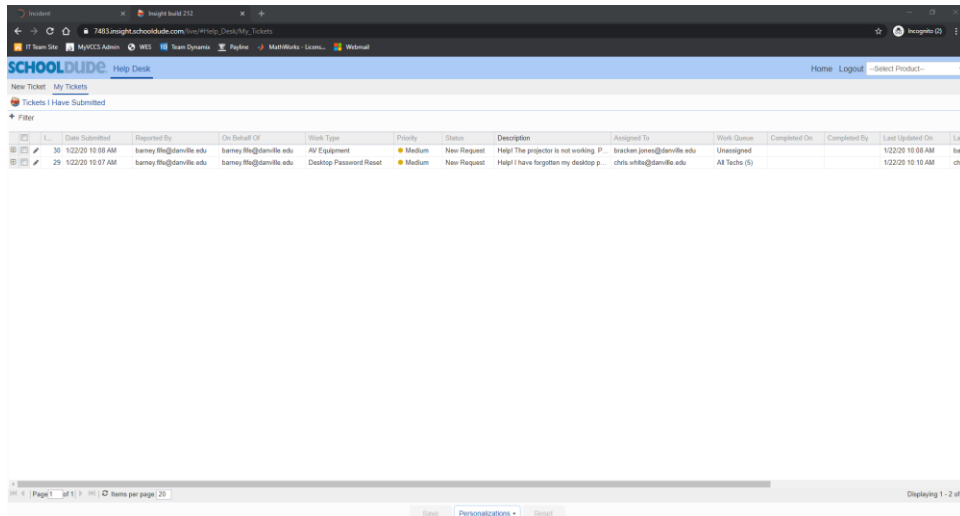
Create Ticket | Reset

- The **Description** field allows you to tell us how we can help you or what needs to be accomplished. Once all fields are complete click on **Create Ticket** at the bottom of the screen.




- After you have set up your account, you will then use the **DCC Helpdesk** icon on your desktop for all future ticket submissions. This icon will be placed on your desktop for you. If you are away from your desktop, you can go to the DCC website and click on the **DCC Helpdesk** link under **Employee Resources**.

## How to View Submitted and Edit Tickets



- After the ticket is created click on the **My Tickets** tab located to the right of the New Ticket button on the grey bar. If you have just submitted a new ticket or you only have one ticket active, you may need to refresh the browser page.

<input checked="" type="checkbox"/>	ID	Date Submitted
<input checked="" type="checkbox"/> 	34	5/31/17 7:32 PM

- To edit created tickets, click on the **Pencil Icon** to the left of the ticket ID.
- From this view you are able to **Cancel** or **Clone Ticket** located in the bottom and center of the page.

- Cancel Ticket: This will cancel the ticket and alert the assigned Technician.
- Clone Ticket: This will create a copy of the ticket if you need to make multiple tickets with similar issues.

## [How to add an attachment to a ticket](#)

- In Help Desk, you have the ability to add jpeg and pdf files to tickets as attachments.
- From the **My Tickets** tab, click on the **Pencil Icon** next to the ticket where you want to add the attachment.

The screenshot shows the top navigation bar with 'DUDE SOLUTIONS' logo, 'Server time: Aug 30, 2017 16:25', and links for 'Help Desk' and 'About'. Below this is a secondary navigation bar with 'New Ticket' and 'My Tickets' (which is underlined). A third bar shows 'Tickets I Have Submitted' with a person icon. A '+ Filter' button is visible. The main content is a table with the following data:

	<input type="checkbox"/>	ID ▾	Date Submitted	Requested By	Work Type	Priority	Status
<input type="checkbox"/>	<input type="checkbox"/>	6	8/7/17 5:47 PM	techrequester@dudesoln.com	Chromebook	● Medium	Complete
<input type="checkbox"/>	<input type="checkbox"/>	5	8/7/17 5:32 PM	techrequester@dudesoln.com	AV Equipment	● Medium	Waiting Funding

- On the ticket for select the **Attachments tab**.

The screenshot shows the same navigation as the previous image. Below the 'Tickets I Have Submitted' bar, there are three tabs: 'Overview', 'Attachments [0]' (which is selected), and 'Notes [1]'. Below the tabs is a table with the following headers:

<input type="checkbox"/>	Attachment	Description	Created By	Date Created
No data to display				

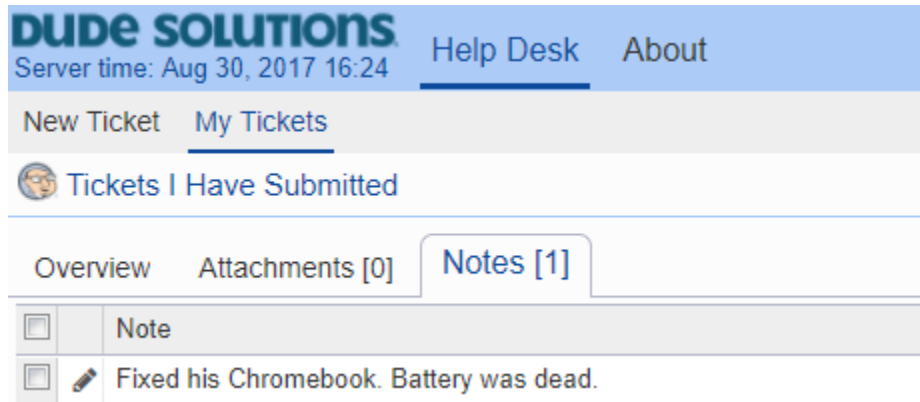
- From the attachments tab click on **New** located at the bottom and center of the page.
- Next click on the **Gear Icon** next to Attachment.

The screenshot shows a form with a tab labeled 'Overview'. Below the tab is a text input field labeled 'Attachment:'. To the right of the input field is a gear icon with a minus sign inside a circle.

- Click **Browse**, navigate to your attachment, and click on the **Submit** button.
- After the file has been selected, provide a brief description for the attachment and click **Save** at the bottom of the screen.

## [How to add a note to a ticket](#)

- Notes provide the ability for Technicians and Requesters to communicate and provide updates on the ticket.
- From the **My Tickets** tab, click on the **Pencil Icon** next to the ticket where you want to add the note.
- On the ticket for select the **Notes** tab.



The screenshot shows the DUDE SOLUTIONS Help Desk interface. At the top, there is a blue header with the logo 'DUDE SOLUTIONS', the server time 'Aug 30, 2017 16:24', and navigation links for 'Help Desk' and 'About'. Below the header, there are tabs for 'New Ticket' and 'My Tickets', with 'My Tickets' being the active tab. Underneath, there is a section titled 'Tickets I Have Submitted' with a user profile icon. The main content area shows three tabs: 'Overview', 'Attachments [0]', and 'Notes [1]', with 'Notes [1]' being the active tab. Below the tabs, there is a table with two rows. The first row has a checkbox and the text 'Note'. The second row has a checkbox, a pencil icon, and the text 'Fixed his Chromebook. Battery was dead.'

- From the Notes tab click **New** at the bottom and center of the page.
- Enter the note in the open text field and click **Save** at the bottom of the screen.