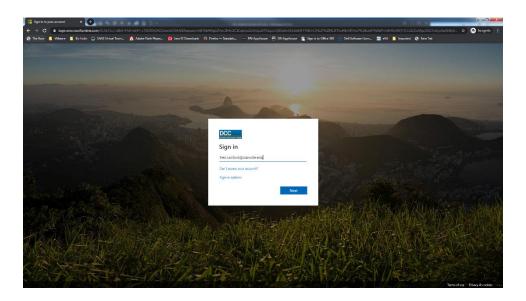
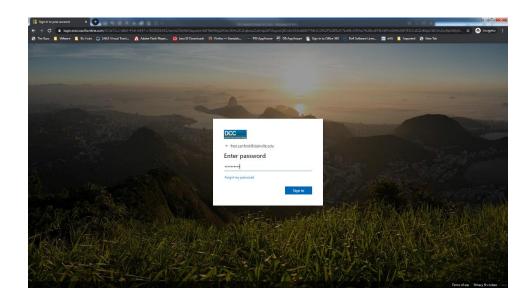
How to log in to SchoolDude

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 (<firstname.lastname>@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.

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

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

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

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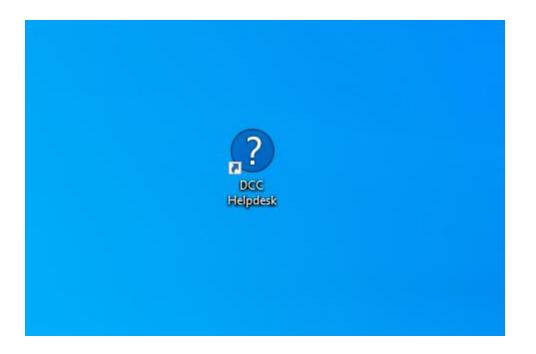
• The *Building* field gives you choices on where you need help.

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Work Type:	Desktop Password Reset	Description:		
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Room	107			
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• And the *Room* field is fillable to let us know which room needs our attention.

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• 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*.

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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.
- 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.

	V		ID 🗸	Date Submitted
Ð	V	1	34	5/31/17 7:32 PM

- 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.

		_		UTIONS 0, 2017 16:25	Help Desk	About			
Ne	ew T	icke	et My	Tickets					
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+	Filte	er							
			ID 🗸	Date Submitted	I	Requested By	Work Type	Priority	Status
Ð		ø	6	8/7/17 5:47 PM	techreque	ester@dudesoln.com	Chromebook	Medium	Complete
Ð		<i>.</i>	5	8/7/17 5:32 PM	techreque	ester@dudesoln.com	AV Equipment	Medium	Waiting Funding

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

DUDE SOLUTIO Server time: Aug 30, 2017	Hein Di	esk About		
New Ticket My Tickets				
Tickets I Have Subr	nitted			
Overview Attachme	ents [0] Notes	s [1]		
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.

Overview	
Attachment:	0 ¢

- 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.

DUDE SOLUTIONS Server time: Aug 30, 2017 16:24	Help Desk	About
New Ticket My Tickets		
Tickets I Have Submitted		
Overview Attachments [0]	Notes [1]	
Note		
Fixed his Chromebook. Ba	attery 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.