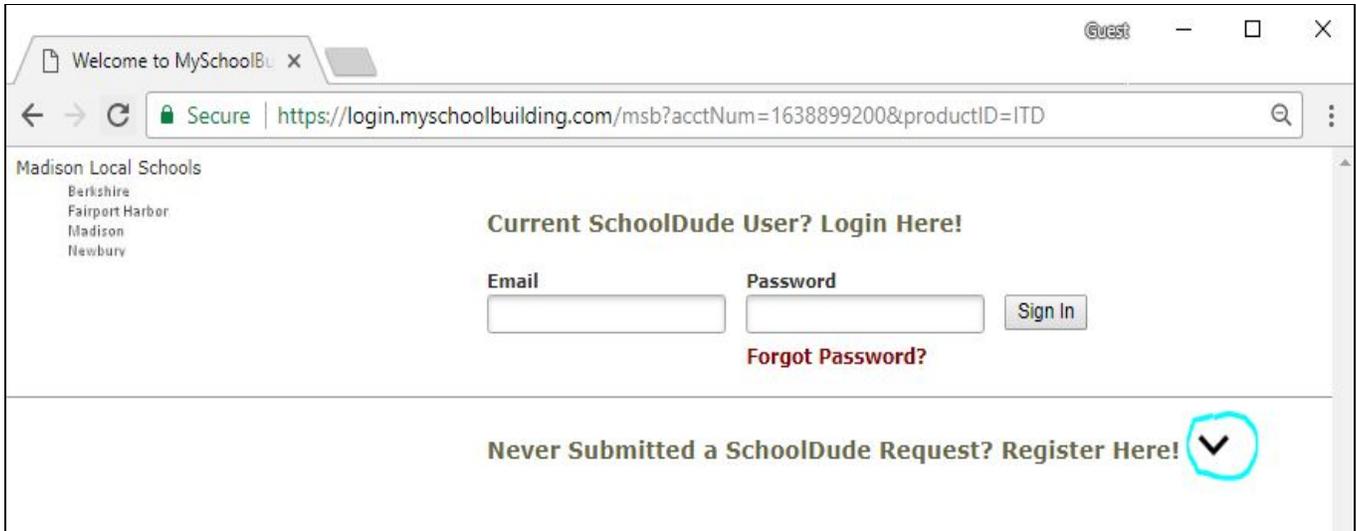


Creating an Account

If you have never submitted a request before, click the down arrow next to *Never Submitted a Request? Register Here!* (Circled in blue in image below).



Madison Local Schools
Berkshire
Fairport Harbor
Madison
Newbury

Current SchoolDude User? Login Here!

Email Password

[Forgot Password?](#)

Never Submitted a SchoolDude Request? Register Here! ✓

A brief registration form will appear. Please complete the fields with your information, and set a password for your account. The *Account Number* field should automatically populate, but if it does not, the account number is 1638899200.

Note: Your new account registration is not complete until you submit your first request. Feel free to submit a test request to finalize your account setup-- please include in the problem description that you're submitting the request as a test if this is the case.

Resetting Your Password

If you have submitted a request on our system before, but have forgotten your password, click the *Forgot Password?* link under the login fields at the top of the page. This will bring up a pop-up where you will enter your email address. Once you click *Submit*, you will receive an email with a link, which will take you to a page where you can set a new password. Once this is set, you will be directed back to the login page.

Submitting a Request

Complete each section of the request form as they apply to your problem, including a description with any important details. (Sample shown on next page). Only fields with the red check boxes are required.

Near the end of creating your request you will be asked for a "Submittal Password". This is not the same password you created for your own account-- This password is the same for everyone, and it is "password".

Sample Request:

Step 2	Location <input checked="" type="checkbox"/> Auburn Career Center ▼ Building -- No Building Available -- ▼ Area -- Select Area -- ▼ <input checked="" type="checkbox"/> Yes, remember my area entries for my next new request entry.	Area/Room Number <input checked="" type="checkbox"/> 404				
Step 3	Select Problem Type: <input checked="" type="checkbox"/>  Technology Help Desk: Click here for Technology Emergency Contacts Click on the problem type below that best describes your issue.					
	 Accounts	 Audio / Visual				
	 Chromebook	 Copier				
	 CPU / Computer	 Document Camera				
	 Email	 Equipment Checkout				
	 Event Setup	 Internet Filter				
	 Mobile Device	 Network Connectivity				
	 New Equipment Request	 Password				
	 Printers	 Projector				
	 Security/Login	 Server				
	 Smart Board	 Software Application				
	 Student Database	 Telephone Services				
	 Web Site					
	Technology Emergency <input type="checkbox"/> Check here if this is an emergency or call any of the emergency contacts below.					
	<table border="1"><thead><tr><th>Contact Name</th><th>Contact Phone</th></tr></thead><tbody><tr><td colspan="2">No contacts listed.</td></tr></tbody></table>	Contact Name	Contact Phone	No contacts listed.		
Contact Name	Contact Phone					
No contacts listed.						
Step 4	Please describe your problem or request. <input checked="" type="checkbox"/> Computer is making a beeping noise, and will not turn on.					
Step 5	Attachment Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)					
Step 6	Submission Password <input checked="" type="checkbox"/> Forgot Password?					
Step 7	<input type="button" value="Submit"/>					

Viewing Your Requests

To edit or check the status of your request(s), log into your account, and click the My Requests tab near the top of the page.

The screenshot shows the School Dude app interface. At the top left, it says "Madison Local Schools" and lists "Berkshire", "Fairport Harbor", "Madison", and "Newbury". The top right has the "SchoolDude apps" logo and a "Logout" link. Below this is a navigation bar with tabs for "IT Request", "Trip Request", "My Requests" (which is circled in red), and "Settings". To the right of the navigation bar are links for "ASSIGNMENT", "SEARCH KNOWLEDGE BASE", and "HELP". Below the navigation bar, there are buttons for "My Requests" and "Shortcuts", and a "Legend" link. A section titled "My IT Requests" contains a note: "Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the current assigned person name to send email and request changes on your request." Below the note is a search bar with the text "Search for """, a "GO" button, and a "Show All" button. To the right of the search bar is a "Request Totals" section showing "0 New Request". Below the search bar, it says "Search this results for:" followed by an empty search box and a "GO" button. Below that, it says "1 - 0 of total 0 listed". There are two sets of "Previous 10" and "Next 10" navigation arrows. Below the search results is a table with columns: "Status", "Location", "Action Taken", and "Complete Date". The "Status" column has sub-headers "Incident ID", "Area", and "Area Number". The "Location" column has sub-headers "Building" and "Description". The "Action Taken" column has sub-headers "Request Date" and "Type". Below the table, it says "No Requests found for your email account amedwig@auburncc.org." There is a printer icon on the left and another set of "Previous 10" and "Next 10" navigation arrows on the right.

If all else fails when following these steps, you can call School Dude's customer support at 877-868-3833, and they can walk you through creating or accessing your existing account as well as submitting your request. They will not help you with your technical problem, only with your account.