

Because we were experiencing some issues with WorkTrakker and TroubleTrackker service request applications, we will no longer be using them to report problems to the Maintenance and Technology departments. If you click on the icons, you will get a message that the subscription is no longer available. The new applications are provided by School Dude. Maintenance Direct will be used to request service for building and grounds. IT Direct will be use to request services from the Technology group. The following directions will assist you in setting up your Requester account.

All request for service are to be completed through Maintenance (Building and Grounds) or IT (Technology). No emails, notes, telephone messages, or verbal will be accepted.

This document will be available on the Intranet under Staff, Service Request should you need to refer back to it later.

Requester

School Dude is where you the requesters will make all your incident requests. You will use **your email address to login** and a common request submittal password (**tcsc**). **You need to register yourself into the system to begin using the application.**

Follow the subsequent steps to access or to add yourself to the School Dude Web site:

1. Go to the Tri-Creek School Corporation Web site and login to the Intranet (Reference a previous email about how to login to the Intranet).
2. Once logged in, move the curser over the Staff button, and then click on Service Request from the drop down list.
3. Click on either the Maintenance Direct or IT Direct icon.



School Dude

The Technology and Maintenance departments have replaced our service request system to better serve the Tri-Creek. The new application is called SchoolDude and allows us to track and keep on top of all service requests, replacing WorkTrakker and TroubleTrakker.

Instead of catching us in the hall, sending an email, leaving a voice mail or handing us a note, the requests will be posted to a website where you and the Maintenance or Tech departments can track it. You will be updated as to the status of your request through email.

To Post a request, click on the "Service Request" icon to the right.

For information on how to:

- setup an account
- to submit a request
- track activity

MAINTENANCE DIRECT
Building and Grounds

IT DIRECT
Technology

4. On the next screen, enter **your** full e-mail address (and click the "Submit" button. Make sure that you enter in the correct e-mail address. ITDirect and MaintenanceDirect use

- your e-mail address to identify you in the system and to provide email updates on your request.
5. **If you are a new user**, the system will not find your e-mail address. Please enter in your last name in the box provided and click the "Submit" button. If you have registered before, the system will recognize your email and you will be taken to the request screen.
 6. If your last name is found in the system, you see a list of users with your last name. If you are not any of these users, select the "My name is not listed" option. If you see your name and email, select that option. Click the "Submit" button. *Note: If your last name is not found, you will be given the option to add it. (If you do not see this screen, proceed to step 7).
 7. **If you are a new user**, enter in your First Name. Verify that your e-mail address and your Last Name are correctly entered. If they are not, please correct them. You have the option of entering in your phone number. However, this field is not required. Click the "Submit" button to save. Once you click the "Submit" button. You will be taken to the "New Incident request" page where you can submit your incident requests.
 8. The next time you login all you will need to use is only your email address.

Entering a New Incident Request

To submit your incident requests fill out the following form:

1. Your **First Name**, **Last Name**, **Email**, **Phone**, **Pager** and **Cellular Phone** will automatically be entered. If that is not you, click the "here" in the "Please be yourself, click here, if you are not XXX."

2. Choose your **Location***, **Area** and **Area/Room Number**.

Got a problem? [Email us](#)

The screenshot shows a web interface for submitting an incident request. At the top, there is a navigation bar with links for 'Maint Request', 'IT Request', 'My Requests', 'Settings', and 'Help'. On the right side of the bar are buttons for 'ASSIGNMENT' and 'SEARCH KNOWLE'. Below the navigation bar, a 'Welcome' message is displayed, followed by a prompt to complete the form. A legend indicates that a red checkmark icon signifies required information. The form is divided into two steps. Step 1, 'Please be yourself, click here if you are not Bob Hopper', contains input fields for First Name (Bob), Last Name (Hopper), Email (rhopper@tricreek.k12.in.us), Phone (219-690-2619 x127), Pager, and Cellular Phone. Step 2, 'Location', includes a dropdown menu for 'Select Location', a dropdown for 'Select Area', and an input field for 'Area/Room Number'. A checkbox at the bottom of Step 2 is labeled 'Yes, remember my area entries for my next new request entry.'

3. Select the **Problem Type*** that best describes your issue. For example, if a problem with a door, click on Doors and Hardware problem type, the page will refresh and your problem type will be highlighted with a red circle. If this is an emergency, check the Emergency check box below the problem types list.

Step 3 Select Problem Type:

The screenshot shows the 'Maintenance Help Desk' section of the incident request form. It includes a header with a maintenance worker icon and the text 'Click here for Maintenance Emergency Contacts' and 'Click on the problem type below that best describes your issue.' Below this is a grid of 28 problem type categories, each with an icon and a text label: Athletic Fields, Bleachers, Clocks/Bells, Custodial, Custodial Equipment Repair, Delivery, Doors and Hardware, Electrical, Electronic Door Access, Elevators, Event Setup, Filters, Graffiti, Heating/Ventilation /Air Conditioning, Indoor Air Quality, Key and Lock, Lighting, Locker Repair, Miscellaneous, P/A System, Parking Lot Striping, Pest Control, Playground, Plumbing, Pool, and Signage. The 'Doors and Hardware' category is highlighted with a red circle.

4. Describe your **Problem** or request.

Step 4 Please describe your problem or request.

5. Enter the **Requested Completion Date**. Click the calendar icon next to the date field to choose a date from a calendar. This option may not be available.

Step 5 Requested Completion Date

(A valid date is required. Text is not accepted, but you may leave it blank. Click [here](#) for assistance in date entry.)

6. Enter your **required Submittal Password***. The password is **tcsc**

7. Click the "Submit" button to save all changes to your settings.

Viewing Requests

A list of all incident requests you have made will display when clicking on "My Requests". You can sort this list by any of the fields listed; click on the field name to sort by descending and click again to sort ascending. The default sort is by "Request Date". You will be able to see the details, status, employee assigned to your request, action taken and the completion date of your requests.

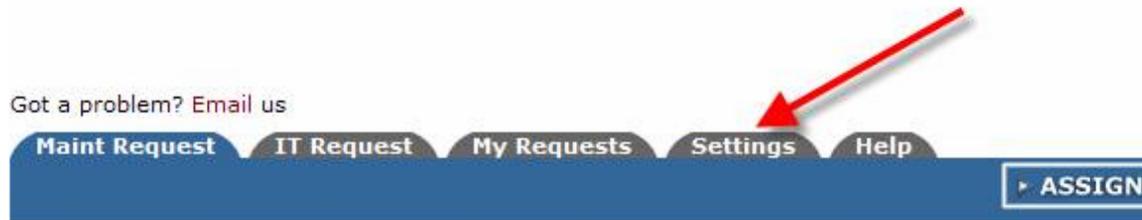
To search your requests, enter a key term in the "Search This Results For", then click the "Go" button. To show all requests (after searching for work orders), click the "Show All" link.

To view only requests of a certain status, click the number next to the status under "Request Totals".

My Settings

Requesters can edit your participant information in the following form after you login with your email address.

Tri-Creek School Corporation



Welcome

To submit your request complete the following form.

To edit this information, click the “My Settings” tab. The following fields can be updated: • First Name, Last Name*
• Email* • Phone Number, Pager Number, Cellular Number • Email Notifications – If you would like to use the email notifications that were set up by the administrator of the system, click the “Use these generic email notification settings” option. If you would like to select your own email notifications, choose the “XXX prefers these email notification settings” option.
(* Required Fields)

You must enter in the requester password (**tcsc**) before you can change your settings as a requester.