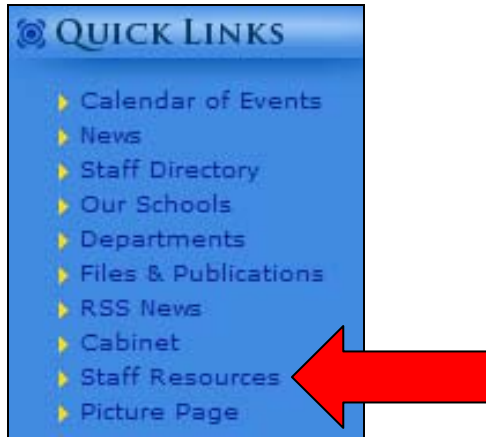


## Buffalo Public Schools Quick Step Guide for IT Requesters

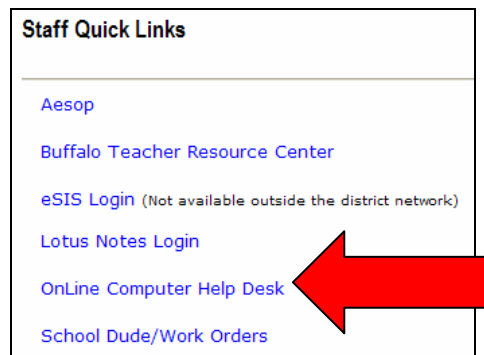
- Open your Internet Browser (Internet Explorer, Netscape etc...) and go to the Buffalo Public School District website:

<http://www.buffaloschools.org>

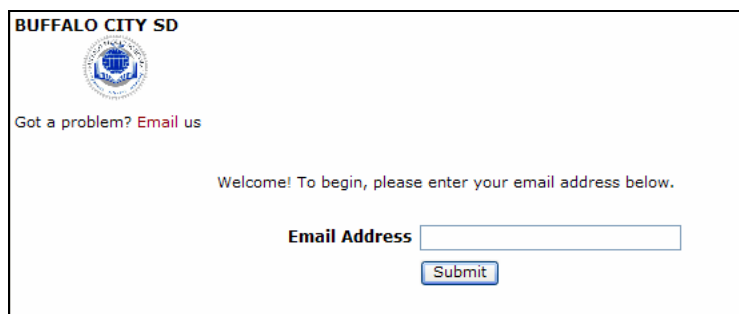
Select the “Staff Resources” link under “Quick Links”



Now select “On-line Computer Help Desk”



- A new window will open and ask you to login. Enter your Buffalo Public Schools email address to access the Technology request Page.

A screenshot of the Buffalo City SD login page. At the top left is the Buffalo City SD logo and the text 'BUFFALO CITY SD'. Below the logo is the text 'Got a problem? Email us'. In the center, it says 'Welcome! To begin, please enter your email address below.' Below this is a form with the label 'Email Address' and a text input field. A 'Submit' button is located below the input field.

- *If you are already registered, skip this step and proceed to Step #1* - If you are not a registered user, you will receive an error message stating your email could not be found. Follow the steps on screen to register.
- Enter your **Last Name** and click “Submit”

Welcome! To begin, please enter your email address below.

**Email Address**

**We cannot find the indicated email address.**

**Please either correct the email address or enter your last name below if you are a new requester.**

**Last Name**

- Continue the process by entering your **First Name** and your **Phone Number** (This will be required information in Step #1). Click “Submit” to continue.  
*Special Note: Your registration is not complete until you have successfully submitted a work request.*

**First Name**

**Last Name**

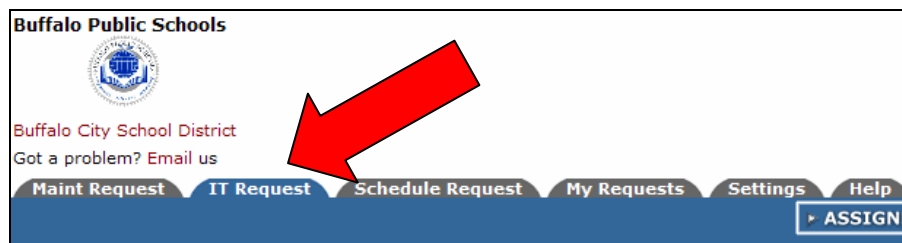
**Email Address**

**Phone Number**

**Pager**

**Cellular Phone**

- Buffalo Public Schools has several SchoolDude.com applications. Make sure you are under the “**IT Request**” tab before filling out the request form.



**Step 1: Contact Info:** This will be filled in with your information from the email address you entered at the sign in screen. Please verify that this information is correct. If there are any mistakes, go to the “Settings” tab to update your personal information.

**Special Note:**  Indicates required information.

**Step 1 Please be yourself, click here if you are not Buffalo User**

<b>First Name</b> Buffalo	<b>Last Name</b> User	<b>Email</b> BuffaloUser@buffaloschools.org
<b>Phone</b> <input checked="" type="checkbox"/>	<b>Pager</b>	<b>Cellular Phone</b>

**Step 2: General Info:** Click on the drop down arrow and highlight the **Location** for where the request needs to take place. Follow the same step for **Area** and then type in the **Area/Room Number**.

**Step 2 Location**












**Area**  

**Area/Room Number**

**Step 3: Problem Type:** Select the icon that best describes the category of your problem and click on it. If you do not see a problem type that matches your request, or do not know, choose the “Miscellaneous/Questions (IT)” option.

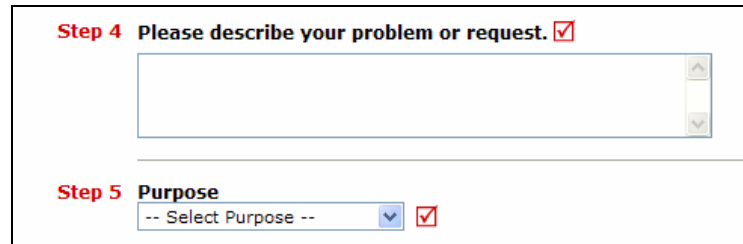
**Step 3 Select Problem Type:**

 **Technology Help Desk:** Click on the problem type below that best describes your issue.

 Cabling	 CD Drive	 Copier	 CPU / Computer
 Data Repair	 Desktop/Workstation	 Digital Camera	 Drive A or B / Floppy
 DVD Drive	 Email	 Equipment	 Equipment Moving
 Fax	 Hard Drive	 HR System	 Internet Connection
 Internet Filter	 Keyboard	 Laptop	 Miscellaneous/Questions (IT)
 Monitors	 Mouse	 Network Connectivity	 Network Hardware
 New Equipment Request	 Operating System	 Password	 PDA
 Printers	 Security/Login	 Server	 Smart Board

**Step 4: Problem Description:** Type in a detailed description of the problem you are reporting. Please be descriptive and complete. The more information you include, the better we will be able to address your needs.

**Step 5: Purpose Code:** Select a category that further describes the purpose for your request. Is this related to specific software application, hardware issue, or other type of request?

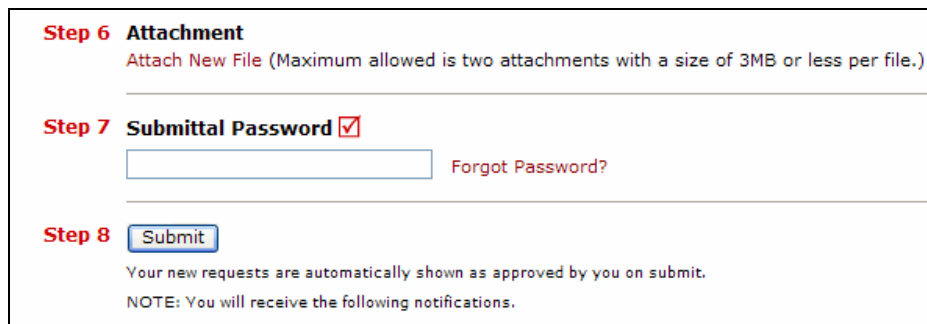


The screenshot shows a web form with two sections. The first section, labeled "Step 4 Please describe your problem or request. [checked]", contains a large, empty text area with a vertical scrollbar on the right. The second section, labeled "Step 5 Purpose", features a dropdown menu with the text "-- Select Purpose --" and a checked checkbox to its right.

**Step 6: (Optional) Attachments:** You can attach a file to your request. Attachments can be used to give the Technology department a better understanding of the request you are entering. You can include up to 2 screenshots, pictures, diagrams, or documents up to 3MB each.

**Step 7:** Type in the *Submittal Password* of: **password**

**Step 8:** Click “**Submit**” to send your request to the Technology Department.



The screenshot shows a web form with three sections. The first section, labeled "Step 6 Attachment", includes the text "Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)" and a horizontal line. The second section, labeled "Step 7 Submittal Password [checked]", contains a text input field, a "Forgot Password?" link, and another horizontal line. The third section, labeled "Step 8", features a "Submit" button, the text "Your new requests are automatically shown as approved by you on submit.", and a "NOTE: You will receive the following notifications." below it.



## Checking the Status of Your Requests:

After you click submit, the screen will refresh and go to the *My Request* Tab.

### My IT Requests

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.


Search for "

Search this results for:   Show All 

1 - 1 of total 1 listed

◀ Previous 10 Next 10 ▶

<input type="checkbox"/> Status <input checked="" type="checkbox"/> Incident ID	<input type="checkbox"/> Location <input type="checkbox"/> Description	<input type="checkbox"/> Action Taken <input type="checkbox"/> Request Date <input type="checkbox"/> Type	<input type="checkbox"/> Complete Date
New Request 100 Classroom 3163	Wardlaw School Install power strips and cord cover for laptops	No Action Note 10/10/2007 Miscellaneous/Questions (IT)	

 ◀ Previous 10 Next 10 ▶

On this screen you will see up to date information on your request including the status, work order number and action taken notes. You can click on the number next to the status description to see all request marked with that status. You can search for any work order request by typing in a key word in the **Search** box and clicking on **GO**. Click on the **IT Request** Tab to input a new request.