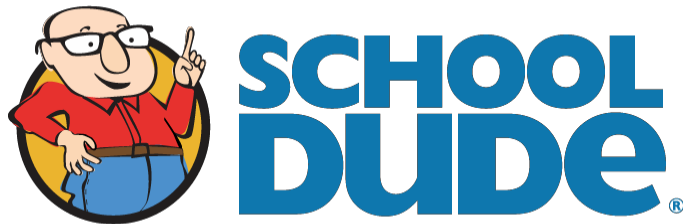


# **Hackettstown Public Schools**

## **IT Direct Users Guide**



ITDirect is now Incident Request Hackettstown Public Schools Instructional Technology Support's on-line work order system. Powered by SchoolDude, it is one of a suite of on-line management software services used by the district.

Incident Request is intended to be used by the staff at each school and district support offices to request repairs for computer systems, printers and network connectivity, as well as other services performed through the Instructional Technology Support Staff as well as Maintenance Direct. We encourage all staff to enter a request through this system in lieu of contacting the Instructional Technology or Maintenance Staff directly.

## How to Register/Log in

- Open your Internet Browser (Chrome, Firefox, etc). Click on the following link, or copy and paste it into your web browser:  
<https://login.myschoolbuilding.com/msb?acctNum=944505856&productID=MD>
- If you are a returning user, enter your **Email Address** (i.e. [jdoe@hackettstown.org](mailto:jdoe@hackettstown.org)) and **newuser** as your password. Click **Sign In**.

Hackettstown Board of Education  
Hackettstown  
BOE Maintenance  
Department  
District Home Page  
Got a problem? Email us

**Current User? Login Here!**

Email  Password

**Forgot Password?**

*jdoe@hackettstown.org* →

*newuser* →

### \*New Enhancement\*

- Your Requester role now requires an individual password to log into MySchoolBuilding.
- This individual password is in addition to the Submittal Password used to submit requests.
- If you have previously submitted requests, you **DO NOT** need to register.
- If you do not know your individual password, click on **Forgot Password?** and enter your email address. You will receive an email to create a new password.
- If you already have an individual password, enter your Email and Password and click on Sign In.
- Questions? Please review our [resource page](#) with FAQs, guides, and video tutorials.

- You will be prompted to set a new password for the system enter your current password (**newuser**) enter a new password and confirm your new password.

### Password Expired!

In an effort to better protect your security, we noticed your password has expired. In order to login, you must change your current password.

Email

Current Password

New Password

Confirm Password

*newuser* →

→

→

→

→


Click Change Password to set your new

- If you have forgotten your password, click the **Forgot Password?** link and enter your email address. We'll send you instructions for resetting your password.

# New to the System

- If you are submitting your first request, you'll need to register first. Click on the "Never Submitted a Request. Register Here!"

*\*Note: Your registration will be complete **after** you submit your first request.*

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**Click Here** 

**Never Submitted a Request? Register Here!** ▼

- **Enter the District's Account Number 944505856**
- Enter your **First** and **Last Name**, as well as your
- **Phone Number** and **Email Address**.
- Type the **Password** you would like to use to log into your SchoolDude account and confirm it. The password you choose must be 6 characters long.
- Click **Register** to go to the work order request form.

**Register**

Account Number

First Name  Last Name

Phone Number

Email

New Password

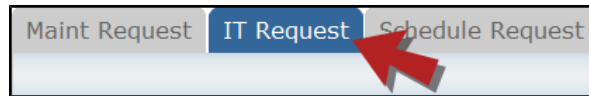
Confirm Password

Register

Passwords are case sensitive and must be at least six characters long.

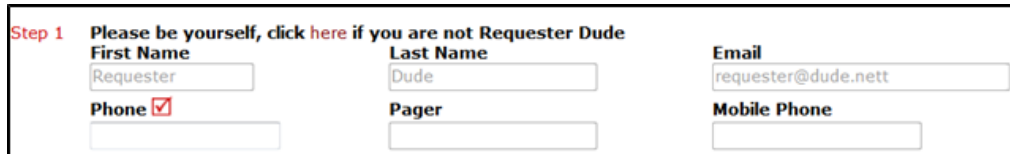
# How to Submit a Request

- Make sure you are on the **IT Request** tab at the top of the screen.

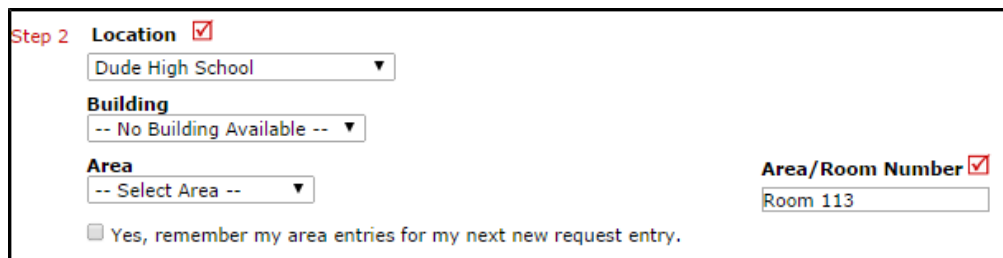


*\*Note: Any field marked with a red checkmark is a required field.*

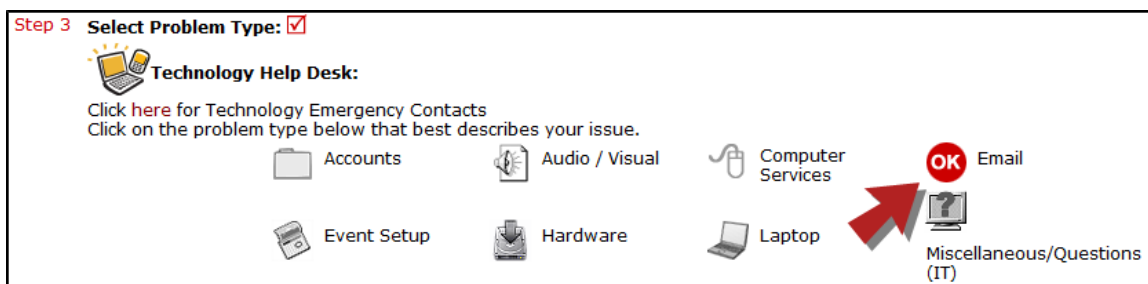
- **Step 1:** These fields will already be filled in with your contact information according to how it was entered upon registration.



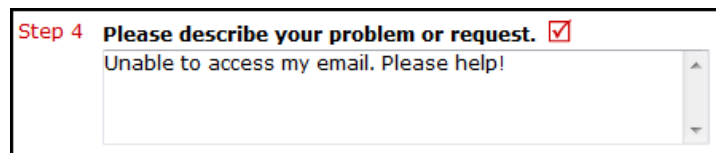
- **Step 2:** Click on the drop down arrow and highlight the **Location** where the work needs to be done. Do the same for **Building** (if available) and **Area**. Also, be sure to type in the area description or room number in the **Area/Room Number** field.



- **Step 3:** Select the **Problem Type** that best describes the request/issue you are reporting.



- **Step 4:** Type in a description of the problem.



- **Step 5:** Enter a **Time Available**, such as a planning period, when workers can come by.
- **Step 7:** Attach a file to the request if necessary (i.e. a picture of damage or screenshot).
- **Step 9:** Type in the **Submittal Password**. **tigers**
  - Password to submit Maintenance Direct Work Request is **tigers\***
- **Step 11:** Click the **Submit** button.

# My Request Tab

You can view any requests that you have entered into the system by clicking on the **My Requests** tab. Hover your mouse over the **Shortcuts** link and click on **My IT Requests**. You will see a listing of any requests that you have entered into the system. You are also able to print out a listing of your requests by clicking on the printer icon.

**My Requests** Shortcuts

- My Maint Requests
- My IT Requests
- My Schedule Requests
- My Inventory Requests
- My Trip Requests

ASSIGNMENT | SEARCH KNOWLEDGE BASE | HELP

Legend

Note: Once the request is assigned to a person, you no longer can edit the request. You can click on the current pages on your request.

Show All

Request Totals

- 4 New Request
- 1 Work In Progress
- 4 Complete
- 1 Forwarded

Status	Location	Action Taken	Complete Date
Work In Progress 199	Dude High School! Computer not working	No Action Note 10/28/2008 3:12:00 PM Computer Monitor	
New Request 286	Andrews High School Test	No Action Note 7/9/2009 7:54:07 PM Alarm Bell	

On the **My Requests** page you will see up-to-date information on your requests including the current status, incident ID number, and action taken notes. You can click on the number next to the status description in the **Request Totals** section to see all of your requests marked with that status. You can also search for any work order request by typing a key word into the **Search** box and clicking GO.

Questions please contact:  
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