

ITDirect Technology Work Request How-To

- 1) See Building Tech for IT Direct Password! Then Login to:
<http://www.myschoolbuilding.com/myschoolbuilding/itdgateway.asp?acctnum=625013997>
- 2) Type in your email address: Click on **Submit**.

Douglas School District



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

Email Address

- 3) A message will appear in red: **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.
- 4) Type in your Last Name and click **Submit**.
- 5) On the next screen you must fill in the areas with a check box. These are required fields. (See picture on next page.)
- 6) Click on the **Submit** button.
- 6a) **See Page 4 (#16) if you have already logged on at some point, as you do not have to go through the above 3 - 6 steps again!**



Indicates required information.

First Name

Cedric

Last Name

Spoolman

Email Address

cspoolman@dsk12.net

Phone Number

Pager

Cellular Phone

Submit

Note: This information will be saved after you submit your first request. New users are not saved until their first request has been submitted.

- 7) The next screen you will fill out the information for the work request. Select your Building, under Location, in Step 2. Type in your Area/Room Number. (Remember: **Anything with a red check box next to it is required!**)
- 8) Click on the box next to **Yes, remember my area entries for my next new request entry**. This will then remember your login and what building you are in.
- 9) From the pull down menu in **Step 3**, select your problem type. If it has to do with your computer, select **Desktop/Workstation**. If it has to do with your MacBook or iBook, select **Laptop**.
- 10) Describe your problem in as much detail as possible in **Step 4**.
- 11) In **Step 5** ITDirect refers to **Tag Number** which means **Douglas number**. (Not every item will have a Douglas number.) Please enter the entire Douglas number, if applicable. (ie: 22-0003876). Otherwise, enter N/A.
- 12) In **Step 6**, if you have a screen shot of an error, or something you wish to show, you can attach the file. (See Podcast for more information on how to do this.)

- 13) In **Step 7** here you will enter the ITDirect password assigned. Everyone uses the same password. (See your Building Tech person for the password.)
- 14) All of your work requests will go directly to your building tech. They, in turn, will route to one of us at the Tech Department if they are unable to handle the problem.
- 15) Your work request will look similar to the following picture:

Douglas inventory number (ie: 22-0002367).

Indicates required information.

Step 1 Please be yourself, click here if you are not Cedric Spoolman

First Name	Last Name	Email
<input type="text" value="Cedric"/>	<input type="text" value="Spoolman"/>	<input type="text" value="cspoolman@dSDK12.net"/>
Phone	Pager	Cellular Phone
<input type="text"/>	<input type="text"/>	<input type="text"/>


Step 2 Location

Building

Area **Area/Room Number**

Yes, remember my area entries for my next new request entry.

Step 3 Select Problem Type:

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

Step 4 Please describe your problem or request.

Step 5 Tag Number

Step 6 Attachment

Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)


Step 7 Submittal Password

[Forgot Password?](#)

Step 8

- 16) The next time you log on to **ITDirect** to enter another work request, use the same address as you did when first creating your user ID. It will either take you to one of two screens. (See pictures below.)

Douglas School District



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

Email Address

OR

Douglas School District



Welcome Cedric Spoolman!

First Name <input type="text" value="Cedric"/>	Last Name <input type="text" value="Spoolman"/>
Email Address <input type="text" value="cspoolman@dSDK12.net"/>	
Phone Number <input type="text"/>	Pager <input type="text"/>
Cellular Phone <input type="text"/>	

Are you Cedric Spoolman?