Using SchoolDude

Tyler County Schools - Tech Department

November 2020

Access SchoolDude via an Internet Browser (Chrome, Edge) - **login.schooldude.com**

HELP | CONTACT US

SchoolDudeapps

Account Login

Login Name

mefisher@k12.wv.us
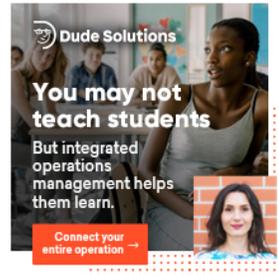
Password

••••••••

Product

Help Desk

Sign In

Forgot Login Name or Password?

For help logging in, click here ⌄

Enter your login name, password, choose Help Desk, then click Sign In.

Dude Solutions™

5 ways to do your best with less

Find out how →

Dude Solutions

You may not teach students

But integrated operations management helps them learn.

Connect your entire operation

Need help? Call us 1-877-655-DUDE (3833)
Join the SchoolDude Community Forum discussions | Learn the Value of CMMS Software
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SID:SD-PD-LGNWEB-05
CUA:Chrome

Click on "New Ticket."

SCHOOLDUDE. Help Desk   Knowledge Base

Search...   Home Help Logout --Select Product--

Available actions «

Popular Places
My Settings
My Alerts
My Filters
My Scope Settings
My Dashboard Subscriptions
My Menu

Frequently visited places

Ticket List
New Ticket
Help Desk

Search...   Home   Help   Logout   --Select Product--

Ticket List   New Ticket   My Tickets

Welcome mefisher@k12.wv.us

Help Desk New Request

Overview

^ Instructions

> Follow the instructions on the screen. Include as many details as you can.

Please complete the following to the best of your ability to submit a ticket.
If your ticket is for and iPad/PC/Laptop please be sure to include the computer name on the label (ie. TC-H123-01) or the number on the asset tag.

IF THIS ISSUE IS CRITCAL PLEASE FOLLOW UP TICKET WITH A PHONE CALL TO A MEMBER OF THE TECHOLOGY TEAM

David Smith - Ext. 8320, Andrew Weekley - Ext. 8321

^ Ticket Details

Work Type:	iPad (Apps/Issues/Accessories)	Description:	This is a test ticket.
On Behalf Of ❓:	Fisher, Maggie (mefisher@k12.wv.us)		
Location:	TCHS		
Room:	Library		
Inventory Asset:	➕➖		

^ Questionnaire

Did you hard reset the iPad? iPad 6 Gen (Student) Press and hold POWER and HOME button. iPad Pro (Staff) Press Volume UP, Press Volume Down, then hold Power button.   yes

Create Ticket   Reset

> Click "Create Ticket" when you're done.

After you submit your ticket, this screen will appear.

Search...   Home   Help   Logout   --Select Product--

Ticket List   New Ticket   My Tickets

Welcome mefisher@k12.wv.us

Tickets I Have Submitted

Overview | Attachments [0] | Notes [0]

^ Ticket Details

ID:	649	Date Submitted:	11/12/20 10:40 AM
Work Type:	iPad (Apps/Issues/Accessories)	Description:	This is a test ticket.
Reported By:	Fisher, Maggie (mefisher@k12.wv.us)		
On Behalf Of ⊘:	Fisher, Maggie (mefisher@k12.wv.us)		
Location:	TCHS		
Room:	Library		
Inventory Asset:	⊕ ⊖		

^ Questionnaire

Did you hard reset the iPad? iPad 6 Gen (Student) Press and hold POWER and HOME button. iPad Pro (Staff) Press Volume UP, Press Volume Down, then hold Power button.   yes

^ Resolution

^ Workflow

Priority:	● Medium	Completed On:	
Status:	New Request	Completed By:	
Source:	Requester Portal	Last Updated On:	11/12/20 10:40 AM
Assigned To:	Unassigned	Last Updated By:	mefisher@k12.wv.us
Work Queue:	iPad (3)		

Apply   Save   Cancel Ticket   Clone Ticket   Reset   Close

Click on "My Tickets" to see the current status of any ticket you have submitted.

SCHOOLDUDE Help Desk   Knowledge Base

Search...   Home   Help   Logout   --Select Product--

Ticket List   New Ticket   My Tickets

Welcome mefisher@k12.wv.us

🗓 Tickets I Have Submitted

➕ Filter

☐		I...	Date Submitted	Reported By	On Behalf Of	Work Type	Priority	Status	Description	Assigned To	Work Queue	Completed On	Completed By	Last Updated On	Last Updated By
⊞ ☐ ✎		649	11/12/20 10:40 AM	mefisher@k12.wv.us	mefisher@k12.wv.us	iPad (Apps/Issues/Accessories)	● Medium	New Request	This is a test ticket.	Unassigned	iPad (3)			11/12/20 10:40 AM	
⊞ ☐ ✎		193	8/25/20 1:18 PM	mefisher@k12.wv.us	mefisher@k12.wv.us	iPad App	● Medium	Complete	stopped by for help u...	Unassigned	VoIP/Voicemail (1)	8/26/20 1:45 PM		8/26/20 1:45 PM	
⊞ ☐ ✎		56	3/6/20 2:38 PM	mefisher@k12.wv.us	mefisher@k12.wv.us	Laptop	● Medium	Complete	I would like my old HP ProBook for...	Unassigned	BOE Technology (3)	3/9/20 11:28 AM		3/9/20 11:28 AM	

New Help Desk Ticket Created: ID-649

8427@helpdesk.schooldude.com
Thu 11/12/2020 10:40 AM
To: Maggie Fisher

[EXTERNAL SENDER]: Do not click links, open attachments or reply to this email unless you recognize the sender and know the content is safe.

Reply above this line.

Ticket ID-649 has been created.

Location: TCHS

Room: Library

Reporter: mefisher@k12.wv.us

On Behalf Of: mefisher@k12.wv.us

This is a test ticket.

Click here to view ticket

After you create a ticket, you will get an e-mail. You can reply directly to the e-mail to add notes to your ticket.

Reply   Forward

Send Attach ⌄ Sensitivity ⌄ Discard ···

To 8 8427@helpdesk.schooldude.com ✕   Bcc

Cc

Re: New Help Desk Ticket Created: ID-649

The issue has been fixed.

Just click "reply," type your note, and click send.

From: 8427@helpdesk.schooldude.com <8427@helpdesk.schooldude.com>
Sent: Thursday, November 12, 2020 10:40 AM
To: Maggie Fisher <mefisher@k12.wv.us>
Subject: New Help Desk Ticket Created: ID-649

[EXTERNAL SENDER]: Do not click links, open attachments or reply to this email unless you recognize the sender and know the content is safe.

Reply above this line.
Ticket ID-649 has been created.
Location: TCHS
Room: Library
Reporter: mefisher@k12.wv.us
On Behalf Of: mefisher@k12.wv.us
This is a test ticket.
Click here to view ticket.

Are the auto-complete suggestions above helpful? Yes No

The Tech Team may ask for additional information, so look for follow up notes or e-mails.

Send | ⌄   Discard

Tickets I Have Submitted

Overview   Attachments [0   **Notes [1]**

	Note	Created On	Created By	Source
☑ ✎	The issue has been fixed. [EXTERNAL SENDER]: Do not click links, open attachments or reply to this email unless you recognize the sender and know the content is safe.	11/12/20 10:44 AM	mefisher@k12.wv.us	Email

After you submit your ticket, you can access the Overview, Attachment, and Notes tabs. Anytime you reply to a SchoolDude e-mail, your reply will show up in the Notes section.

Use the "New" button at the bottom of the screen to create a new note.

Page 1 of 1   Items per page: 20   Export   Import   Displaying 1 - 1 of 1

New   Reset   Close

SCHOOLDUDE. Help Desk   Knowledge Base

Search...   Home   Help   Logout   --Select Product--

Ticket List   New Ticket   My Tickets

Welcome mefisher@k12.wv.us

🌋 Tickets I Have Submitted

Overview   Attachments [0]   Notes [0]

Ticket Details

ID:	649	Date Submitted:	11/12/20 10:40 AM
Work Type:	iPad (Apps/Issues/Accessories)	Description:	This is a test ticket.
Reported By:	Fisher, Maggie (mefisher@k12.wv.us)		
On Behalf Of ❓:	Fisher, Maggie (mefisher@k12.wv.us)		
Location:	TCHS		
Room:	Library		
Inventory Asset:			➕➖

Questionnaire

Did you hard reset the iPad? iPad 6 Gen (Student) Press and hold POWER and HOME button. iPad Pro (Staff) Press Volume UP, Press Volume Down, then hold Power button.   yes

If you solve your issue before a member of the Tech Team, please cancel your ticket and follow up with a tech team member.

Resolution

Workflow

Priority:	🟡 Medium	Completed On:	
Status:	New Request	Completed By:	
Source:	Requester Portal	Last Updated On:	11/12/20 10:40 AM
Assigned To:	Unassigned	Last Updated By:	mefisher@k12.wv.us
Work Queue:	iPad (3)		

Apply   Save   Cancel Ticket   one Ticket   Reset   Close
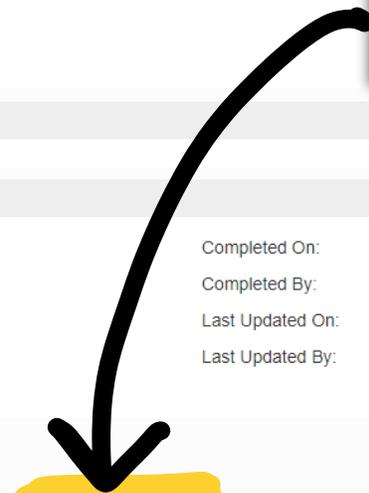
SchoolDude allows multiple people to address tech issues.

Yes, it's an extra step and it might be easier for you to send a text or e-mail, but tech requests and issues add up. SchoolDude allows the Tech Team to collaborate and work together across multiple campuses.