

Using SchoolDude

Tyler County Schools - Tech Department

November 2020

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

SchoolDudeapps

HELP | CONTACT US

Account Login

Login Name

mefisher@k12.wv.us

Password

.....

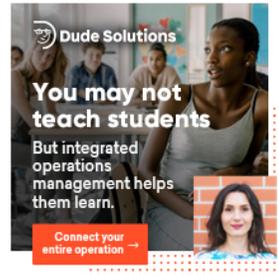
Product

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.

Click on "New Ticket."

The screenshot shows the SCHOOLDUDE Help Desk interface. At the top left is the SCHOOLDUDE logo. To its right are links for 'Help Desk' and 'Knowledge Base'. On the right side of the top bar, there is a search input field labeled 'Search...', followed by links for 'Home', 'Help', and 'Logout', and a dropdown menu labeled '--Select Product--'. Below the top bar, the main content area is divided into two sections: 'Available actions' on the left and 'Frequently visited places' on the right. The 'Available actions' section contains a list of links: 'Popular Places', 'My Settings', 'My Alerts', 'My Filters', 'My Scope Settings', 'My Dashboard Subscriptions', and 'My Menu'. The 'Frequently visited places' section contains a list of links: 'Ticket List', 'New Ticket', and 'Help Desk'. A yellow circle highlights the 'New Ticket' link, and a black arrow points from a green callout box above to this link.

Available actions	Frequently visited places
Popular Places	Ticket List
My Settings	New Ticket
My Alerts	Help Desk
My Filters	
My Scope Settings	
My Dashboard Subscriptions	
My Menu	

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 CRITICAL PLEASE FOLLOW UP TICKET WITH A PHONE CALL TO A MEMBER OF THE TECHNOLOGY TEAM

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

^ Ticket Details

Work Type: iPad (Apps/Issues/Accessories) [v]
On Behalf Of: Fisher, Maggie (mefisher@k12.wv.us) [v]
Location: TCHS [v]
Room: Library [v]
Inventory Asset: [+ -]

Description: This is a test ticket.

^ 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.

SCHOOLDUDE [Help Desk](#) [Knowledge Base](#) [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:	<input type="text" value="iPad (Apps/Issues/Accessories)"/>	Description:	<input type="text" value="This is a test ticket."/>
Reported By:	Fisher, Maggie (mefisher@k12.wv.us)		
On Behalf Of	<input type="text" value="Fisher, Maggie (mefisher@k12.wv.us)"/>		
Location:	<input type="text" value="TCHS"/>		
Room:	<input type="text" value="Library"/>		
Inventory Asset:	<input type="text"/>		

^ 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.

^ 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)		

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

8

8427@helpdesk.schoolde.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

To 8 8427@helpdesk.schooldude.com

Bcc

Cc

Re: New Help Desk Ticket Created: ID-649

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

The issue has been fixed.

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.

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

Are the auto-complete suggestions above helpful? Yes No

Note	Created On	Created By	Source
<input type="checkbox"/> <input type="checkbox"/> 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.

New

Reset

Close

The screenshot shows the SCHOOLDUDE Help Desk interface. At the top, there is a navigation bar with 'SCHOOLDUDE', 'Help Desk', and 'Knowledge Base'. A search bar and user information are also present. Below the navigation bar, there are tabs for 'Ticket List', 'New Ticket', and 'My Tickets'. The main content area shows a ticket with an 'Attachments [0]' tab highlighted in yellow. A yellow box highlights the 'Attachments [0]' tab, with an arrow pointing to a green text box. Another yellow box highlights a gear icon in the top right of the attachment area, with an arrow pointing to a second green text box. A third yellow box highlights a 'File Upload' dialog box, with an arrow pointing to a third green text box. The dialog box contains a 'File:' label, a text input field, a 'Browse...' button, and 'Submit' and 'Cancel' buttons. At the bottom of the screen, there are buttons for 'New', 'Apply', 'Save', 'Delete', 'Reset', and 'Cancel'.

Help Desk Knowledge Base Search... Home Help Logout --Select Product--

Ticket List New Ticket My Tickets

Tickets Submitted

Overview Attachments [0] Notes [1]

Ticket Attachment

Overview

Attachment:

Description:

Created By:

Date Created

Welcome mefisher@k12.wv.us

Next, click on the gear to access the File Upload option.

The Attachments tab allows you to include pictures or other documents to help the Tech Team solve the issue.

Click "New" at the bottom of the screen to get started.

File Upload

File:

Browse...

Submit Cancel

New Apply Save Delete Reset Cancel

Tickets I Have Submitted

Overview Attachments [0] Notes [0]

^ Ticket Details

ID: 649
Work Type: iPad (Apps/Issues/Accessories)
Reported By: Fisher, Maggie (mefisher@k12.wv.us)
On Behalf Of: Fisher, Maggie (mefisher@k12.wv.us)
Location: TCHS
Room: Library
Inventory Asset:

Date Submitted: 11/12/20 10:40 AM
Description: This is a test ticket.

^ 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.

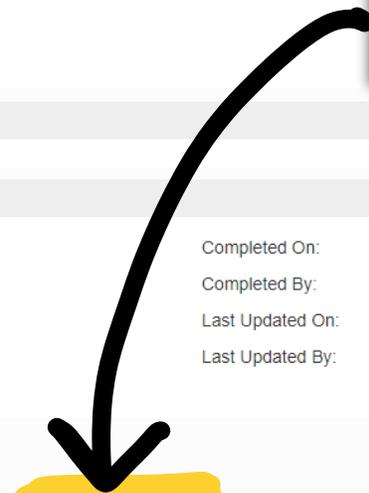
^ Resolution

^ Workflow

Priority: ● Medium
Status: New Request
Source: Requester Portal
Assigned To: Unassigned
Work Queue: iPad (3)

Completed On:
Completed By:
Last Updated On: 11/12/20 10:40 AM
Last Updated By: mefisher@k12.wv.us

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



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.