


[How to Submit a Ticket](#)

- Go to <https://www.myschoolbuilding.com/sso/default.aspx?acctnum=969067520&ProductID=TEHPDK> and log in using the same credentials used for a Elmore County Schools computer.
- Once logged in, follow any provided guidelines detailed in the Instructions section and complete all required fields marked with a red line. Once all fields are complete, click on **Create Ticket**.

[How to View Submitted and Edit Tickets](#)

- After the ticket is created click on the **My Tickets** tab located to the right of the New Ticket button on the grey bar.

<input checked="" type="checkbox"/>	ID ▾	Date Submitted
<input checked="" type="checkbox"/> 	34	5/31/17 7:32 PM

- To edit created tickets click on the pencil icon to the left of the ticket ID.
- From this view you have the ability to *Cancel* or *Clone Ticket* located in the bottom & center of the screen.
 - Cancel Ticket: This will cancel the ticket and alert the assigned Technician.
 - Clone Ticket: This will create a copy of the ticket if you need to make multiple tickets with similar issues.


[How to add an attachment to a ticket](#)

- In Help Desk, you have the ability to add jpeg and pdf files to tickets as attachments.
- From the **My Tickets** tab, click on the **Pencil Icon** next to the ticket where you want to add the attachment.



DUDE SOLUTIONS
Server time: Aug 30, 2017 16:25

Help Desk About

New Ticket My Tickets

 Tickets I Have Submitted

+ Filter


<input type="checkbox"/>	<input type="checkbox"/>	ID ▾	Date Submitted	Requested By	Work Type	Priority	Status
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> 	6	8/7/17 5:47 PM	techrequester@dudesoln.com	Chromebook	● Medium	Complete
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> 	5	8/7/17 5:32 PM	techrequester@dudesoln.com	AV Equipment	● Medium	Waiting Funding

- On the ticket, select the **Attachments tab**.

DUDE SOLUTIONS
Server time: Aug 30, 2017 16:24

[Help Desk](#) [About](#)

[New Ticket](#) [My Tickets](#)

 Tickets I Have Submitted

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

<input type="checkbox"/>	Attachment	Description	Created By	Date Created
No data to display				

- From the attachments tab click on **New** located at the bottom and center of the page.
- Next click on the **Gear Icon** next to Attachment.

Overview

Attachment: 

- Click **Browse**, navigate to your attachment, and click on the **Submit** button.
- After the file has been selected, provide a brief description for the attachment and click **Save** at the bottom of the screen.


[How to add a note to a ticket](#)

- Notes provide the ability for Technicians and Requesters to communicate and provide updates on the ticket.
- From the **My Tickets** tab, click on the **Pencil Icon** next to the ticket where you want to add the note.
- On the ticket for select the **Notes** tab.


DUDE SOLUTIONS
Server time: Aug 30, 2017 16:24

[Help Desk](#) [About](#)

[New Ticket](#) [My Tickets](#)

 Tickets I Have Submitted

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

<input type="checkbox"/>	Note
<input type="checkbox"/> 	Fixed his Chromebook. Battery was dead.

- From the Notes tab click **New** at the bottom.
- Enter the note in the open text field and click **Save** at the bottom of the screen.