SchoolDude Technology Ticket System

- Open internet browser and click on the icon located on the ACSC District Staff Link page to create a ticket.
- Logon using your network username and password
- If this is your first time logging in, you will need verify all fields are correct - select YES to verify.

TO CREATE A TICKET: Click on IT Request tab.

Step 1: Contact Information – Double check for accuracy.
- Please be yourself, click here if you are not Cynthia Gaddy

Step 2: Location - information should be filled in. Double check for accuracy.
- If you alter the room number or extension, put a checkmark under "Yes, remember my area entries for my next new request entry".

Step 3: Select Problem Type – Click on drop down arrow for options
- Choose: Student Database for PowerSchool issues
- Choose: Student Hardware for Stream issues

Step 4: Description – be as detailed as possible

Step 5: Time Available for Maintenance – This helps the Tech to plan the best time to work on your ticket without interrupting your class.

Step 6: Purpose – This field is only needed for tickets involving HP Streams (STEPUP) or software listed below.
• Step 7: Attachment – you can submit screenshots to further explain your issues.

**Step 7 Attachment**
Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

• Step 8: Submit – Make sure you check your emails for questions and updates on your tickets.

**Step 8 Submit**
Your new requests are automatically shown as approved by you on submit.

NOTE: You will receive the following notifications.
You will be notified of request assignment.
You will be notified of status changes to your request.

**Checking the Status of Your Help Desk Requests**
Click on “My Requests” tab and under “Shortcuts” choose “My IT Requests”
You can click on the Technician name to post a message.