


SchoolDude Technology Ticket System



- Open internet browser and click on  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.

Step 1 Please be yourself, click [here](#) if you are not Cynthia Gaddy

First Name Cynthia	Last Name Gaddy	Email caqaddy@avon-schools.org
Phone 6125	Pager	Mobile Phone (317) 525-8184

- 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 2 Location

Middle School South


Area -- Select Area --

Area/Room Number
MS A121

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 3 Select Problem Type:

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

-- Select IT Problem Type --

- Step 4: Description – be as detailed as possible

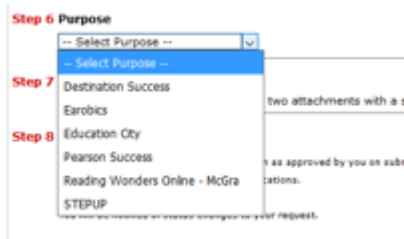
Step 4 Please describe your problem or request.

1. Computer Name (found on the computer desktop black screen)
2. Any error messages
3. As much detail 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 5 Time Available for Maintenance

- 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

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

Post a New Message

[Close Window](#)

IncidentID 582

E-Mail To: If needed, type additional email addresses here. The default will be the assigned Technician
(Note: You can type in email address)

Your Name: Liza Hazzard

Your Email: lmhazzard@avon-schools.org

Subject:

Message: MESSAGE FROM INCIDENT: 582
Liza Hazzard **Post message here**

Click to send the message