Aurora Public Schools

Help Sheet for Service Requesters

SchoolDude Service Request/Work Order Management System

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### Web Browser setup

**Step 1**

To use this site, browser cookies must be enabled. To enable cookies, simply change your browser settings. For information on how to enable browser cookies refer to your browser’s help option.

To use SchoolDude, your internet browser needs to be set to accept browser cookies. You may see the message at left if your settings are not correct or you have deleted your cookies file.

Refer to your browser settings/help function to enable the cookies function.

**Step 2**

To assist with login and other data entry you may want to enable your browser “autocomplete” function.

The **AutoComplete** feature saves the text you've previously entered for web addresses, forms, and passwords, and retrieves that same text for you if you begin to type the same information again later.

Refer to your browser help function for guidance on setting this function.

### First Sign-on/Self-Registration

**Step 1**

IMPORTANT: Do not begin this self-registration process UNTIL you are ready to submit a request. Your registration is not completed, saved until you complete your first request.
Step 2
In your web browser, enter this address:

https://www.myschoolbuilding.com/myschoolbuilding/MyGateway.asp?acctnum=402804736

You should now see the screen pictured below.

Step 3
APS (CO), Service Request System

Welcome! To begin, please enter your email address below.

Email Address

Submit

Step 4
At this point, with the Welcome! screen displayed you will want to create a shortcut to be placed on your desktop, or Add to your Favorites list.

In a blank area of the screen, do a right-click with the mouse and select Create Shortcut or Add to Favorites.

Step 5
Click on Yes to the next message that appears.

Minimize your browser/ go to your desktop to verify that shortcut was created.
Step 6

rename this shortcut to “schooldude requests”.
with your mouse on the shortcut, do a right click and select rename. then change the name as indicated above and press enter.

step 7

if adding to favorites, you’ll see this screen. change the name and then click on add.

step 8

restore your browser to full size.
enter your full aps email address and then click on submit.
this email address will serve as your login name and will be used for email correspondence within schooldude.
Step 9

Welcome! To begin, please enter your email address below.

**Email Address**: xxxxxxxxxxx@aps.k12.co.us

We cannot find the indicated email address. Please either correct the email address or enter your last name below if you are a new requester.

**Last Name**

Submit

At your first login, you will see this message. After your successful registration, you will not see this message again.

To begin the registration, enter your Last Name and click on Submit.

Step 10

**Indicates required information.**

- **First Name**
- **Last Name**
- **Email Address**: xxxxxxxxxxx@aps.k12.co.us
- **Phone Number**: Pager
- **Cellular Phone**

Submit

Continue with the registration; enter First Name and Phone Number (work contact) and then click on Submit.

(Pager and Cell Phone not required)

Reminder – review the Note at the bottom of the screen.

Step 11

This will bring you to the main request page. After your registration is completed, this will be the page you will see when you login.

From here you will prepare and submit your first service request. Upon completion of that task, your registration will be complete.
Step 1

This is the “home” screen or the one that first appears when you login to “SchoolDude Requests”.

Reminder that you will use this system for requests to Environmental Compliance, Maintenance & Operations or Print Services organizations only.

Note the 5 tabs:

- Maint Request – the main page for creating/submitting your service requests.
- Inventory Request – disregard; this function is not enabled for your access.
- My Requests – a page to display information about all of your service requests.
- Settings – page with your contact information and access to update e-mail notification preferences.
- Help – 3 of the HELP links will display information as pictured at left. Disregard all other information on the screen that appears.
Step 2

Also note . . .

There is a link to our APSnet home page for any reference needed. This may be handy for use when creating requests to Print Services.

And,

MD Login --- disregard, your access is limited to SchoolDude. Requests only.

Finally, when finished with your work, use the LOGOUT link to exit. This will return you to the original login page which you can close with File, Exit or click on ‘X’ in upper right corner.

Prepare/Submit a Service Request

Step 1

For Print Services Requesters only – prepare your “Request for Printing” form. Go to the Print Services website (http://printservices.aurorak12.org/ordering/) to download the latest version of the “Request for Printing”. After completing the form, save it to your desktop or other folder.
### Step 2

Asbestos

Bird remediation and deterrent

Blood borne Pathogens

Confined Space Monitoring

Emergency cleanup response for spills

Hazardous Materials Storage and Disposal – such as chemicals, old products, batteries, used lighting lamps, appliances, lab specimens, meds and sharps containers, mercury

IAQ – Indoor Air Quality

Lead

Mold

Radon

Respiratory Protection

Storm water

For review and reference, here is a list of the services typically provided by the Environmental Compliance section.

### Step 3

Welcome to APS’ system to request service from Environmental Compliance, Maintenance & Operations, or Print Services.

For any questions or problems using the system, please contact our HelpDesk at phone: 303.840.8520 or e-mail HelpDesk@aps.k12.co.us.

- Indicates required information.

**Step 1**

Please be yourself, click here if you are not Tim Todd

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tim</td>
<td>Todd</td>
<td></td>
</tr>
</tbody>
</table>

Phone: 303.840.8520 ext. 20

There are 8 steps to prepare and submit a service request, described as follows:

**Step 1**

Verify name, email and phone information. If you are not the person indicated, click as indicated and re-logon or create your own registration.
Step 2

Identify location information.
There are 3 pieces to this information:

- Location
- Area
- Area/Room

And, if you will be using the same location entries for future requests, note the check box.

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Step 5

The **Change Location** link will appear on future logins if you checked the box to remember area entries.

Click on this link to clear your location entry.

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Step 6

To select Location (required), click on the ▼ to open a list of APS sites, in alphabetical order. Click on your site to select and enter into the location field.

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Step 7

To select the Area, click on the ▼ to open a list of area descriptions, listed in alphabetical order. Select an area that best fits the location within your site where the requested service is to be performed. Click on your selection to fill the field and close the list.
Step 8

The Area/Room Number is required, but there is no list to choose from. Instead, this is a field where you type in your information. Click on the field and enter your information being as clear, specific and detailed as possible as to where the issue is or where the service is to be performed.

For Print Services Requests only -- for support sites, please use this field to specify your department name (i.e. Communications, Human Resources, etc.)

Step 9

Step 3

Select Problem Type (required).

Click on the \( \Rightarrow \) to open a list of problem types/areas/crafts listed in alphabetical order. Select the one that best fits your issue to be resolved or service to be provided.

Note --- for Environmental Compliance requests always select Environmental Services; for Print Services requests, always select Print Shop.
**Step 4**

Please describe your problem or request.  Be as descriptive and specific as possible.

For work that is site-chargeable, include your budget code in this area.

For Print Services requests, enter the 24-character description that you entered (or will enter) on your electronic “Request for Printing” form. This description will appear on your Oracle statement when the job is billed.

**Step 5**

Select Purpose (required)

Who is to receive this request?

Click on the ✅ to open the selection list:

- Environmental Compliance
- Maintenance & Operations
- Print Services

Click on the appropriate one for your request to fill the field and close the list.
Step 6

**Attachment**

You may have a need to attach a file, as well, to support, provide additional information or reference for the work order.

As noted in the screen shot at left, there is a maximum number/size for these attachments.

To attach a file, click on **Attach New File**.

For Print Services, attach your Request for Printing form along with your digital file for printing.

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### Step 12

**Step 6 Attachment**

(Maximum allowed is two attachments with a size of 3MB or less per file.)

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### Step 13

**Work Order File Attachment**

**File Description**

- photo of graffiti\damage to trophy case

To add a file attachment to the work order click "Browse..."

C:\Documents and Settings\todd\Desktop Browse...

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**Delete** | **Date** | **Submitted by** | **File Name** | **Description** | **File Size**
---|---|---|---|---|---
[X] | 6/15/2012 5:41:02 PM | Tim Todd-Tnal | S23688.PDF | Photo of graffiti damage to trophy case | 120719

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File was saved. Add another file or Back to Work Order

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**Step 14**

**Attachment**

(Maximum allowed is two attachments with a size of 3MB or less per file.)

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This indicates that file has been attached. If necessary, you can delete before submitting the request.

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Page 11 of 18
Step 7
Enter the Submittal Password which is:

`heydude`

Did you forget your password?
Type your email address in the box below and we'll email your password right away.

**Email Address**

[Submit]

If you forget the submittal password, enter your email address and Submit. The password will come back to you in an email.

Step 8
Click on the Submit button (required) to submit your request. If this is your first request, your registration will also be saved.
### Review/Update My Settings for Email Notification

#### Step 1

SchoolDude includes functions for email notifications to service requesters regarding their submitted requests.

To review the settings and update these settings, click on the Settings tab. Then click on the Maint Request link.

#### Step 2

You will see your registration information listed; if necessary, change that information.

Below the registration information you will see this list of “generic” email notification settings that are set by default when your account is created.

These are the four types of notification emails within the system. Click on sample to view the format of the system-generated message that you will receive with each.

#### Step 3

If you wish to change which email notifications you want to receive, click on the button next to your name and then select which of the available notifications you wish to receive. If you want no notifications, leave all of the check boxes blank.

Enter the submittal password and click on submit to save your settings changes.

You should see My Settings Saved at the top of the screen.
Click on the My Requests tab to display the “My Maint Requests” page, as displayed at left.

In the Note: --- please disregard the second sentence; that function is not enabled at this time.

Upon submittal of your request, it will be added to this list. All of your requests remain in this list, regardless of status.

Each request listed will include the data elements as displayed in the blue, column heading area.

You can sort the list by clicking on any one of the headings – the list will then be sorted by that item you selected.

Search for any specific work orders by placing keywords or work order numbers in the Search this results for: box and clicking on GO. Restore the full list by clicking on Show All.

The data for each request will be updated when there are any changes made to any of the items listed. Specifically, Status, Action Taken, and Complete Date will be of interest to you as you monitor your requests.

Note the Request Totals in the upper right corner. This is a listing of your requests organized by Status. By clicking on the red number for each will select and display those requests that are in that specific status.
**Step 2**

**My Maint Requests**

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
<th>Area</th>
<th>Request Date</th>
<th>Actual Completion Date</th>
<th>Assigned To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending</td>
<td>Vassar EL. (141) ASB front-office</td>
<td>Administration Area</td>
<td>4/30/2012</td>
<td>4/30/2012</td>
<td>the-tech, dudette</td>
</tr>
<tr>
<td></td>
<td>record approved from site</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complete</td>
<td>Vassar EL. (141) ASB Lab Office Ti</td>
<td>Computer Lab</td>
<td>2/26/2012</td>
<td>4/25/2012</td>
<td>the-tech, dudette</td>
</tr>
<tr>
<td></td>
<td>outlet on back wall is dead</td>
<td></td>
<td></td>
<td></td>
<td>checked circuit OK, determined to be faulty circuit breaker, replaced, all checks OK, power on to outlet</td>
</tr>
</tbody>
</table>

For a printed list of your requests, click on the printer icon located at the top or bottom of your on screen listing.

The report is presented in PDF format so that you can print or save the file as you wish.

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**Step 1**

If you have questions or problems, as a first point of contact, please contact our HelpDesk.

They will most likely be able to assist with questions regarding self-registration or navigating or questions with this helpsheet.

For specific questions regarding Environmental Compliance, Maintenance & Operations, or Print Services requests, they will likely put you in touch with appropriate staff at each of those departments.

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**HELP**

**MaintenanceDirect**

1) For questions or problems contact or call:

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Contact Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>HelpDesk</td>
<td>303.340.0520 ext 28203</td>
</tr>
<tr>
<td>HelpDesk</td>
<td><a href="mailto:helpdesk@aps.k12.co.us">helpdesk@aps.k12.co.us</a></td>
</tr>
</tbody>
</table>
### Email within SchoolDude Work Order

#### Step 1

You may occasionally receive an email from Environmental, M &O, or Print Service staff regarding your service request. This message may come from within SchoolDude and, if so, will be formatted as displayed below, left.

<table>
<thead>
<tr>
<th>From:</th>
<th>SchoolDude Message Center [<a href="mailto:message.center@emp.schooldude.com">message.center@emp.schooldude.com</a>]</th>
</tr>
</thead>
<tbody>
<tr>
<td>To:</td>
<td>Tim Tead</td>
</tr>
<tr>
<td>Co:</td>
<td></td>
</tr>
<tr>
<td>Subject:</td>
<td>WORK ORDER: 138</td>
</tr>
</tbody>
</table>

Please do not reply to this message. It is a system generated message to notify you of a new message posted about a work order.

Please submit your response by clicking the following URL: [http://app18.schooldude.com/ww.asp?n=00073889&n=198540&n=200750](http://app18.schooldude.com/ww.asp?n=00073889&n=198540&n=200750)

WORK ORDER: 138

**WOID Description:** sink in classroom will not drain

#### Step 2

The message will come from SchoolDude Message Center.

As noted in the message, do not reply (through Outlook) to this message.

Instead, you will respond by clicking on the web link as provided in the message. It is imperative that you follow this procedure so that the entire message chain is maintained within the work order.
Step 3

When you click on the message web link, you will be taken to SchoolDude, with the original message to you, displayed at the top, with the form to post a reply at the bottom of the screen.

To post a reply . . .

If you want the original work order description as a part of your reply, click on the “Add WO description to message”.

Compose your reply in the message area.

Add more email addresses if necessary. All email addresses within our SchoolDude user group are listed in the Lookup.

When ready, click on the Post Message.
<table>
<thead>
<tr>
<th>Web Site References</th>
<th>For additional information about services from each of these groups.</th>
</tr>
</thead>
</table>