

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.

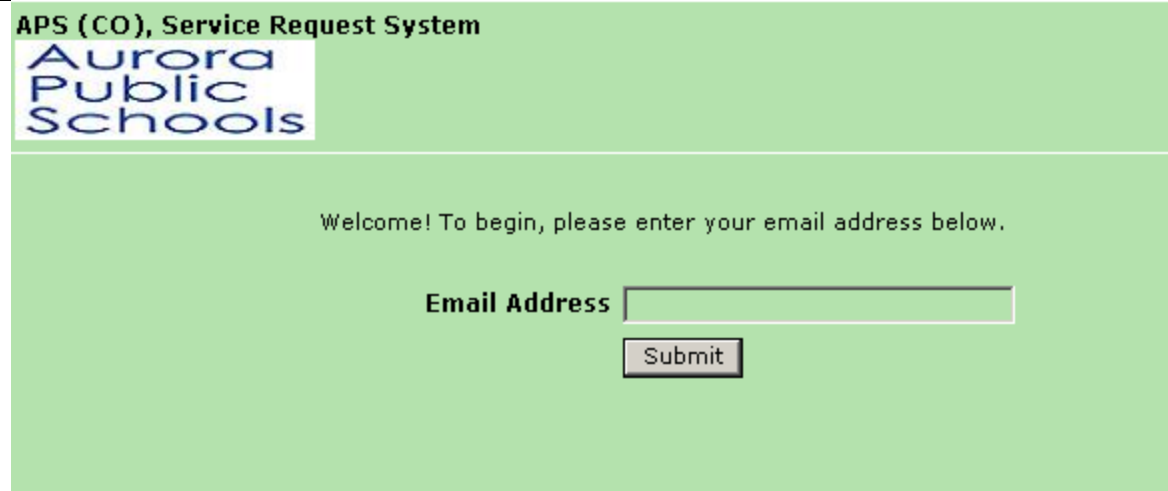
Step 2

In your web browser, enter this address:

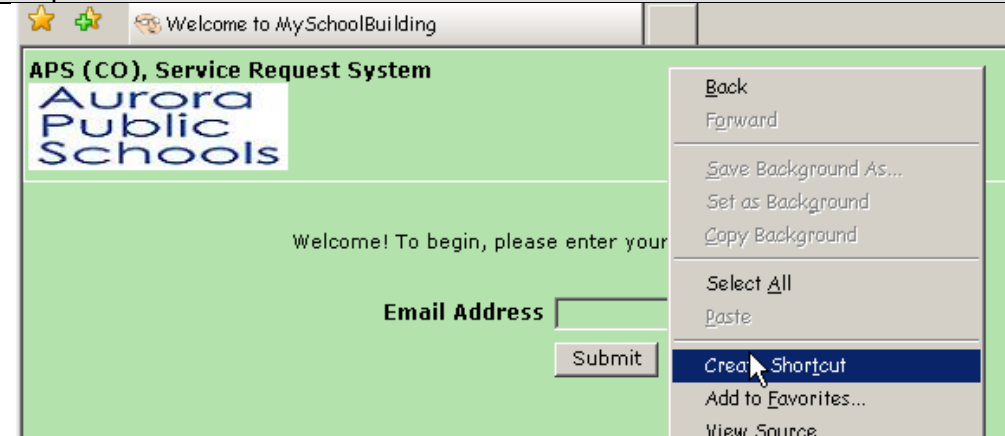
<https://www.myschoolbuilding.com/myschoolbuilding/MyGateway.asp?acctnum=402804736>

You should now see the screen pictured below.

Step 3



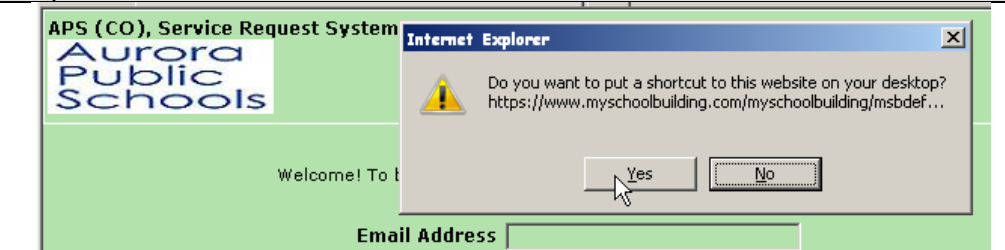
Step 4



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.

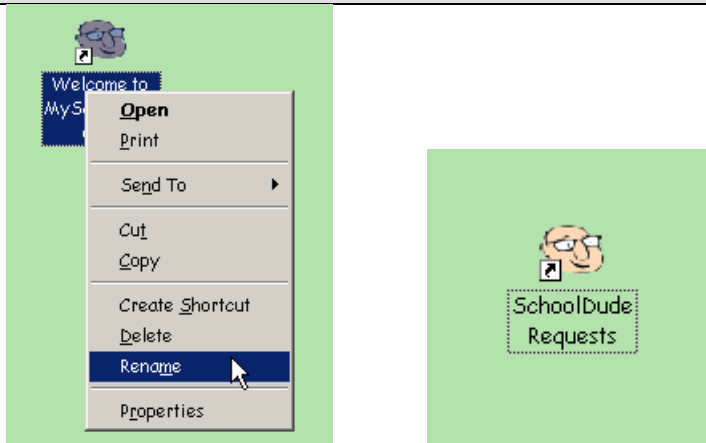
Step 5



Click on Yes to the next message that appears.

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

Step 6



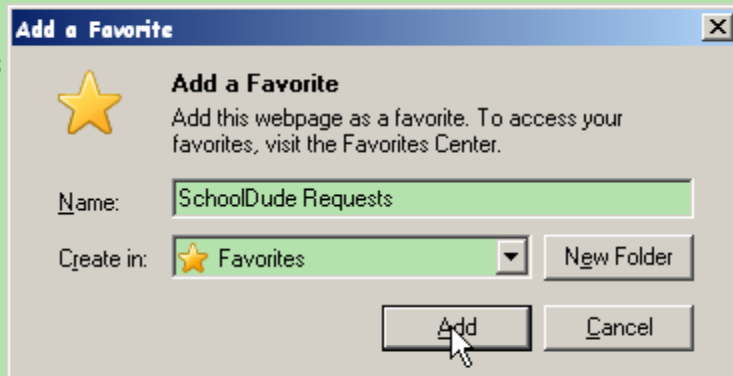
Rename this shortcut to "SchoolDude Requests".

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

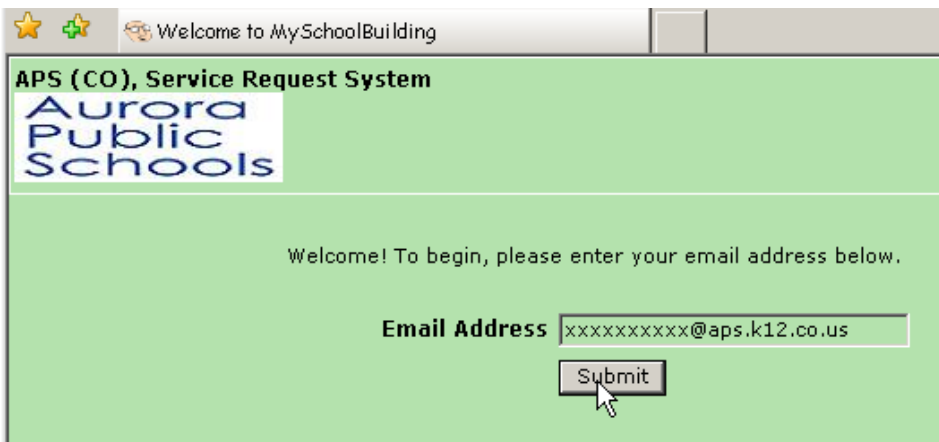
in, please enter your email address below.

address



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

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

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

Phone Number

Pager

Cellular Phone

Note: This information will be saved after you submit your first request. New users are not saved until their first request has been submitted.

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

APS (CO), Service Request System MD LOGIN LOGOUT HELP

Aurora Public Schools

APSNets

Maint Request Inventory Request My Requests Settings Help HELP

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: 303.340.0520 or ext 28203 or email: HelpDesk@aps.k12.co.us.

Indicates required information.

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

First Name <input type="checkbox"/>	Last Name <input type="checkbox"/>	Email <input type="checkbox"/>
<input type="text" value="Samantha"/>	<input type="text" value="Jones"/>	<input type="text" value="sjones@aps.k12.co.us"/>
Phone <input checked="" type="checkbox"/>	Pager <input type="checkbox"/>	Mobile Phone <input type="checkbox"/>
<input type="text" value="20002"/>	<input type="text"/>	<input type="text"/>

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.

Review Main Request Page (Home Screen)

Step 1

APS (CO), Service Request System

Aurora Public Schools

APNet

Maint Request Inventory Request My Requests Settings Help

MD LOGIN LOGOUT HELP

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: 303.340.0520 or ext 28203 or email: HelpDesk@aps.k12.co.us.

Indicates required information.

Step 1 Please be yourself, click here if you are not Samantha Jones

First Name	Last Name	Email
<input type="text" value="Samantha"/>	<input type="text" value="Jones"/>	<input type="text" value="smjones@aps.k12.co.us"/>
Phone <input checked="" type="checkbox"/>	Pager	Mobile Phone
<input type="text" value="289992"/>	<input type="text"/>	<input type="text"/>

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.

HELP

MaintenanceDirect

1) For questions or problems contact or call:

Contact Name	Contact Phone
HelpDesk phone	303.340.0520 ext 28203
HelpDesk e-mail	Helpdesk@aps.k12.co.us

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.

APS (CO), Service Request System

Aurora Public Schools

APSNET

MD LOGIN LOGOUT HELP

Main Request Inventory Request My Requests Settings Help

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: 303.340.0520 or ext 28203 or email: HelpDesk@aps.k12.co.us.

Indicates required information.

Step 1 Please be yourself, click here if you are not Samantha Jones

First Name	Last Name	Email
Samantha	Jones	sjones@aps.k12.co.us
Phone <input checked="" type="checkbox"/>	Pager	Mobile Phone
20992		

Prepare/Submit a Service Request

Step 1

REQUEST FOR PRINTING

GL ACCOUNT CODE NUMBER		Account code is required before work can begin.	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
REQUESTED BY (Name/School):		3-LETTER SCHOOL/ DEPT. CODE	
<input type="text"/>		<input type="text"/>	
PHONE NUMBER, EXTENSION	APPROVED BY	NEED BY A SPECIFIC DATE:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
E-MAIL ADDRESS	<input type="text"/>		
<input type="text"/>			

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: 303.340.0520 or ext 28203 or email: HelpDesk@aps.k12.co.us.

Indicates required information.

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

First Name	Last Name	Email
<input type="text" value="Tim"/>	<input type="text" value="Todd"/>	<input type="text" value="twtodd@aps.k12.co.us"/>
Phone <input checked="" type="checkbox"/>	Pager	Mobile Phone
<input type="text" value="303.367.3000 ext 28"/>	<input type="text"/>	<input type="text" value="720.454.2651"/>

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-logout or create your own registration.

Step 4

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.

Step 2 Location

-- Select Location --

Area

Area/Room Number

Yes, remember my area entries for my next new request entry.

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.

Step 2 Location

Your current location is **Columbia** Change Location

Area

Area/Room Number Restroom by Gym

Yes, remember my area entries for my next new request entry.

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.

Step 2 Location

-- Select Location --

-- Select Location --

- Altura
- Arkansas
- Aurora Hills
- Boston
- Central
- Century
- Clyde Miller
- Columbia**
- Crawford

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.

Area

-- Remove Area Assignment --

-- Remove Area Assignment --

- Administration Area
- Annex
- Art Room
- Athletic Field
- Auditorium
- Auto Shop
- Auxiliary Gym
- Bakery
- Band Room**
- Bleachers
- Boiler Room

Step 8

Area/Room Number
CR 142, north entrance

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:



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

Step 4

-- Select Craft --

-- Select Craft --

Athletic Fields
Backflow
Bleachers
Boiler
Building Automation
Burglar Alarm
Cabinetry
Carpentry
Step 5
Carpet Repair
Ceilings
Clocks/Bells
Curtain Repair/Cleaning
Step 6
Display Boards
Door Cameras
Doors and Hardware
Electrical
Step 7
Electronic Door Access
Electronics

request.

attachments with a size of 3MB or less per file.)

Step 3

Select Problem Type (required).

Click on the ▼ 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 10

Step 4 Please describe your problem or request.

There is adequate space here to fully describe the issue or request. Be as descriptive and specific as possible. Where appropriate, include the budget account to be charged for the work.

Description (Max 24 Characters)

Step 4

Describe your problem or service 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 11

Step 5 Purpose

-- Select Purpose --
-- Select Purpose --
Environmental Compliance
Maintenance & Operations
Print Services

Step 6

Step 5

Select Purpose (required)

Who is to receive this request?

Click on the ▼ to open the selection list:

Environmental Compliance

or

Maintenance & Operations

or

Print Services

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

Step 12

Step 6

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.

Step 6 Attachment

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

Step 13

Describe the file you are going to attach.

Click on Browse and navigate to where you have the file on your computer or network folder. When you find the file, highlight and then click on Open to insert the path to the file into the field.

When ready, click on the Submit button to complete the attachment.

If another file to add, click on Add and repeat the process; otherwise, click on Back to Work Order.

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\twtodd\Desktop Browse...

Submit

Back

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

Step 14

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

Step 6 Attachment

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

Delete	Date	Submitted by	File Name	Description	File Size
<input checked="" type="checkbox"/>	6/15/2012 5:41:02 PM	Tim Todd-Trial	523688.PDF	photo of graffiti damage to trophy case	120719

Step 15

Step 7 Submittal Password

[Forgot Password?](#)

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 16

Step 8

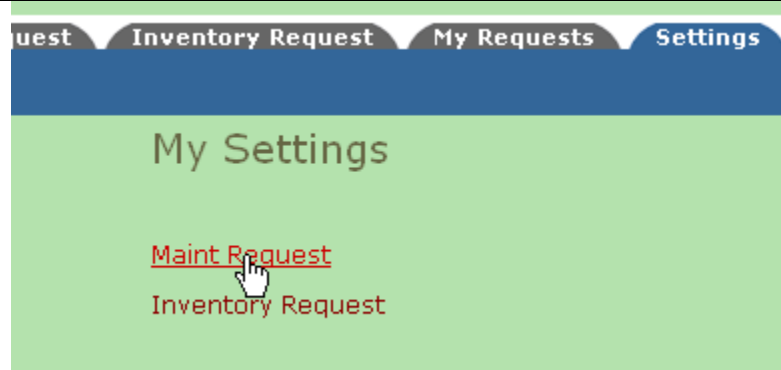
Submit

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

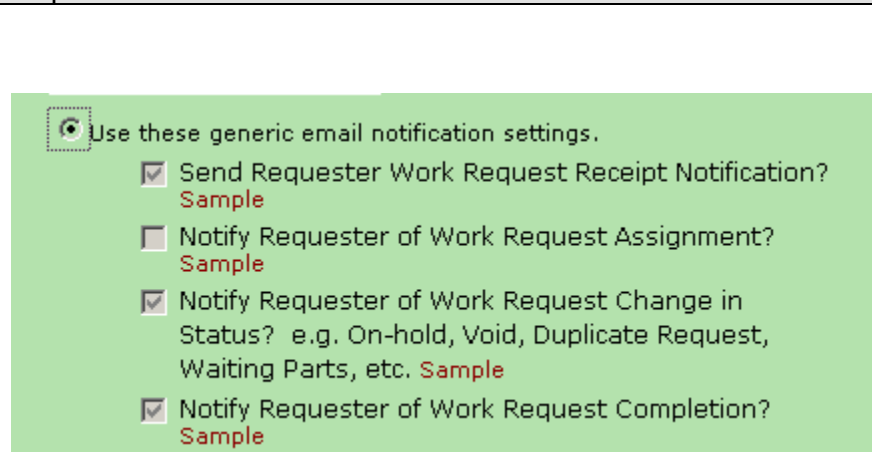


SchoolDude includes functions for email notifications to service requesters regarding their submitted requests.

To review the settings and update these settings, click on the Settings tab.

Then click on the Maint Request link.

Step 2

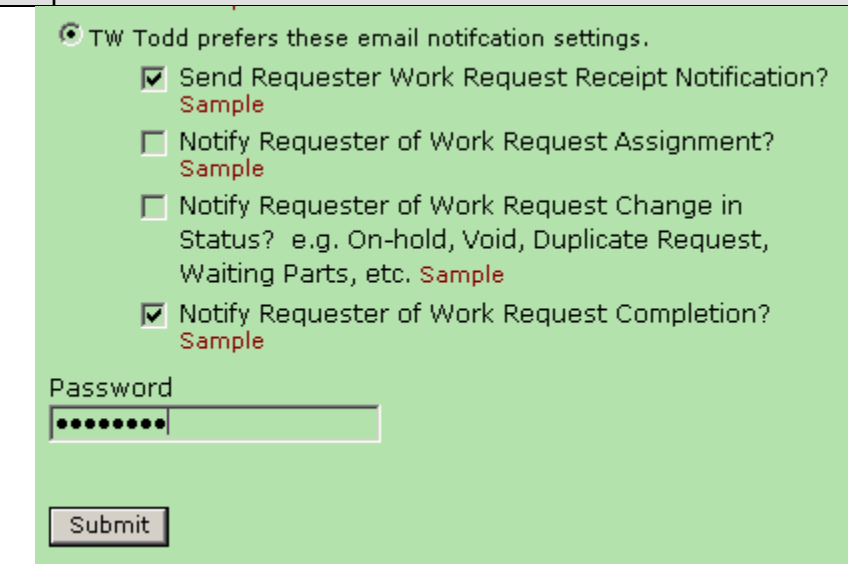


You will see your registration information listed; if necessary, change that information.

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.

Review My Requests

Step 1

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.

My Maint Requests

Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the current assigned person name to send email and request changes on your request.

Search for "

Search this results for: **GO** [Show All](#)

1 - 10 of total 10 listed

Request Totals

- 1 Work In Progress
- 3 Complete
- 1 Waiting More Information
- 1 Pending
- 1 Waiting Funding
- 3 Forwarded

Status	Location	Action Taken	Complete Date
Pending 135 Administration Area front office Maintenance and Operations	Vassar EL (141) ASB recd approval from site 123.654.987.357 secretary desk has collapsed (114)	No Action Note 4/30/2012 Furniture	4/30/2012
Complete 121 Computer Lab Lab Office Tim Todd	Vassar EL (141) ASB outlet on back wall is dead	checked circuit OK, determined to be faulty circuit breaker, replaced. all checks OK, power is on to	4/25/2012

Step 2

My Maint Requests

Status WOID	Location Building Area Description	Area Number	Request Date Type	Actual Completion Date Assigned To
Pending 135	Vassar EL (141) ASB Administration Area	front office	4/30/2012 Furniture	4/30/2012 the-tech, dudette
recd approval from site 123.654.987.357				
<u>secretary desk has collapsed (114)</u>				
Complete 121	Vassar EL (141) ASB Computer Lab	Lab Office Ti	2/28/2012 Electrical	4/25/2012 the-tech, dudette
outlet on back wall is dead				
checked circuit OK, determined to be faulty circuit breaker. replaced. all checks OK, power is on to outlet				

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.

Help

Step 1

HELP

MaintenanceDirect



1) For questions or problems contact or call:

Contact Name	Contact Phone
HelpDesk	303.340.0520 ext 28203
HelpDesk	helpdesk@aps.k12.co.us

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.

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.

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.

From: SchoolDude Message Center [message.center@smtp.schooldude.com] Sent: Sun 20-May-12 1:05 PM
To: Tim Todd
Cc:
Subject: WORK ORDER: 138

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://app30.schooldude.com/md.asp?a=466744832&w=138&t=1&p=25627932>

WORK ORDER: 138
WOID Description: sink in classroom will not drain

Step 3

[Back to WOID 138](#)

Subject: WORK ORDER: 138
Emailed To: twtodd@aps.k12.co.us
Author: dudette the-tech
Date: 6/6/2012 4:50:28 PM
Message: MESSAGE FROM WORK ORDER: 138
WOID Description: sink in classroom will not drain

Mr. Todd

We will have to replace the entire drain system under the sink. Please advise when the classroom will be available for at least three hours for us to complete the work.

Thank you,

Tonee

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.

Messages in this thread

 [WORK ORDER: 138](#) **dudette the-tech** 6/6/2012 4:50:28 PM (0)

Post a Reply

[Back to WOID 138](#) | [Create a new Message](#)

WOID 138

Requested 5/8/2012

Description sink in classroom will not drain

Add WO description to message.

E-Mail To [Lookup Email Addresses](#)

(Note: You can type in email addresses manually.)

Your Name: dudette the-tech

Your Email: toneetechee@gmail.com

Subject

Message

Web Site References

HelpDesk -- <http://helpdesk.aurorak12.org/>
Environmental Compliance -- <http://env.aurorak12.org/>
Maintenance & Operations -- <http://maintop.aurorak12.org/>
Print Services -- <http://printservices.aurorak12.org/>

For additional information about services from each of these groups.