Ansonia Public Schools Quick Step Guide for IT Requests

Make sure you have created your SchoolDude account as described in the “SchoolDude New Employee Password Setup” document.

Open your Internet Browser (Internet Explorer, Chrome, or Firefox), type in www.myschoolbuilding.com in the address bar, and press enter. There is also a link on our website (www.ansonia.org) for accessing the SchoolDude system.

The SchoolDude login screen will now be displayed.

Enter your ansonia.org email and your password in the boxes and click the Sign In button. If you’ve entered the correct credentials you will be taken to the SchoolDude Help Desk Screen. Please note the tabs at the top of the screen. Make sure you have selected the correct area for your request. There is a Maint Request tab for submitting requests for facilities and building related issues and an IT Request tab for submitting requests for technology issues. Submitting to the incorrect department will delay your requests as it will need to be re-routed to the appropriate area.
Step 1  Please be yourself, click here if you are not Vincent Pasteur
First Name: [Output]
Last Name: [Output]
Phone: [Output]
Email: [Output]

Step 2  Location
Area: [Output]
Activity Room: [Output]
You remember my area notes for my next new request entry.

Step 3  Select Problem Type
Technology Help Desk: Click on the problem type that best describes your issue.
- Audio / Visual
- Browser Filtering (U365)
- Copier
- Desktop/Workstation
- Internet Filter
- Printer Cartridge
- Printer Tray
- Smart Board
- Software Application
- Software Request
- Telephone Services

Step 4  Please describe your problem or request.

Step 5  Time Available for Maintenance

Step 6  Attachment
Match files if maximum allowed is two attachments with a size of 4MB or less per file.

Step 7  Submit Password
Password: [Output]
Forgot Password?

Step 8  Submit
Your request may be automatically closed by our system. You will receive an email notification.

Legend
- [Output] Required Information
Your name and email address will already be populated in those fields. Any item with a red check box is a required field and must be completed in order to submit your request. In Step 2 select your location and area from the drop down menus and enter your room number in the Area/Room Number field. In Step 3 select the Problem Type by clicking on the icon that best applies to your issue. In the box for Step 4 enter a description of the issue you have. Your description should include any information you can provide that is related to your problem. Make sure you include any error messages from the issue along with any detailed information you can provide to help identify and resolve your problem. Step 6 will allow you to attach any files you may have that are related to the problem. Print screens of errors would be one example of an attachment you may want to provide.

Once all of the information is filled in you are ready to submit your request. A password is required in Step 7 in order to submit a request. The password is chargers and is the same for all request submissions.

If you’re missing any required information your request will not submit and you will need to complete those areas and submit again.

Once submitted an email will be sent to the IT Department alerting them of the request. You will receive an email letting you know your request is submitted and another email when the issue is resolved letting you know it has been completed. All technology requests/issues must be submitted via the SchoolDude system in order for them to be fulfilled.