

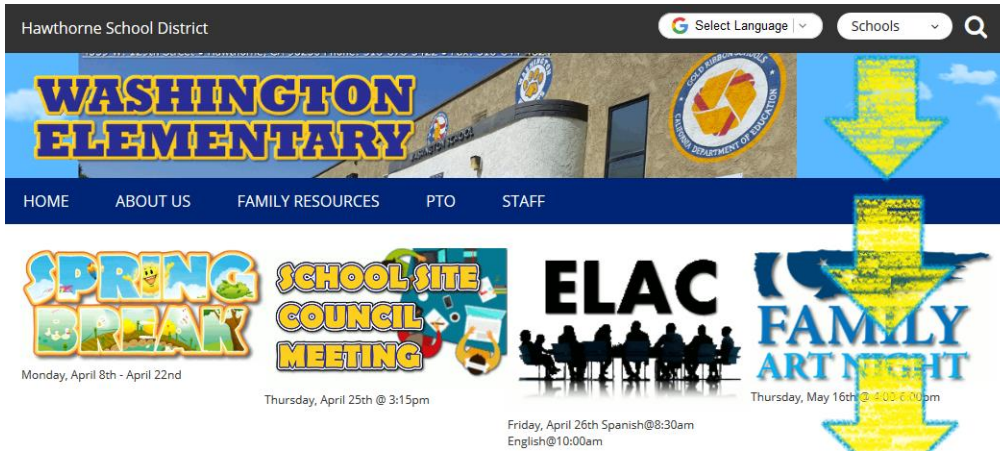


**SCHOOL
DUDE
.com**®

For End Users

Submitting an IT request in Schooldude

1. Go to your school website



Find and click on the
“schooldude” link

School Dude

Scroll down ...

(use the mouse wheel or the down arrow on
your keyboard to move the page down)



(one click only)

2. Fill in your Email & password

Hawthorne School District



[Maintenance Home Page](#)

Current SchoolDude User? Login Here!

Email

Password

[Sign In](#)

[Forgot Password?](#)

Never Submitted a SchoolDude Request? Register Here! 

Click “Sign In” once you have filled in the Email and Password fields ...

*Go to the next page if you don't know your password

*If you don't have your password...

Email

Password

[Forgot Password?](#)

1. Click on the “Forgot Password?” link.

2. Type in your email in the box
3. Click on “Submit”

Reset Password

Passwords are case sensitive and must be at least 6 characters long.

New Password

Confirm Password

Forgot Password?

Enter your email address below and we'll send you an email with instructions on how to reset your password.

Email Address

4. You should receive an e-mail with instructions.
5. Type in your new password (I suggest “helpme”)

**If you don't receive an e-mail response that probably means you don't have an account, go to the next page

** If you don't have an account ...

Hawthorne School District



Maintenance Home Page

Current SchoolDude User? Login Here!

Email

Password

Sign In

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Never Submitted a SchoolDude Request? [Register Here!](#) ^



Account Number

762537472

First Name

Last Name



Phone Number



Email



New Password



Passwords are case sensitive and must be at least six characters long.

Confirm Password



Register



NOTE: Registration will be complete after you submit your first request.
New users are not saved until their first request has been submitted.

1. Click on the arrow
2. Fill in your blank fields with your info
3. Click on the “Register” button

(click only one time)

3. Submitting a new request

Hawthorne School District

SchoolDude
apps



Maintenance Home Page

Maint Request IT Request Schedule Request My Requests Set

Maintenance Request

Welcome to Maintenance Direct

Make sure you're on the "IT Request" tab at the top
(one click only, please)

Select/Fill-in the following:

1. Location (drop down options)
2. Area (drop down options)
3. Area/Room Number (fill in)
4. Select checkbox to avoid having to repeat these steps

IT Request

Thank you for using our Internet service to submit work requests. This service helps us to promptly attend to your issue request form.

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

First Name

Last Name

Email

Phone

Pager

Mobile Phone

Step 2 Location ☒

Washington Elementary

Area

Classroom

Area/Room Number ☒

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

4. Filling out your request form

Step 3 Select Problem Type: ☒



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



Academic Management System



AV Equipment



Benchmark Assessment System



Closed Circuit TV Systems



Copier



CPU / Computer



Desktop/Workstation



Document Camera



Email



Equipment



Equipment Moving



Hardware



HR System



Laptop



Library System



Mobile Device



Monitors



Network Application



Network Connectivity



Password



Printers



Projector



Report Creation



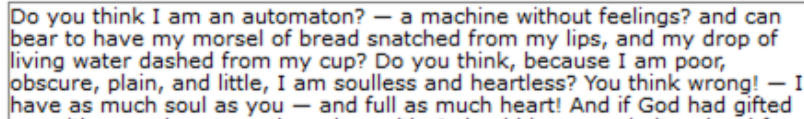
Reports/Labels/Forms

Select your problem type. Click on the icon related to the type of problem you are experiencing.

(One click only please)

5a. Fill-out type of request

Step 4 Please describe your problem or request. ☒



Do you think I am an automaton? — a machine without feelings? and can bear to have my morsel of bread snatched from my lips, and my drop of living water dashed from my cup? Do you think, because I am poor, obscure, plain, and little, I am soulless and heartless? You think wrong! — I have as much soul as you — and full as much heart! And if God had gifted

Bad Examples: “My printer is broken. I need a new one.”

“My computer is broken. Remember last time when you told me it wasn’t broken and that I just needed to restart? Well this time it really is broken. No, I haven’t restarted it yet. I’m waiting for you to do it.”

Good Examples: “My screen is black, but I haven’t tried pressing the power button for 10 seconds to restart it yet”

“My printer just sits there staring at me even though I’ve told it to print at least 10 times. It reminds me so much of my kids!”

“I restarted it already. It still doesn’t connect to the internet.”

5b. Fill-out type of request

Step 5 Attachment

[Attach New File](#) (Maximum allowed is two attachments with a size of 3MB or less)

Step 6 Submittal Password ☒

•••••

[Forgot Password?](#)

Step 7

- If the problem requires reassignment to a member of the IT department at the district office, it is important that you are specific and provide some detail. Complete sentences help those of us in the IT department to understand you better.
- Fill out the submittal password “helpme”
- Click on “Submit” at the bottom

(one click only, please)

6. Success!



Hawthorne School District



Maint Request IT Request Scheduling Request **My Requests**

My Requests Shortcuts ▾

My IT Requests

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

Search for "  Show All 

1 - 2 of total 2 list items

Status	Location	Action Taken
Incident ID	Description	Assigned To
Area		Request Date
Area Number		Type
New Request	Washington Elementary	No Action Note
14302	Black toner P1102W 613**	Hugo Moreno
Classroom		5/15/2019 9:10:38
		Printers



You will be taken to the “My Requests” tab after submitting your request.

Here you can see all of your schooldude requests.

You will also receive an e-mail confirmation.

