

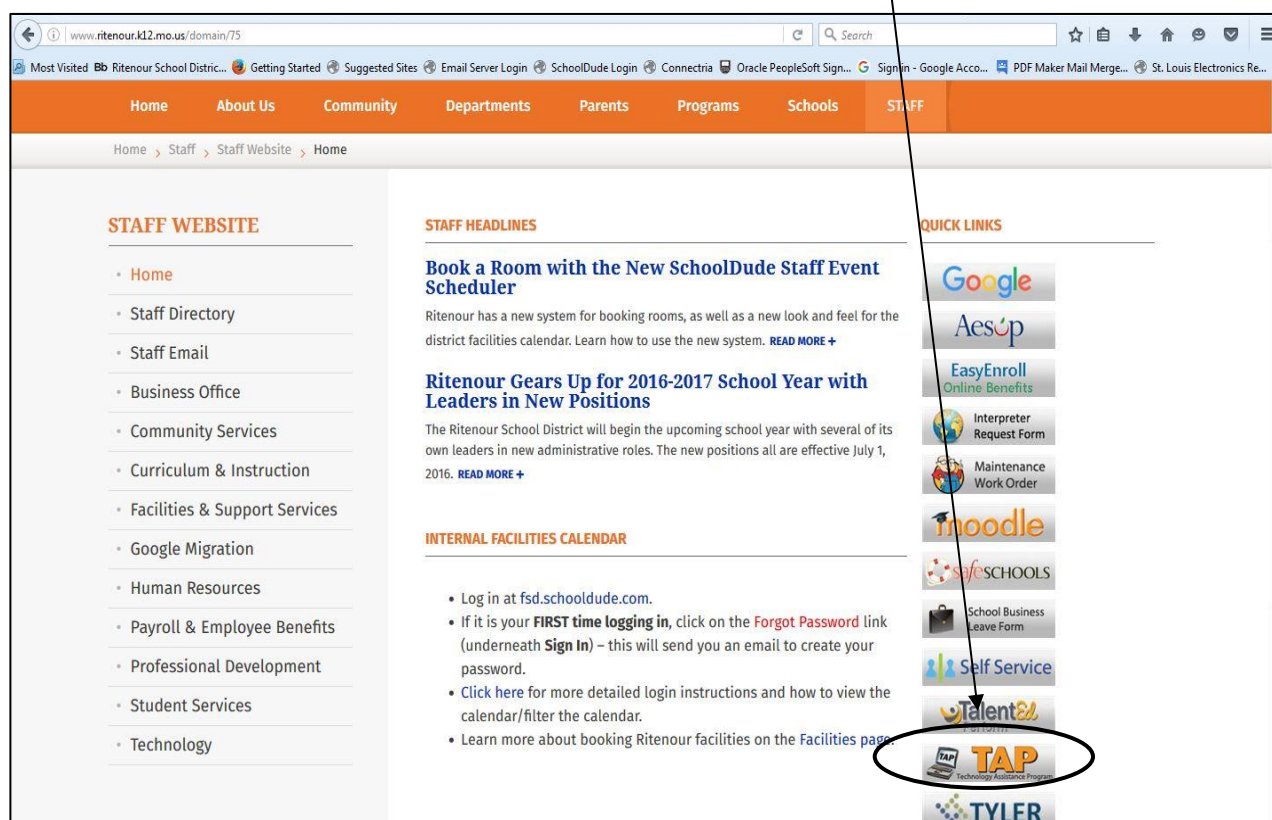
We are excited to introduce the Technology Assistance Program – better known as TAP. TAP is a web-based program designed to improve our response time and make it easier to solve most technology-related issues in a timely fashion.

Using TAP is simple. There is no need to log on to Ritenour's Website in order to place a TAP. Simply scroll under the Quick Links area and click on Staff Site. Click on the Technology Assistance Program (TAP) logo in the right side menu. Enter your e-mail address (lastnamefirstinitial@ritenourschools.org) and tell us about your technology problem. After you click submit, your building technology representative will contact you within 24 -72 hours to help solve your problem. It's that simple!

REMEMBER... the password to submit a TAP is ritenour (this way if your issue is password-related, you can still get assistance) **ALL staff use this password to submit TAP requests.**

Logging into TAP:

1. Go to the Staff Website and select TAP Icon.



2. If you have already used your TAP account (created a TAP before), please use your new email name to login (*username@ritenourschools.org*). If you see your *username@ritenour.k12.mo.us* please know that will not work and you must change the domain from *ritenour.k12.mo.us* to *ritenourschools.org*. Your password should be the same as it was the last time you used TAP.

https://login.myschoolbuilding.com/msb?acctNum=122022987&productID=ITD

RITENOUR School District
Welcome to
RITENOUR
SUPPORT SERVICES
Ritenour School District

Current User? Login Here!

Email: buschs@ritenourschools.org Password: Sign In

Forgot Password?

New Enhancement

- Your Requester role now requires an individual password to log into MySchoolBuilding.
- This individual password is in addition to the Submittal Password used to submit requests.
- If you have previously submitted requests, you **DO NOT** need to register.
- If you do not know your individual password, click on **Forgot Password?** and enter your email address. You will receive an email to create a new password.
- If you already have an individual password, enter your Email and Password and click on Sign In.
- Questions? Please review our resource page with FAQs, guides, and video tutorials.

Never Submitted a Request? Register Here! ▼

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SID:LGN22
CUA:Chrome

3. If you have forgotten your password, select **Forgot Password?** Option and information will be sent to you at your @ritenourschools.org email address about logging in.

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- If you have previously submitted requests, you **DO NOT** need to register.
- If you do not know your individual password, click on **Forgot Password?** and enter your email address. You will receive an email to create a new password.
- If you already have an individual password, enter your Email and Password and click on Sign In.
- Questions? Please review our resource page with FAQs, guides, and video tutorials.

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4. If you are new to Ritenour or have never logged into TAP, select Never Submitted a Request? Register Here.

The screenshot shows the login page of the MySchoolBuilding system. At the top, there's a navigation bar with various links. Below it, the main heading is "Current User? Login Here!". There are input fields for "Email" and "Password", a "Sign In" button, and a link for "Forgot Password?". To the right, there's a section titled "*New Enhancement*" with several bullet points explaining the new password requirements. At the bottom of the page, there's a link that says "Never Submitted a Request? Register Here!". An arrow from the instruction above points to this link, which is circled with a checkmark.

5. Once you click on this selection, the register page will expand. The account information will auto-populate. If not, you can enter Account Number: 122022987 and enter information specific to Ritenour. Enter your information and enter a new password. Once you click Register you should receive an email regarding your registration.

The screenshot shows the registration page. At the top, there's a heading "Never Submitted a Request? Register Here!" with an upward arrow. Below it, there are several input fields: "Account Number" (pre-filled with 122022987), "First Name", "Last Name", "Phone Number", "Email", "New Password", and "Confirm Password". A note below the password fields states: "Passwords are case sensitive and must be at least six characters long." At the bottom, there's a "Register" button, which is circled with an arrow pointing to it from the instruction above. Below the button, there's a note: "NOTE: Registration will be complete after you submit your first request. New users are not saved until their first request has been submitted."

6. Follow the instructions to log in. This will create your personalized password, but remember you will still need to type in a submittal password when creating a ticket. This password will be = ritenour.

If you need any assistance regarding TAP, please contact Sandra Busch at 314-493-6085. You can also email me at buschs@ritenourschools.org. For all other inquiries, please submit a TAP request.