

MEMO FROM CCSU TECHNOLOGY DEPARTMENT



SCHOOL DUDE'S WEB REQUESTER IS HERE!

**What is School Dude's Web Requester?**

"Web Requester" is part of School Dude. It is a service where technology users can quickly input their own work ticket orders. These work orders will go to the I.T. Helpdesk for processing and assignment. Using School Dude Requester will expedite the users work orders getting ticketed and assignment, and assure that all pertinent information is entered.

**How do I access School Dude's Web Requester?**

There will be a School Dude Request icon delivered to each teacher and administrator's desktop. We will also put a link on the I.T./Helpdesk webpage under "resource tools". For those that want to know the URL, it is:

http://www.myschoolbuilding.com/myschoolbuilding/msbdefault_email.asp?frompage=myrequest.asp

**How to I input my work order?**

We developed a FAQ that can walk you through inputting your technology issue. You can access it through Internet Explorer by typing in the URL:

<http://www.ejhs.k12.vt.us/ccsu/homepages/help/REQUESTER/requesterintro.htm>

**What if I have questions?**

The Helpdesk is here to help you. Please call the Helpdesk at ext. 8192 or 879.8192 and we will be happy to help you.

**Do I have to use it?**

No, you do not have to utilize it. This is just one more way we can speed up the process of issue reporting and correcting.