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IT Direct

When you need assistance with computer related issues, you need to submit an IT Direct request through School Dude.

Submitting a Request

2. Select ITD (School Dude) from Quick Links.

Quick Links

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<th>ITD (SchoolDude)</th>
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<tbody>
<tr>
<td>Student Assistance Request Form</td>
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3. You will see the welcome screen. If you have previously created an account, enter your PSC email address and SchoolDude password then select Sign In.

4. First Time Use: Fill out the required fields and select Register.
5. If your contact information does not appear in the fields, enter your **First Name, Last Name**, and **Email Address**.

   ![Contact Information Form](image)

   **Note:** Once you fill in your contact information, the system will remember you the next time you visit School Dude.

6. Select **Submit**.

7. Select **IT Request**.

   ![IT Request Button](image)

8. **Step 1** should be completed with the information you entered on the welcome screen.

   ![Step 1 Form](image)

   **Note:** If the displayed information is not you, select **Please be yourself, click here if you are not...**.

9. In **Step 2**, enter the **Location**, **Area**, and **Room Number**.

   ![Step 2 Form](image)
10. In **Step 3**, select the type of problem you are having by clicking on the icon next to the problem type.

![Step 3: Select Problem Type](image)

11. In **Step 4**, describe the problem or request. Please be as specific as possible.

![Step 4: Please describe your problem or request.](image)

12. In **Step 5**, enter a convenient time for someone to assist you.

![Step 5: Time Available for Maintenance](image)

**Note:** This information is not required but can be helpful if you are only available at certain times.

13. In **Step 6**, select the **Purpose** from the drop-down list.

![Step 6: Purpose](image)

14. In **Step 7**, enter a requested completion date by selecting the calendar icon and selecting the date from the pop-up calendar.

**Note:** Text is not accepted in this field. This field is optional and does not need to be completed if you do not have a requested by date.
15. In Step 8, you can attach up to two files no larger than 3MB per file.

16. In Step 9, enter the password: **password**

17. In Step 10, select **Submit**.

18. You will receive an email with a work order ID and the details of your request.

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**Check the Status of a Request**

2. Select **ITD (School Dude)** from Quick Links.

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**Quick Links**

- **ITD (SchoolDude)**
- **Student Assistance Request Form**

1. You will see the welcome screen. Enter your PSC email address and select **Submit**.
2. Select **My Requests**.

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3. Select **My IT Requests**.

4. You will see a list of your requests along with any action taken.