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## School Dude: IT Direct

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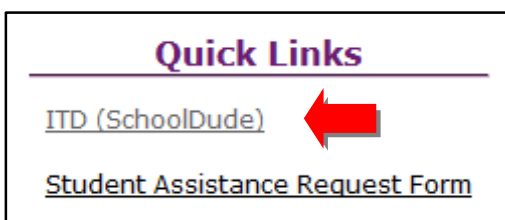
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## IT Direct

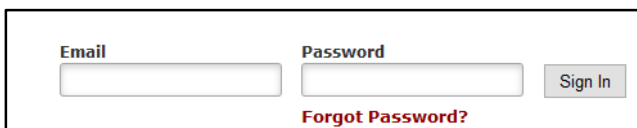
When you need assistance with computer related issues, you need to submit an IT Direct request through School Dude.

### Submitting a Request

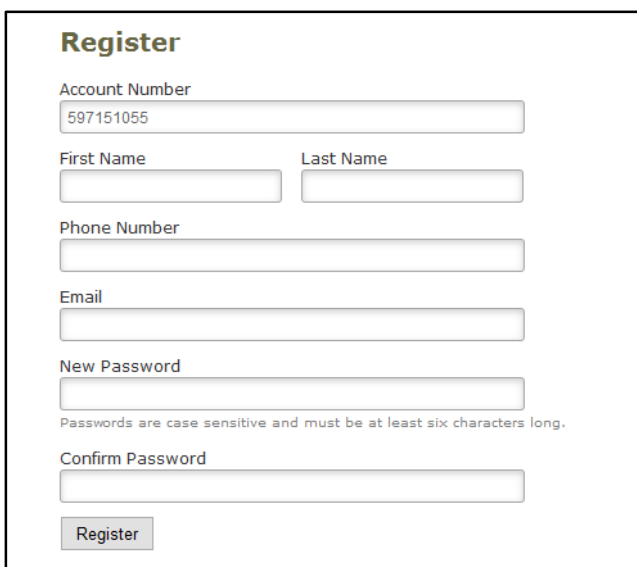
1. Go to <http://prairiestate.edu/about-us/operational-departments/information-technology-resources-itr/index.aspx>
2. Select **ITD (School Dude)** from Quick Links.



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**.

A screenshot of a sign-in form. It has two input fields: 'Email' and 'Password'. To the right of the 'Password' field is a 'Sign In' button. Below the fields is a link that says 'Forgot Password?'.

4. **First Time Use:** Fill out the required fields and select **Register**.

A screenshot of a registration form titled 'Register'. It contains several input fields: 'Account Number' (with the value 597151055), 'First Name', 'Last Name', 'Phone Number', 'Email', 'New Password', and 'Confirm Password'. Below the 'New Password' field is a note: 'Passwords are case sensitive and must be at least six characters long.' At the bottom is a 'Register' button.

5. If your contact information does not appear in the fields, enter your **First Name**, **Last Name**, and **Email Address**.

Indicates required information.

First Name   Last Name

Email Address

Phone Number  Pager

Cellular Phone

**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**.



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

Indicates required information.

**Step 1** Please be yourself, click [here](#) if you are not First Last

First Name  Last Name  Email

Phone  Pager  Cellular Phone

**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** Location

-- Select Location --

Area  Area/Room Number

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

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:**

**Technology Help Desk:**  
Click here for Technology Emergency Contacts  
Click on the problem type below that best describes your issue.

Accounts	Computer Services	Email	Internet Connection
Network Connectivity	New Equipment Request	Online Class	Password
Printers	Programming Services	Report Creation	Telephone Services
Training	Wireless Connection		

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

**Step 4 Please describe your problem or request.**

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

**Step 5 Time Available for Maintenance**

**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**

-- Select Purpose --

-- Select Purpose --

Datatel Application **Date**

Desire2Learn(D2L)

Network

PC

Scantron

Telephone Service **Text**

Training

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.

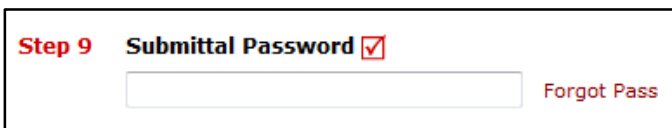
**Step 7 Requested Completion Date**

(A valid date is required. Text is not accepted, entry.)

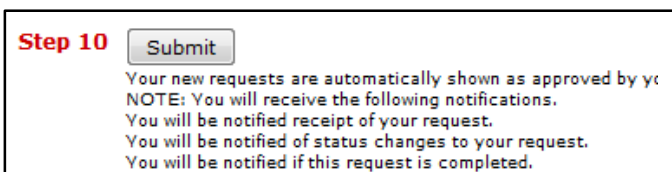
15. In *Step 8*, you can attach up to two files no larger than 3MB per file.



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



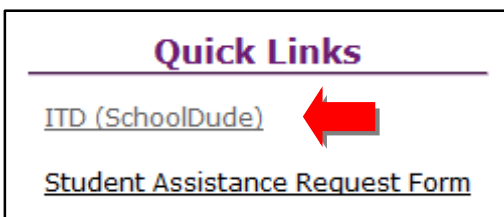
17. In *Step 10*, select **Submit**.



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

## Check the Status of a Request

1. Go to <http://prairiestate.edu/about-us/operational-departments/information-technology-resources-itr/index.aspx>
2. Select **ITD (School Dude)** from Quick Links.



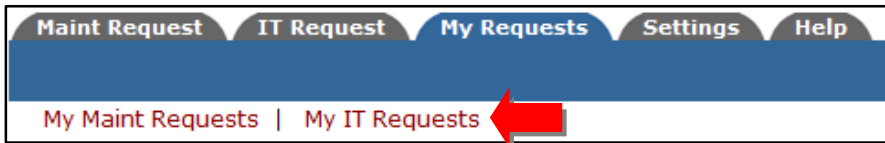
1. You will see the welcome screen. Enter your PSC email address and select **Submit**.



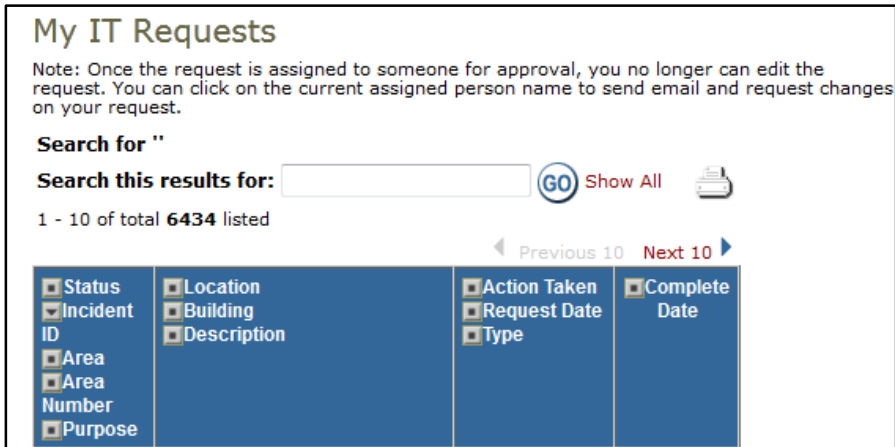
2. Select **My Requests**.



3. Select **My IT Requests**.




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



**My IT Requests**

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

Search for "

Search this results for:  [GO](#) [Show All](#) 

1 - 10 of total **6434** listed

◀ Previous 10 Next 10 ▶

<input type="checkbox"/> Status	<input type="checkbox"/> Location	<input type="checkbox"/> Action Taken	<input type="checkbox"/> Complete Date
<input checked="" type="checkbox"/> Incident ID	<input type="checkbox"/> Building <input type="checkbox"/> Description	<input type="checkbox"/> Request Date <input type="checkbox"/> Type	
<input type="checkbox"/> Area Number			
<input type="checkbox"/> Purpose			