

MIFFLINBURG AREA SCHOOL DISTRICT HOW TO GUIDE FOR SCHOOL DUDE REQUEST

When you become locked out of Staff Portal, E-School Data, Chromebook or other applications that require IT assistance, you need to enter the request thru School Dude. Below are directions on how to enter a School Dude request.

From the District MASD Intranet Page <https://www2.mifflinburg.org/>

Click on School Dude (this should automatically log you in. If you are prompted to login, use your email address and password)

Mifflinburg Area School District
Where the focus is on instruction and student achievement

Staff Links

- BoardDocs
- ClassLink
- Dibels Acadience
- eMail
- eSchoolData (Staff)
- Map-Proctor (NWEA)
- NRG Access
- OnHand Schools
- PA-ETSP
- **School Dude Request (N)**
- Staff Portal
- SWIS
- theSMARTsub

How To

- How to Login to EZSchool Pay
- Staff Portal Login (District Com)
- Staff Portal Login (Mobile Devic)
- Logon to New Staff Portal
- Change Staff Portal Password
- Change Security Question and
- Change your address
- Enter Timesheet (Aide)
- Enter Timesheet (B&G)
- Enter Timesheet (Food Service)
- Enter Timesheet (Certified Staff)
- Request Absence
- Cancel Absence
- Additional Navigation Tools
- Guide for W2's

For IT Request

- Click on IT Request

Mifflinburg Area School District

SchoolDude apps - Application Links - Logout

IT Request My Requests Settings

ASSIGNMENT | SEARCH KNOWLEDGE BASE | HELP

Legend ▾

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- Step 1, will auto populate for you
- Step 2, you need to fill in so IT can find your location

IT Request

Thank you for using our internet service to submit work requests. This service helps us to promptly attend to your issues and concerns. Please complete this request form.

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

First Name Brenda	Last Name Fogelman	Email bfogelman@mifflinburg.org
Phone 570-966-8203	Pager	Mobile Phone

Step 2 **Location**

Administration Building


Area
Office

Area/Room Number
Brenda's Office










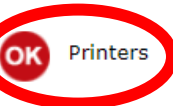






Yes, remember my area entries for my next new request entry.

- Step 3, Carefully review the selections below and pick the best possible one for your issue (in the example below, I chose Printers)

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	 Audio / Visual	 Chromebook	 Computer Monitor
 Copier	 CPU / Computer	 Email	 Interactive White Board
 Miscellaneous/Questions (IT)	 OK Printers	 Projector	 Software Application
 Student Database	 Tablet	 Telephone Services	 Web Site

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- Step 4, describe your problem or request so the ticket can be issued to the appropriate person to handle the situation. Be as descriptive as you can be. IT should not have to guess what you want or need.

Contact Name	Contact Phone
No contacts listed.	

Step 4 Please describe your problem or request.

Peter, I lost my ability to print to my printer at my desk after we worked on my computer yesterday. I did turn it off and back on. It says it is offline.

Step 5 Questionnaire
Questionnaire : Troubleshooting Printers

Is the printer turned on?

yes

Is there paper in the printer?

yes

Step 6 Tag Number

Step 7 Attachment
Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

- Step 8, the most important part of the request, click on the submit button.

Step 8

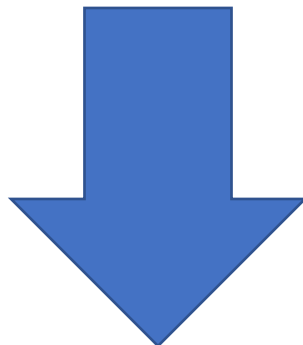
Your new requests are automatically shown as approved by you on submit.

NOTE: You will receive the following notifications.

You will be notified receipt of your request.

You will be notified of request assignment.

You will be notified if this request is completed.




















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Another Example is if you are locked out of staff portal

- Step 3, Carefully review the selections below and pick the best possible one for your issue (in the example below, I chose Accounts)

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	 Audio / Visual	 Chromebook	 Computer Monitor
 Copier	 CPU / Computer	 Email	 Interactive White Board
 Miscellaneous/Questions (IT)	 OK Printers	 Projector	 Software Application
 Student Database	 Tablet	 Telephone Services	 Web Site

- Step 4, describe your problem or request so the ticket can be issued to the appropriate person to handle the situation. Be as descriptive as you can be. IT should not have to guess what you want or need. It is important to let IT know what you want to do, just unlock or unlock and send password.

Step 4 Please describe your problem or request.

Locked out of the staff portal. Do not remember my password, send reset

- The follow the rest of the steps and remember to click on Step 8, the most important part of the request, click on the submit button.

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Step 3 **Submit**

Your new requests are automatically shown as approved by you on submit.

NOTE: You will receive the following notifications.

You will be notified receipt of your request.

You will be notified of request assignment.

You will be notified if this request is completed.

- At the top right-hand side of the screen, click on logout when you are finished.

