



Dothan City Schools

Procedure No. Tech-02.1	Title: Technology Department Work Orders
Author: Jeremy Green - Director of Technology	Page 1 of 1
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1. PURPOSE

To standardize the submission of work orders for the Technology Department as well as establish an orderly means of communication so issues can be tracked and updated with current status, notes, and other relevant information.

2. APPLICABILITY

All Dothan City School staff, faculty, and administration

3. PROCEDURES

A. Compile all applicable information about the issue you are experiencing including date/time, location details, device type, description of the issue, etc. (please be as specific as possible)

B. Open a web browser on your computer and navigate to the following address: <https://login.school dude.com> and log in with your credentials that were provided when your account was setup.

C. After login, the site takes you to the Requestors Dashboard. This is where you enter the information collected about the issue.

D. After completing and submitting the form, the Technology Department will receive the new ticket, prioritize it with others and enter it into the work queue to be completed.

4. Notes

A. For schools, the primary point of contact for submitting work orders is the media specialist.

B. ALL issues must be reported by the School Dude Work Order system.

C. Emergency work orders are any issues that require immediate attention to avoid major property damage and/or potential personal injury. For an emergency, please contact the Technology Department directly then create a work order using the School Dude website as soon as possible

D. If you forgot your password, use the "Forgot Login Name or Password?" link on the School Dude login page

E. An instructional step-by-step video for submitting and managing work orders can be found at: <https://www.youtube.com/watch?v=ShIQNbCMcrY>