# Dothan City Schools

| Procedure No. Tech-0&.1 | | Title: HYW\bc`c[ m8YdUfha Ybh K cf_ CfXYfg | |
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| Author: Jeremy Green - Director of Technology | | Page 1 of 1 | |
| Approved By: _____ _____ | | Effective: 02-01-2020 | |
| | | Revised: 02-01-2020 | |
| | | Approved on: _____ | |

## 1. PURPOSE

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## 2. APPLICABILITY

All Dothan City School staff, faculty, and administration

## 3. PROCEDURES

**A.** Compile all applicable information about the issue you are e periencing including date/time, location details, device ttype, description of issue, etc. pleases be as specific as possible

**B.** pen a web browser on your computer and navigate to the following address: https://login.schooldude.com. Login 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 other and enter it into the work queue to be completed.

## 4. Notes

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

**B.** All issues must be reported by the School Dude ork rder system. Issues reported by

**C.** Emergency work orders are any issues that require immediate attention to avoid major property damage and/or potential personal injuy. or 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 " orgot Login Name or Password " link on the page.

**D.** An instructional step-by-step video for submitting and managing work orders can be found at: https://www.youtube.com/watch v=ShI NbCMcr