# School Dude Help Desk Requests

How to Register

<mark>If you register, but then do not enter a help ticket, your information will not be saved. Please wait to register until you have a help request.</mark>

1. Double click on the icon on your desktop titled **KO Help Desk**. KO's unique address is:

   https://www.myschoolbuilding.com/myschoolbuilding/itdgateway.asp?acctnum=1767045120

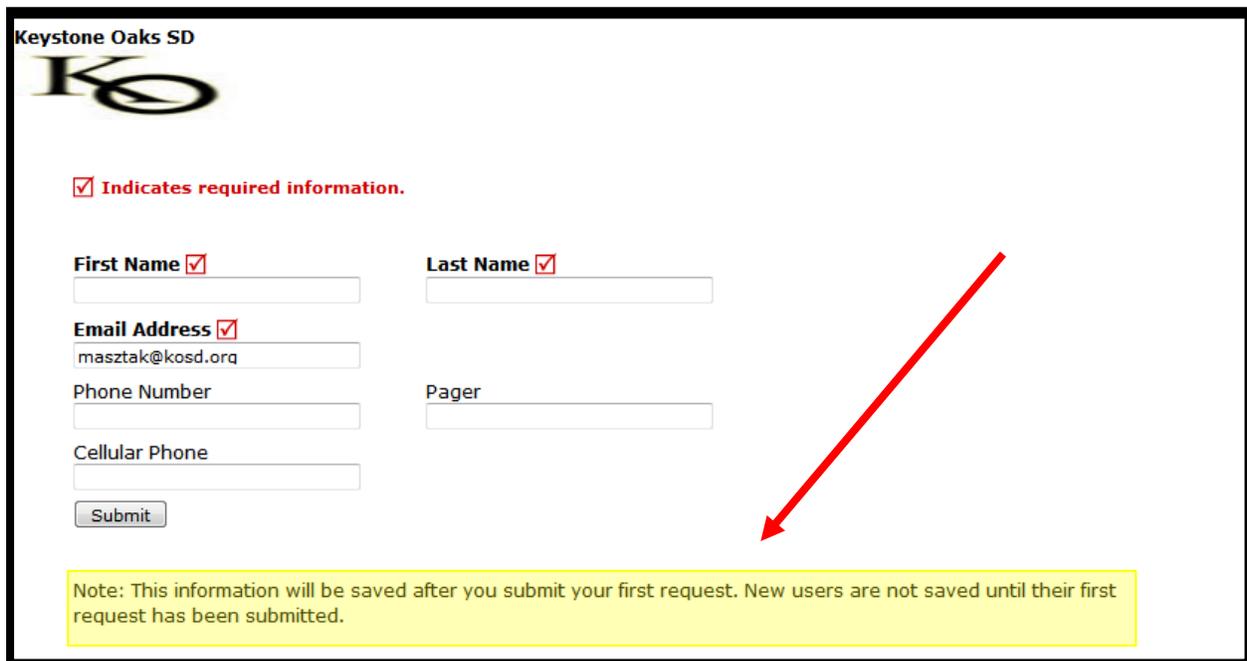2. Enter your KO e-mail address and click Submit. After you register, this will take you right to the request page.
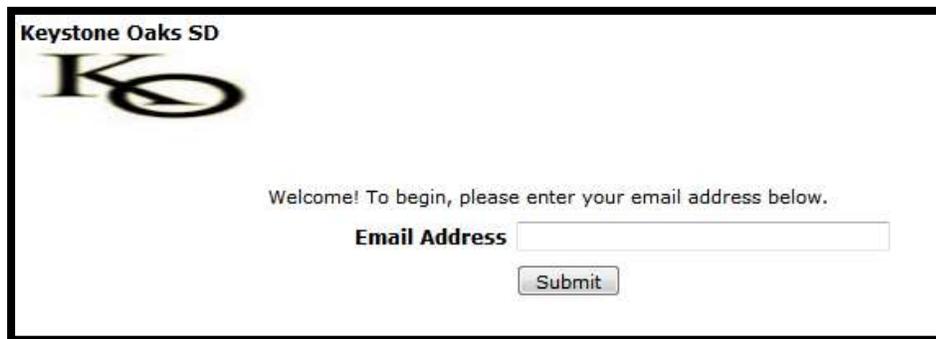
3. Enter your first name, last name, and **phone number**. All 3 of these will be required when entering a help desk request. This will save this information for future requests.

How to Submit a Request

1. Make sure you are on the **IT Request** tab at the top of the screen.
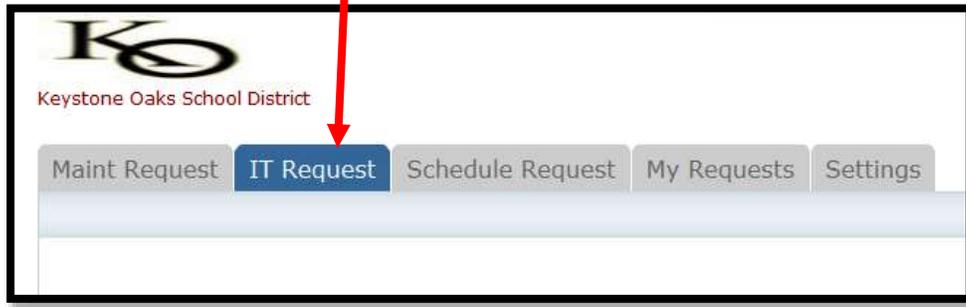
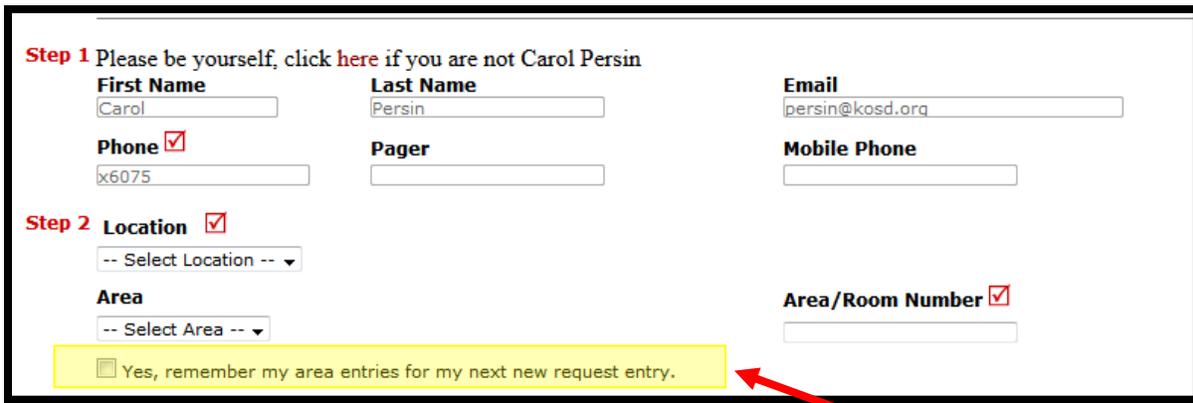**Any field marked with a** ☑ **is a required field**

☑ **Step 1:** This will be filled in with your contact information.
☑ **Step 2:** Click on the drop down menu next to **Location** and make your selection.
- It is not necessary to select an area however...
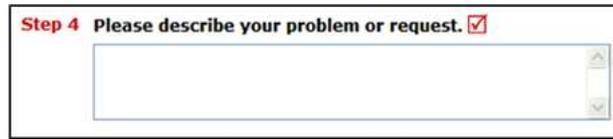- ☑ **Room Number** is required (or a description of your location)

You may choose to have the system remember your location for future tickets.

☑ **Step 3:** Select the icon that best describes your problem and click on it.
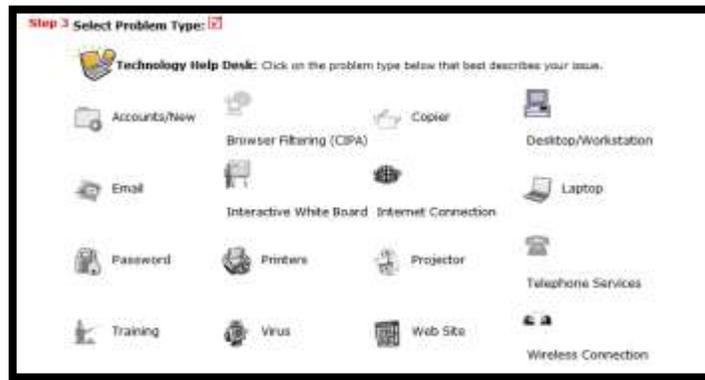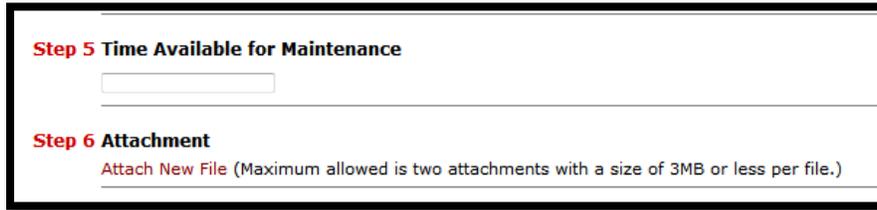
☑ **Step 4:** Type in the description of the problem.
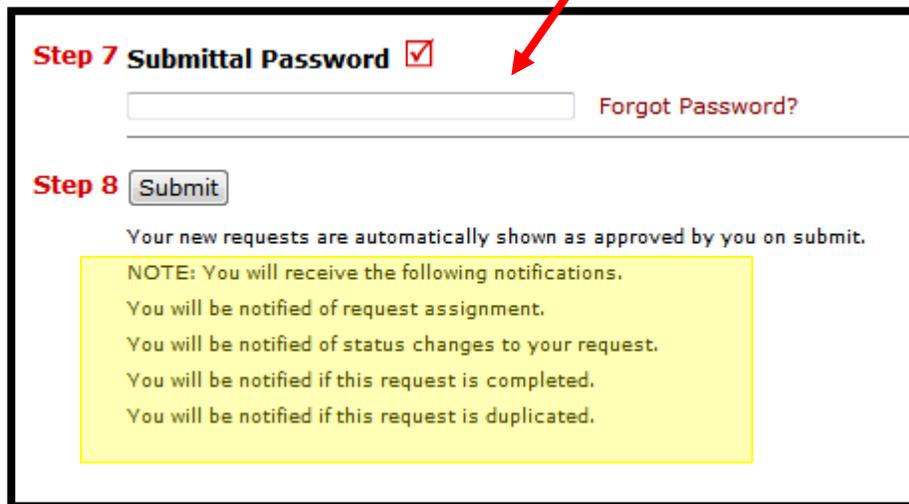
Step 4 Please describe your problem or request. ☑

Step 5: (optional fields), If there is an ideal time to address the problem, list it here.
If there are any screenshots or files associated with the problem, attach them in **Step 6**

Step 5 Time Available for Maintenance

Step 6 Attachment
Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

☑ **Next Step:** Type in the **Submittal Password** of **helpmekosd**

☑ **Last Step:** Click the **Submit** button.

Step 7 Submittal Password ☑

Forgot Password?

Step 8 Submit

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

NOTE: You will receive the following notifications.

You will be notified of request assignment.

You will be notified of status changes to your request.

You will be notified if this request is completed.

You will be notified if this request is duplicated.

You will receive notification e-mails with updates when the request is assigned, status changes occur, it is completed, or if it is marked as a duplicate request.

My Requests Tab

You can see any help requests you have requested in the **My Requests** tab.
However, to view IT requests, you must hover your mouse over the **Shortcuts button** and click on
My IT Requests. You are also able to print out a listing of your requests by clicking on the printer
icon at the bottom of the screen.
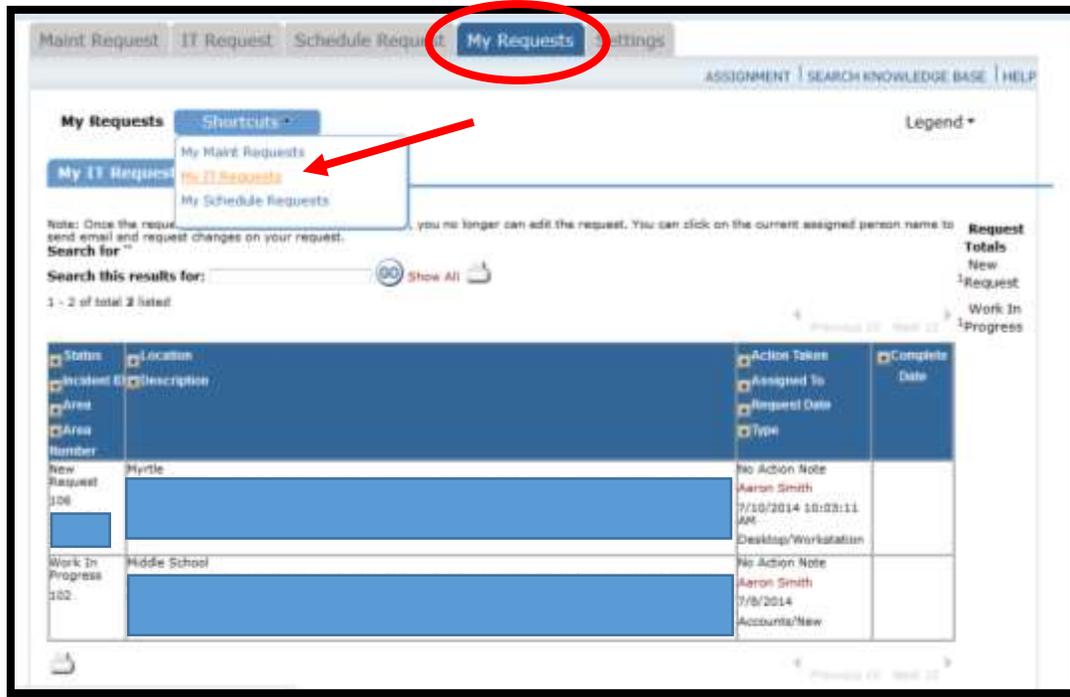
On this screen you will see up-to-date information including:

- Status
- Who the requests is **Assigned to**
- Any **Action Taken** notes added by the individual who is working on the incident.
- A **Completion Date** once the work has been completed.
- You can search for any incident request by typing in a keyword in the box next to **Search this results for** then click on **GO.** This will pull up any of your requests according to the keyword that you typed in the box. (Example: If you type "Computer", it will pull up any request containing that keyword).