

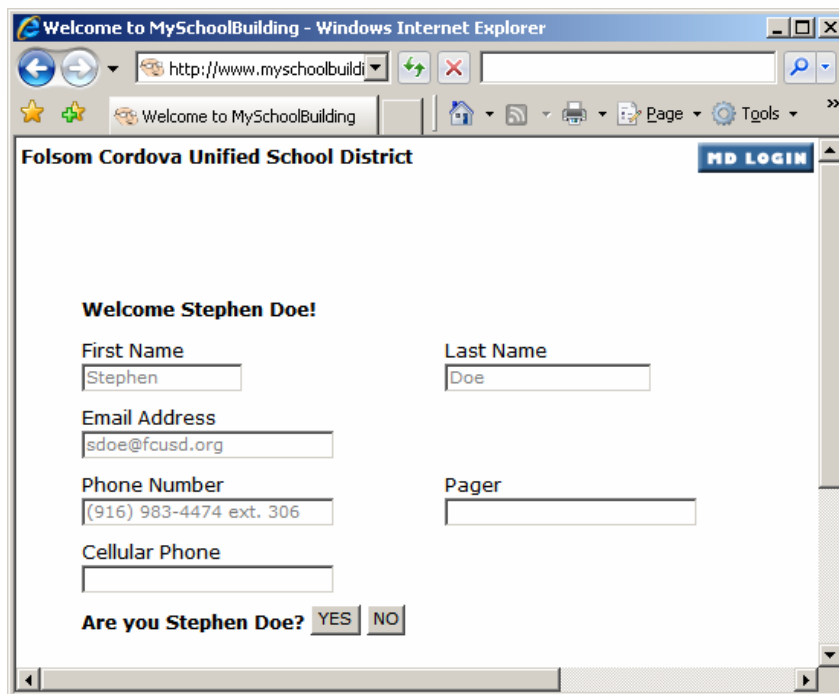
Submitting an ETIS Work Order

The ETIS department has transitioned to a new work order system which now enables all staff to submit work orders. This online system typically routes requests to your site technology manager who will either complete it or escalate it to ETIS staff. It is no longer necessary to wait for your STM to submit the request – you now have the power!

Please follow the steps below and contact us at 916.355.1111 x164 if you have any questions or concerns.

1. In a web browser, (Internet Explorer, Firefox, etc.), open <http://www.fcusd.org/schooldude>. Click the **End Users – Submit an ETIS Work Order** link.

If *SchoolDude* has been accessed previously on your PC, a screen similar to the following will be displayed. If you are the user indicated, click **Yes** and go to Step 5. If not, click **No** and continue to Step 2 of this document.



Welcome to MySchoolBuilding - Windows Internet Explorer

http://www.myschoolbuildi

Welcome to MySchoolBuilding

Folsom Cordova Unified School District

MD LOGIN

Welcome Stephen Doe!

First Name: Stephen

Last Name: Doe

Email Address: sdoe@fcusd.org

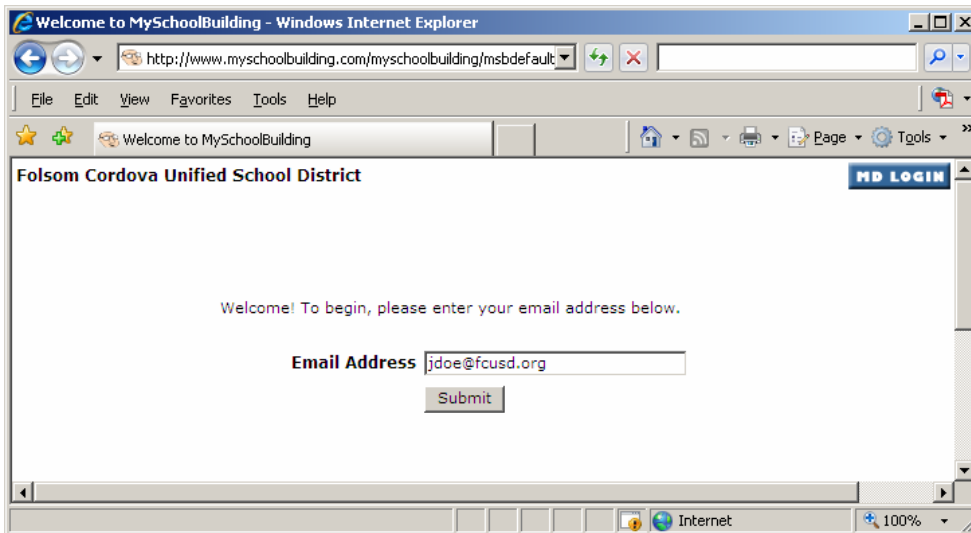
Phone Number: (916) 983-4474 ext. 306

Pager:

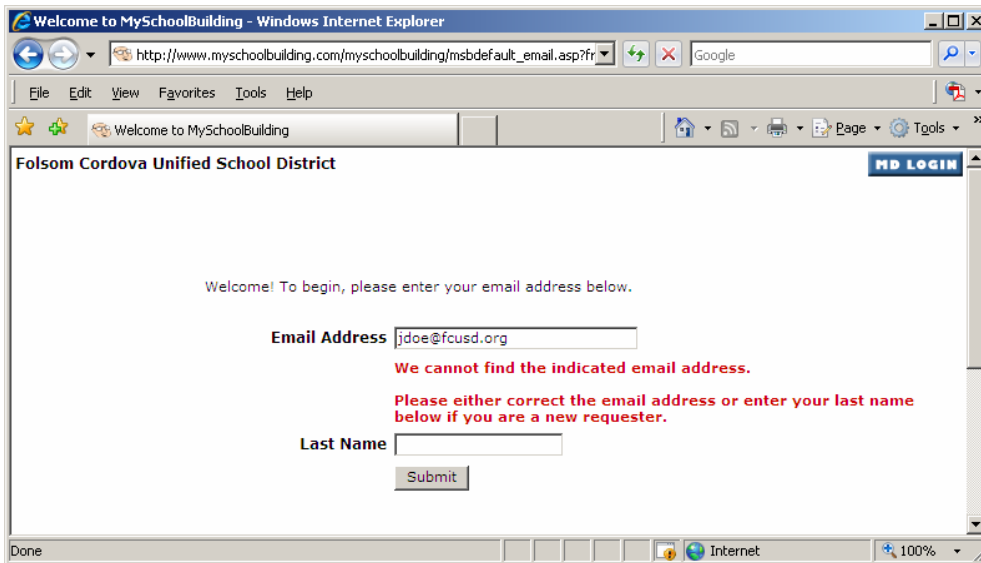
Cellular Phone:

Are you Stephen Doe? YES NO

2. Enter your district eMail address (e.g., jdoe@fcusd.org). At this point, your screen should look similar to the following. Click **Submit**.



3. If you've never registered with *SchoolDude*, you'll see a screen similar to the following. If you have registered, skip to Step 5 of this document.

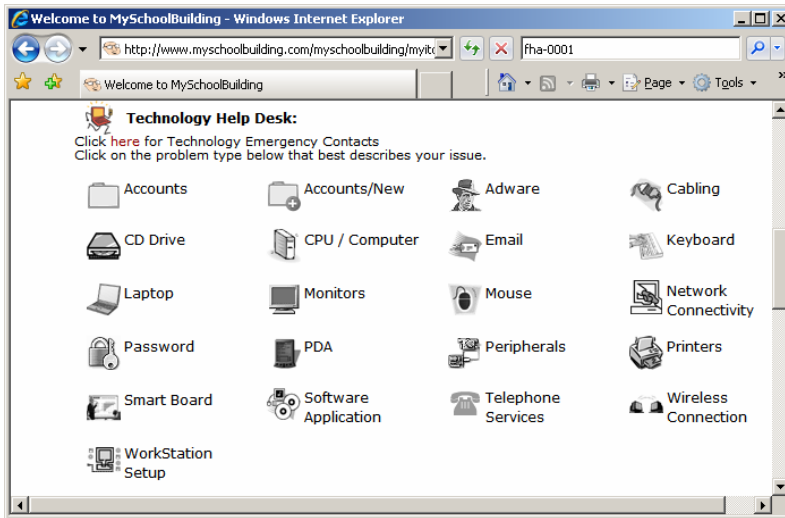


4. Enter your last name and click **Submit**. Complete the **First Name** and **Phone Number** fields and click submit.

5. Congratulations – you’re now ready to submit a work order! Before you begin, check that you’re on the IT Request tab. If not, click **IT Request** to continue.

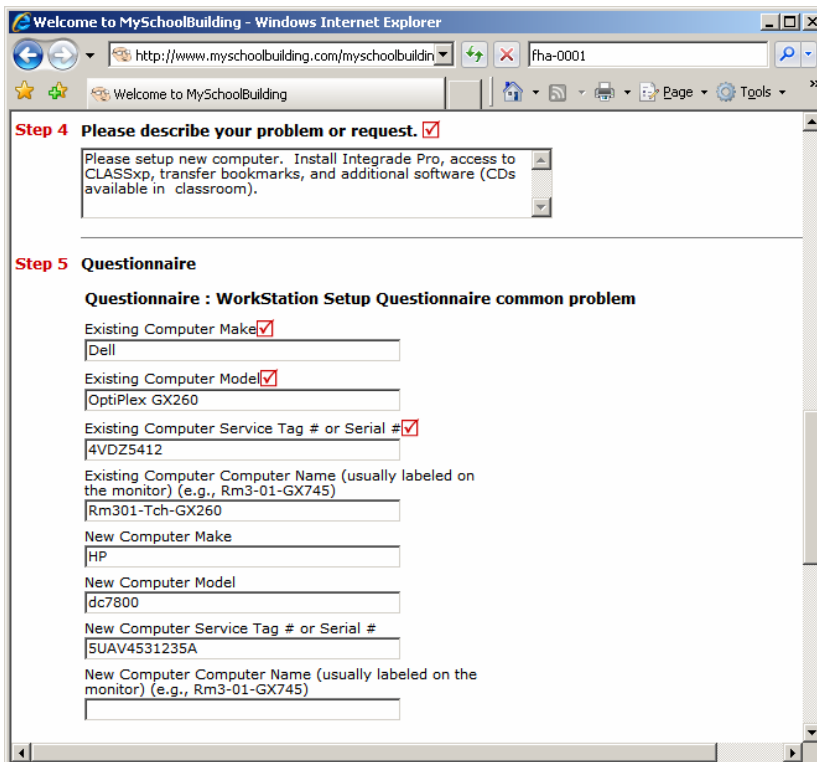
Under **Step 2**, use the drop-down combo box to select your location. Use the **building** and **area** combo boxes to complete that information to the best of your ability. Enter your room number/specific location into the **area/room number** field.

6. Scroll down and click the category which **best matches your primary request**. For instance, if you need a new computer setup and software installed, you would select **Workstation Setup**.

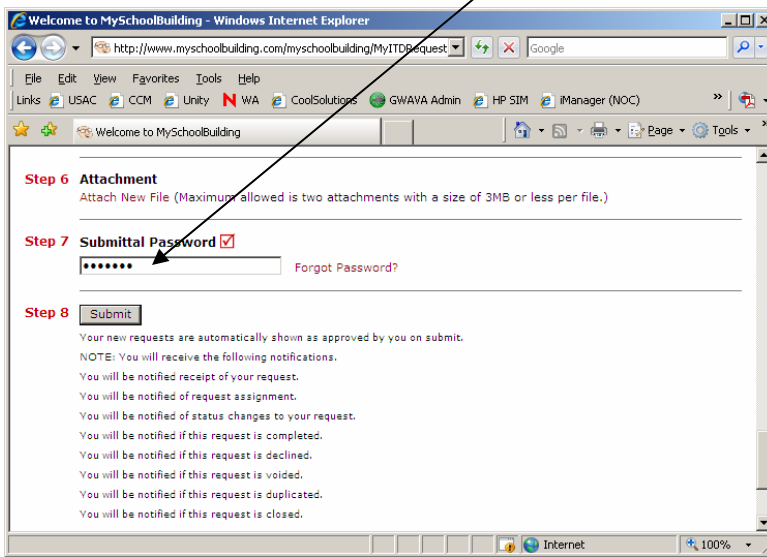


7. Please provide a description of the request under **Step 4**. (The example below is typical of a new workstation setup).

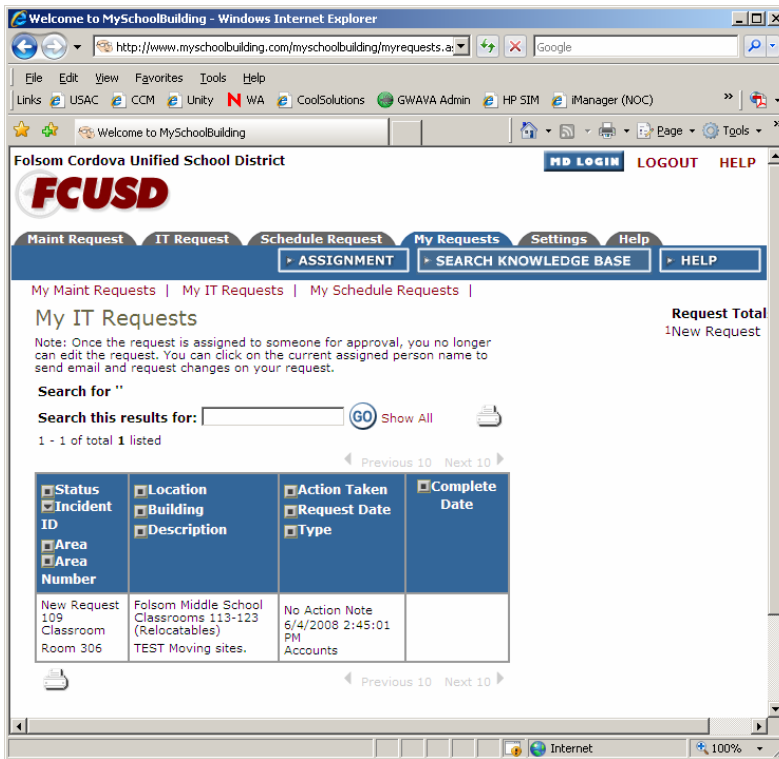
A questionnaire will activate, giving you the opportunity to provide additional information, specific to the problem type you've selected. Please read each question and answer to the best of your ability. Questions noted with a checkmark (☑) require a response.



- Almost there! Under step 7, enter **FCUSDWO** as the submittal password and click **Submit**.



- Once submitted, a screen similar to the following will appear showing the newly-created work order.



You can log back into *SchoolDude* at any time to view the status of this or any other work order. An ETIS staff member will contact you with additional questions or, if none, you'll receive a notification that the work order has been completed.