



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!

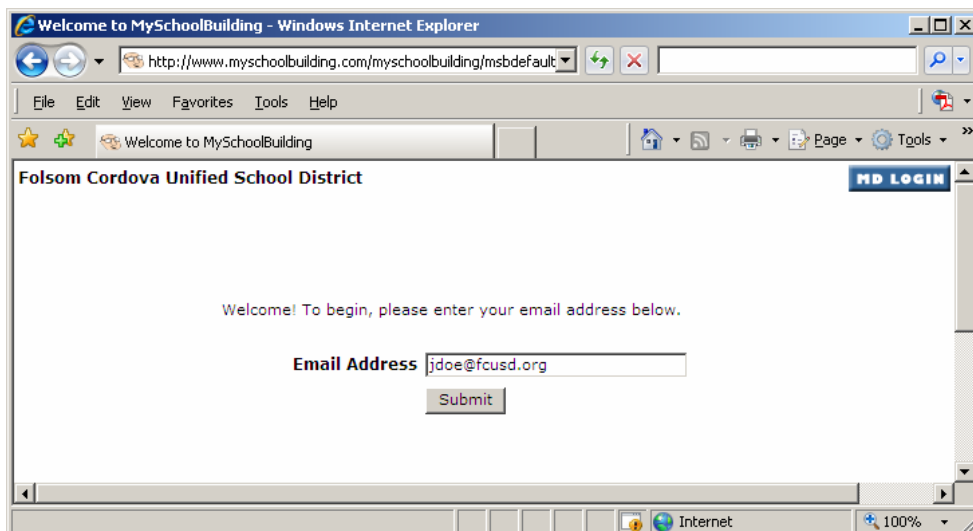
Please follow the steps below and contact us at 916.294.9005 if you have any questions or concerns.

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

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.

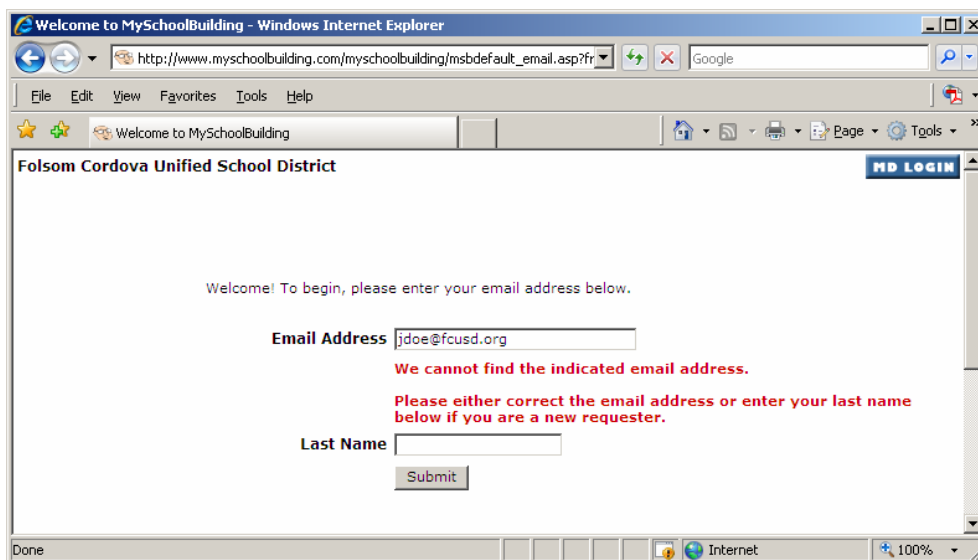
A screenshot of a web browser window titled "Welcome to MySchoolBuilding - Windows Internet Explorer". The address bar shows "http://www.myschoolbuildi...". The page content includes the "Folsom Cordova Unified School District" header with an "MD LOGIN" button. Below is a "Welcome Stephen Doe!" message. The login form contains fields for "First Name" (Stephen), "Last Name" (Doe), "Email Address" (sdoe@fcusd.org), "Phone Number" ((916) 983-4474 ext. 306), and "Pager". There is also a "Cellular Phone" field. At the bottom, it asks "Are you Stephen Doe?" with "YES" and "NO" buttons. A large, faint watermark of the school district seal is visible in the background.

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



The screenshot shows a Windows Internet Explorer browser window titled "Welcome to MySchoolBuilding". The address bar displays "http://www.myschoolbuilding.com/myschoolbuilding/msbdefault...". The page content includes the header "Folsom Cordova Unified School District" and a "MD LOGIN" button. The main text says "Welcome! To begin, please enter your email address below." Below this is a form with the label "Email Address" and a text input field containing "jdoe@fcusd.org". A "Submit" button is located below the input field. The status bar at the bottom shows "Internet" and "100%" zoom.

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.



The screenshot shows the same MySchoolBuilding login page, but with an error message. The "Email Address" field still contains "jdoe@fcusd.org". Below the field, the text reads: "We cannot find the indicated email address. Please either correct the email address or enter your last name below if you are a new requester." Below this message is a "Last Name" label and an empty text input field. A "Submit" button is still present. The status bar at the bottom shows "Done" and "Internet" with "100%" zoom.

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

Welcome to MySchoolBuilding - Windows Internet Explorer

http://www.myschoolbuilding.com/myschoolbuilding/msbdefault_us...

File Edit View Favorites Tools Help

Welcome to MySchoolBuilding

Folsom Cordova Unified School District

MD LOGIN

☒ Indicates required information.

First Name ☒ Last Name ☒

Email Address ☒

Phone Number Pager

Cellular Phone

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.

Welcome to MySchoolBuilding - Windows Internet Explorer

http://www.myschoolbuilding.com/myschoolbuilding/myitdrequest.as...

File Edit View Favorites Tools Help

Welcome to MySchoolBuilding

Folsom Cordova Unified School District

MD LOGIN LOGOUT HELP

Maint Request IT Request Schedule Request My Requests Settings Help

ASSIGNMENT SEARCH KNOWLEDGE BASE HELP

To submit your technology work order request, complete the following form as thoroughly as possible.

☒ Indicates required information.

Step 1 Please be yourself, click here if you are not John Doe

First Name Last Name Email

Phone ☒ Pager Cellular Phone

Step 2 Location ☒

Building

Area Area/Room Number ☒

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

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** (See <http://www.fcusd.org/Page/11855> for a description of each category)..

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.



7. Please provide a description of the request under **Step 4**. (The example below is typical of a new workstation setup). If the problem is regarding an already in place computer provide the computer name in the appropriate box. Computer names are located in the middle of your screen, the background, in a format of XXX-XXXX with the x's indicating numbers.

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 **red checkmark** require a response.

Welcome to MySchoolBuilding - Windows Internet Explorer

http://www.myschoolbuilding.com/myschoolbuildin fha-0001

Welcome to MySchoolBuilding

Step 4 Please describe your problem or request. ☒

Please setup new computer. Install Integrate Pro, access to CLASSxp, transfer bookmarks, and additional software (CDs available in classroom).

Step 5 Questionnaire

Questionnaire : WorkStation Setup Questionnaire common problem

Existing Computer Make ☒
Dell

Existing Computer Model ☒
OptiPlex GX260

Existing Computer Service Tag # or Serial # ☒
4VDZ5412

Existing Computer Computer Name (usually labeled on the monitor) (e.g., Rm3-01-GX745)
Rm301-Tch-GX260

New Computer Make
HP

New Computer Model
dc7800

New Computer Service Tag # or Serial #
5UAV4531235A

New Computer Computer Name (usually labeled on the monitor) (e.g., Rm3-01-GX745)

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

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

Step 7 Submittal Password ☒
 [Forgot Password?](#)

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 of status changes to your request.
 You will be notified if this request is completed.
 You will be notified if this request is declined.
 You will be notified if this request is voided.
 You will be notified if this request is duplicated.
 You will be notified if this request is closed.

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

Folsom Cordova Unified School District
FCUSD
[MD LOGIN](#) [LOGOUT](#) [HELP](#)

Maint Request IT Request Schedule Request My Requests Settings Help
 ASSIGNMENT SEARCH KNOWLEDGE BASE HELP

My Maint Requests | My IT Requests | My Schedule Requests |

My IT Requests Request Total
1 New Request

Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the current assigned person name to send email and request changes on your request.

Search for ""
 Search this results for:

1 - 1 of total 1 listed

Status	Location	Action Taken	Complete
Incident ID	Building	Request Date	Date
Area	Description	Type	
Area Number			
New Request 109 Classroom Room 306	Folsom Middle School Classrooms 113-123 (Relocatables) TEST Moving sites.	No Action Note 6/4/2008 2:45:01 PM Accounts	

Previous 10 Next 10

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.

Updated: March 21, 2014