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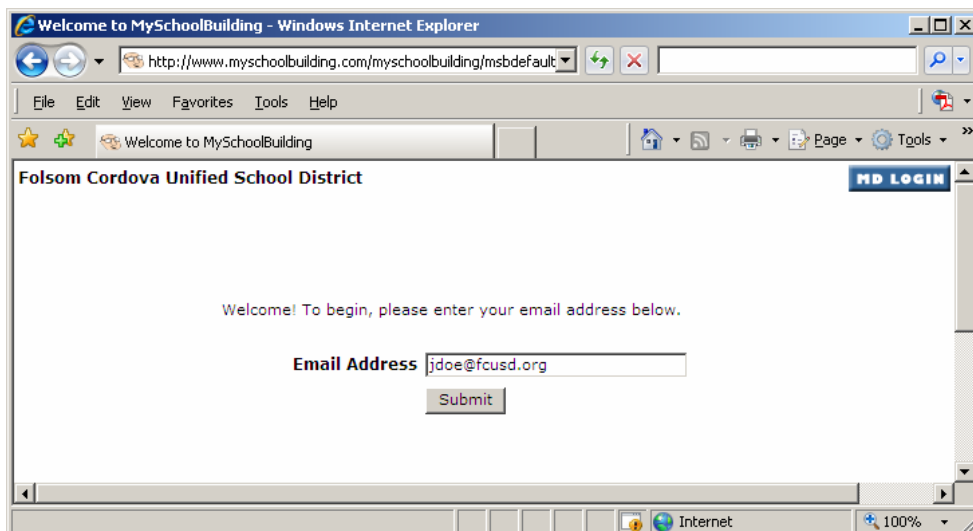
Please follow the steps below and contact us at 916.294.9005 if you have any questions or concerns.

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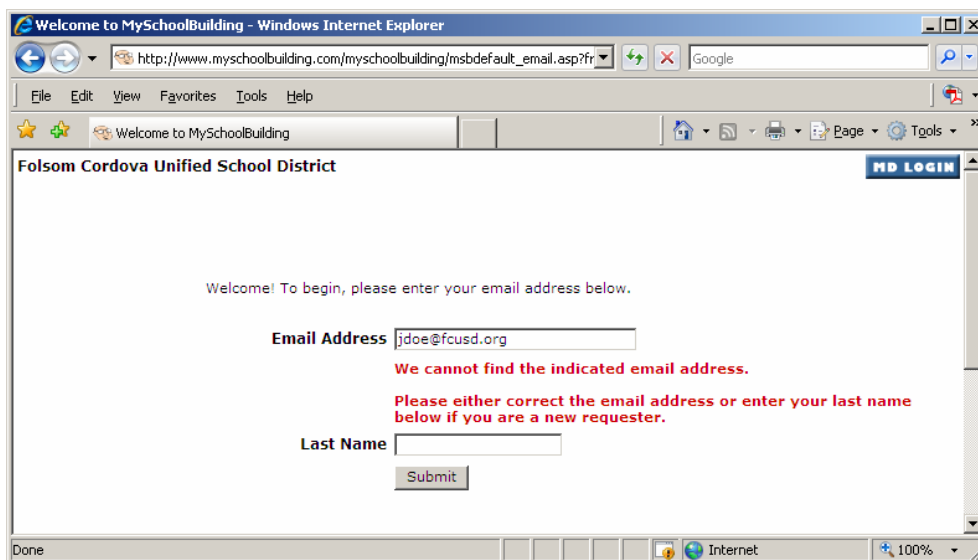
2. Enter your district eMail address (e.g., jdoe@fcusd.org). At this point, your screen should look similar to the following. Click **Submit.**

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** (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.

Accounts	Accounts/New	Adware	Audio / Visual
Cabling	CD Drive	Core Administrative Systems	CPU / Computer
Email	Keyboard	Laptop	Monitors
Mouse	Network Connectivity	Password	Peripherals
Printers	Projector (Data/Computer)	Smart Board	Software Application
Telephone Services	Web Site	Wireless Connection	WorkStation Setup

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 Integrade 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**.

9. 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.

Updated: March 21, 2014