

## Submitting Technology Request for the first time:

If you are submitting a request for the first time, you must register for an account on SchoolDude by clicking on following link:

<https://login.myschoolbuilding.com/msb?acctNum=351541026&productID=ITD>

Lynnfield Public Schools



Current SchoolDude User? Login Here!

Email

Password

Sign In

[Forgot Password?](#)



Never Submitted a SchoolDude Request? Register Here! 

As shown on image above - Click on *Never Submitted a SchoolDude Request? Register Here!*

The screen below will open – complete this form and set a password. Passwords are case sensitive and must be at least 6 characters long. You can put the school phone number where indicated.

**Never Submitted a SchoolDude Request? Register Here!** 

Account Number

351541026

First Name

Last Name

Phone Number

Email

New Password

Passwords are case sensitive and must be at least six characters long.

Confirm Password

Register

NOTE: Registration will be complete after you submit your first request. New users are not saved until their first request has been submitted.

# Submitting a Technology Request

Please click on the following link and complete the ticket for technology request.

<https://login.myschoolbuilding.com/msb?acctNum=351541026&productID=ITD>

The screenshot shows the 'HelpDesk Request Form' with the following sections and highlighted fields:

- Step 1: Personal Information**
  - First Name: Kathleen
  - Last Name: Dario
  - Email: dario@lynnfield.k12.ma.us
  - Phone: [Red Box]
  - Pager: [Red Box]
  - Mobile Phone: [Red Box]
- Step 2: Location**
  - Location: -- Select Location -- [Red Box]
  - Area: -- Select Area -- [Red Box]
  - Area/Room Number: [Red Box]
- Step 3: Select Problem Type**
  - Technology Help Desk: Accounts/New, Adware, Desktop/Workstation, DVD/VCR Unit, Email, General, Laptop, Network Connectivity, Password, Printers, Projector, Smart Board.
- Step 4: Please describe your problem or request.** [Red Box]
- Step 5: Tag Number** [Red Box]
- Step 6: Time Available for Maintenance** [Red Box]
- Step 7: Attachment** [Red Box]
- Step 8: Submittal Password** [Red Box]
- Step 9: Submit** [Red Box]

Everything in a red box must be filled in before submitting.

Your information will be populated in the form. ←

Submittal password is the word "password"

← Click submit to enter the ticket