School Dude
How to Submit a Request to the Maintenance Department

Go to http://helpdesk.king.edu and select the helpdesk you wish to submit a request to.

I. LOGGING IN

Next, you will be required to enter your King email address (should be your King College email). (See Figure 1)

King College

Welcome! To begin, please enter your email address below.

Email Address [   ]

[Submit]

Figure 1 Enter your King email address to enter your request site (should be your king.edu email address)

II. SUBMITTING REQUEST TO MAINTENANCE SERVICES

To submit a request for any maintenance services you must fill in certain criteria, otherwise your request may be delayed. Below outlines the information needed in each step on the request form.

Step 1. User info should be filled in automatically, if not please enter.
Step 2. Location: Select the location, area, and area/room number as it pertains to your request (to save time check remember my location info).
Step 3. Select Problem Type that relates to your request.
Step 4. Enter a description of your request.
Step 5. If you have a date, you would like this to be completed by enter it here. This does not necessarily mean it will be completed by then, but we will do our best to meet the requested date.
Step 6. Enter the password for submitting requests. (This will be emailed to you).
Step 7. Submit the request.

IV. VIEWING REQUESTS

You can view requests and see status of requests by click on the My Requests tab.

NOTICE: When you click on My Requests, it defaults to the requests you made to maintenance. To see your IT Requests, click on the link under the tabs labeled *My IT Requests* (See Figure 2)
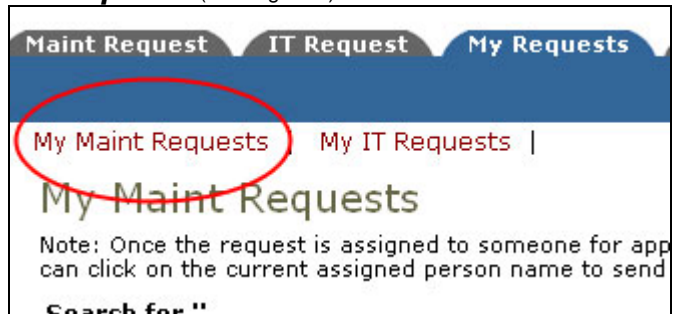

Figure 2 click My IT Requests to view requests you have made to IT

If you need to contact the person assigned your task, their name will show up in the third column of your requests table. You can click on their name and send them a message through school dude. (See Figure 3)

Figure 3 Your request list. Click on Name in 3rd
column to send message to person assigned to your task.

VI. YOUR EMAIL SETTINGS

You can control when you get notification emails from schooldude. Go to the Settings tab. You can use the generic email notification settings that we have already set up for you (selected by default) or you can customize your own settings by selecting the second radio button then checking the email options below. Enter the group password you received in your email and hit submit to save your changes.