

Sutton Public Schools Quick Step Guide for Requesters



ItDirect – SchoolDude

The Technology Helpdesk is known as ItDirect

- Open Internet Explorer and copy into the address bar the following link:
<http://go.suttonschools.net/ItDirect>
and then press enter or click Go
- You can also open ItDirect from your desktop Applications folder, see: “ItDirect-School Dude” or from the website under Technology.
(<http://sutton.schoolfusion.us/modules/cms/pages.phtml?pageid=79802>)
- Once you have reached the Helpdesk website:
 - **Step 1: Required:** Enter your school **Email Address** to access the work request page

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

Email Address

- **1a. Required:** If you are not a registered user, you will be able to create an account by following instructions on the screen. Start by entering your **Last Name** in the field provided. Click **”Submit”** to continue.

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

Email Address

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.

Last Name

- **1b. Required:** Finish this part of the registration by entering your **First Name**, and **Phone Number**. For Phone Number please enter

your classroom extension. Cell Phone and Pager are optional.

First Name First Name **Last Name** Last Name

Email Address New_User@darlingtonschool

Phone Number Pager

Cellular Phone

Note: This information will be saved after you submit your first request. New users are not saved until their first request has been submitted.

- **Step 2: Required:** Use the drop down menus to select the **Location**. **Important: Location is determined by for which school you teach for.** If your room is located in a different building than the one you teach for, Use the drop down menus to select the **Building** in which your room is located. **Important: Building is determined by the physical location of your classroom.** Use the drop down menus for **Area**, and then type in the **Area/Room Number**.

Step 2 Location

Middle School

Building

Sutton Elementary School

Area


Classroom















Area/Room Number

300

- **Step 3: Required:** Select the icon that best describes your **Problem** and click on it. If the problem type is not listed, or you are unsure, choose the one that is closest one.

Step 3 Select Problem Type:

 **Technology Help Desk:** Click on the problem type below that best describes your issue.

 Accounts	 Blackboard	 Curriculum Management	 Data Projector
 Desktop/Workstation	 Email	 Internet Connection	 Printers
 Remote Access	 Smart Board	 Telephone Services	 UPS Backup
 Voice Mail	 Web/E-mail Access	 Wireless Connection	

- **Step 4: Required:** Type in a detailed **Description** of the problem you are reporting. Please be descriptive and complete. The more information you include, the better we will be able to address your needs.
- **Step 5: Optional:** Add an **Attachment** to your work order request.

- **Step 6:** Type in the **Submittal Password** for Sutton Public Schools. This password is:
 - **If the password does not work**, please check to make sure you are on the IT Request Page and not the Maint Request Page. You can change request pages by click on the tabs on the top left of the page.

Sutton Public Schools

S

Sutton Schools Home Page
Got a problem? [Email us](#)

Maint Request IT Request My Requests Settings Help

Sutton Help Desk
Thank you for using our internet

- **Step 7:** Click **Submit** to have your request sent to the IT Department.
- After you click **Submit**, the screen will refresh and go to the **My Requests** tab.

My Maint Requests

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:  [Show All](#) 

1 - 10 of total 326 listed

◀ Previous 10 Next 10 ▶

<input type="checkbox"/> Status	<input type="checkbox"/> Location	<input type="checkbox"/> Action Taken	<input type="checkbox"/> Complete Date
<input type="checkbox"/> WOID	<input type="checkbox"/> Building	<input type="checkbox"/> Request Date	
<input type="checkbox"/> Area	<input type="checkbox"/> Description	<input type="checkbox"/> Type	
<input type="checkbox"/> Area Number			
Complete 1469 Grounds Break room	Black Hawk College (QC) Quad Cities Building 3 Manny, Please stop and talk to Jimi in regards to heater they purchased for their break room.	needs to purchase 110 volt heater 11/27/2007 Electrical	11/28/2007 2:28:08 PM
New Request 1468 Gym	Black Hawk College (QC) Quad Cities Building 3 Ron, I have two new banners that need to be hung in the gym. A Wend'y's and a Reynolds Ford Banner please see me for placement.	No Action Note 11/27/2007 Carpentry	

Request Totals
 13 New Request
 4 Work In Progress
 306 Complete
 1 Declined
 1 Parts on Order
 1 Duplicate Request

- On this screen you will see up to date information on your request including the status, work order number and action taken notes. You can click on the number next the to status description to see

all request marked with that status. You can search for any work order request by typing in a key word in the **Search** box and clicking on **GO**. This will pull up any of your requests with that word in it. (ex: keys would pull up any request dealing with keys).

- Click on the **IT Request** Tab to input another new request
- **Other Notes:**
 - Please create one ticket **for each problem**. For example, you are teaching a class in a computer lab and one computer has a broken keyboard and another will not turn on, please create two separate requests. Furthermore, if on your teacher computer your printer is not working and your email password needs to be reset please send two separate requests.