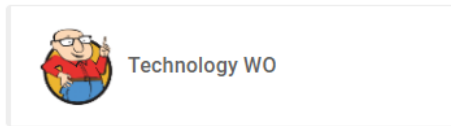


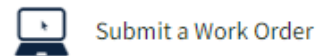
# SCHOOLDUDE TECHNOLOGY TICKETS

Please follow the steps below to login and submit Technology Work Orders. You can access this site via your Staff Portal (hello ID) or by visiting our BISD Technology webpage.

From your Staff Portal (Hello ID) page you will navigate to the Technology WO (Work Orders) Tile. Clicking on this will open/log you in to the SchoolDude Technology ticking system.

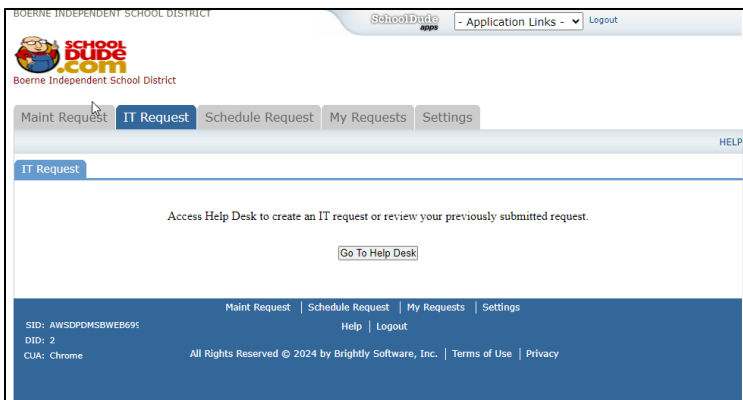


From our Technology web page, you will see links on the left side. Clicking on the link stating "Submit a Work Order" will open the SchoolDude Login page or log you in automatically to our ticking system.

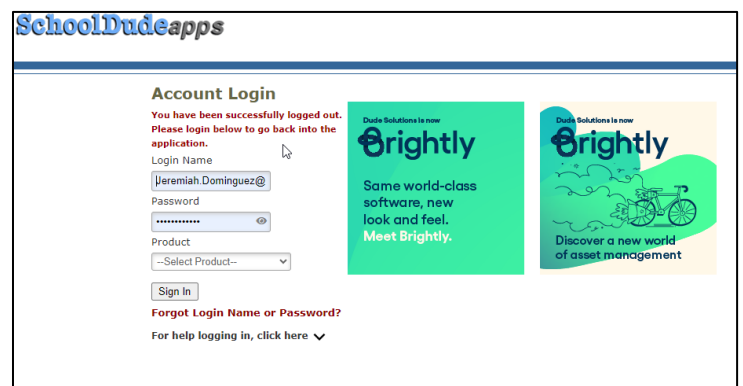


The page that opens should appear like the one shown below. Or you might be taken to a login page. SchoolDude is integrated with our SSO, so only BISD staff are allowed to enter work tickets.

**\*Important\* Be sure you are on the IT Request tab before filling out your Technology Work Order.**



If you do not see a fillable form and you see a link box as above, please click that link to open the correct page for you to fill out the form.



Here you will enter your email address and password. Then select "Helpdesk" from the drop-down box.

Be sure to select the correct Work type needed.

Include all information as to your service need and please do not put simple vague descriptions. This may hinder our level of service we can provide and help us be better prepared to solve the issues.

If for any reason you cannot access this or do not see the correct form; this means your account is either disabled or needs to be created. Please contact the Technology Helpdesk by Phone 830-357-4357 or by email, helpdesk@boerneisd.net.