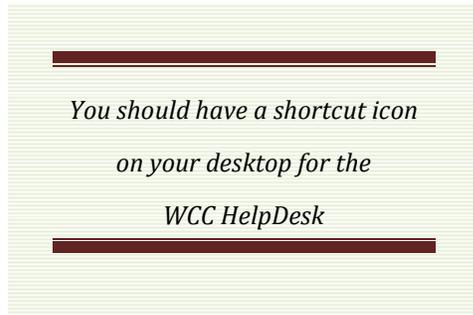


Quick Step Guide for WCC HelpDesk Requesters



Enter your WCC new, full email address and click **Submit**.
(example: aperson@wcc.vccs.edu)

A screenshot of the WCC HelpDesk login page. At the top left is the "Wytheville Community College" logo. Below it, the text says "Welcome! To begin, please enter your email address below." There is a text input field labeled "Email Address" and a "Submit" button below it.

After logging into WCC HelpDesk, you will see the Request Form.

Step 1: Check to be sure you have the IT Request tab showing. Fill in the online form. If you see a red check box , that field **MUST** be filled in.

A screenshot of the WCC HelpDesk Request Form. The navigation bar at the top has tabs for "Maint Request", "IT Request", "My Requests", "Settings", and "Help". The "IT Request" tab is selected. Below the navigation bar, the page title is "IT Helpdesk Request" and there is a note: "To submit your request complete the following form. If you have any questions please call 223-4731".

***Note:** Purpose codes are one of the required fields. Choose OTHER for all requests that are NOT AIS, BLACKBOARD, HRMS or SIS

A screenshot of a dropdown menu titled "Purpose". The menu is open, showing the following options: "-- Select Purpose --", "AIS", "Blackboard", "HRMS", "Other", and "SIS". An arrow points to the "Other" option.

Step 2: When you have completed all of the information required for your request, submit the request.

Step 3: Type in the submittal password of: **password**

Step 4: Click submit

- After you click submit, the screen will refresh and show **My Request** Tab.

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 to the 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 a new request.

How do you access the SchoolDude application?

The easiest way to access the application is by using the Helpdesk icon/shortcut found on your desktop. If you do not have this icon, logout of the Novell network and log back in. This process is automated and you should see a copy of the icon once you connect to the network. Please contact IT (mkegley@wcc.vccs.edu – ext 4730) if you do not see the icon upon connection.

You can also access the SchoolDude application while on or off campus using the following URL:

<https://www.myschoolbuilding.com/myschoolbuilding/itdgateway.asp?acctnum=290667109>