

## Entering a Technology Problem Report Via MySchoolBuilding.com

Beginning with the 2006-2007 school year, all Technology Problem Reports should be submitted online via MySchoolBuilding.Com

There are three ways to access the MySchoolBuilding.Com website to enter a Technology Problem Report:

- a) via a link from the District website [www.marionunit2.org](http://www.marionunit2.org)
- or
- b) via the Internet URL:

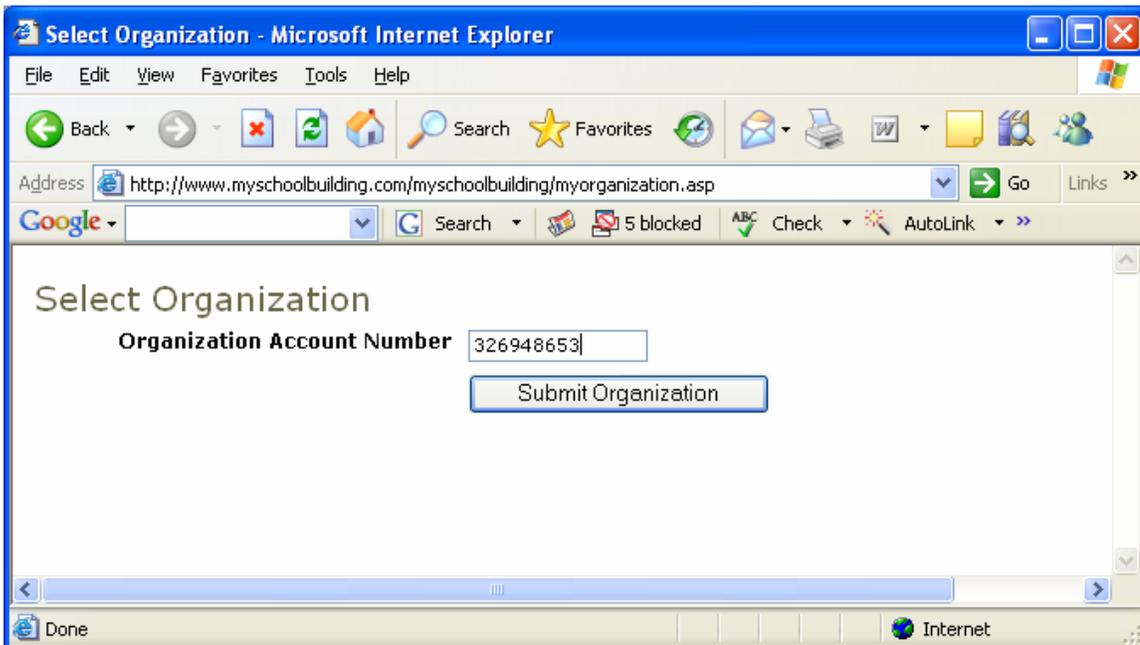
<http://www.myschoolbuilding.com/myschoolbuilding/itgateway.asp?acctnum=326948653>

or

- c) via a shortcut on your desktop called either "Work Order" or "Welcome to MySchoolBu..."

If you use option a or b skip down to step 1. If you use option c, you may run into the following:

The link may take you to the generic MySchoolBuilding.com website. You will be asked to enter our Organization Account Number. Our Organization Account Number is **326948653**. Enter this number in the box provided and click **Submit Organization**. Once you have done this or if the link takes you to a different page proceed to step 1

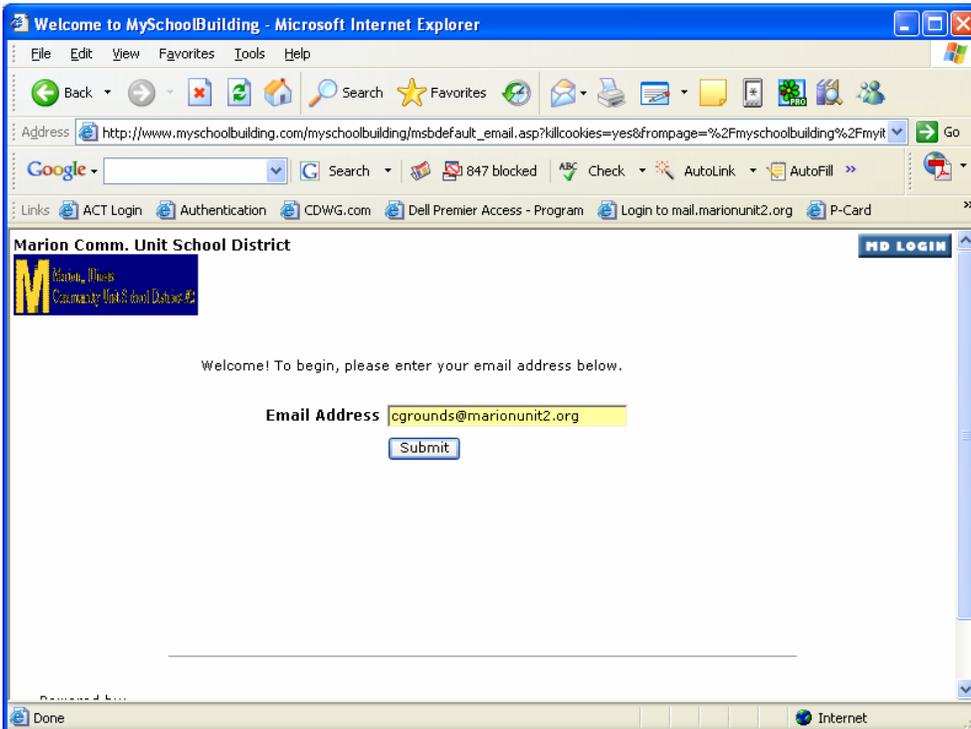


The screenshot shows a Microsoft Internet Explorer browser window titled "Select Organization - Microsoft Internet Explorer". The address bar contains the URL "http://www.myschoolbuilding.com/myschoolbuilding/myorganization.asp". The page content includes a heading "Select Organization" and a form with the following elements:

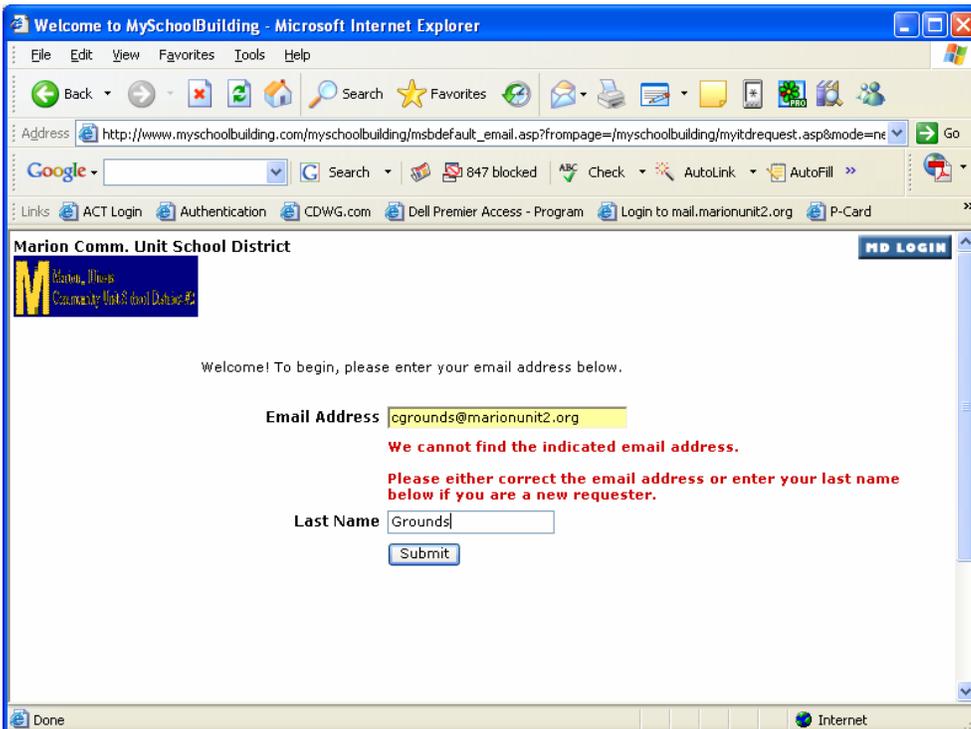
- Label: **Organization Account Number**
- Text input field: 326948653
- Submit button: Submit Organization

The browser's status bar at the bottom shows "Done" and "Internet".

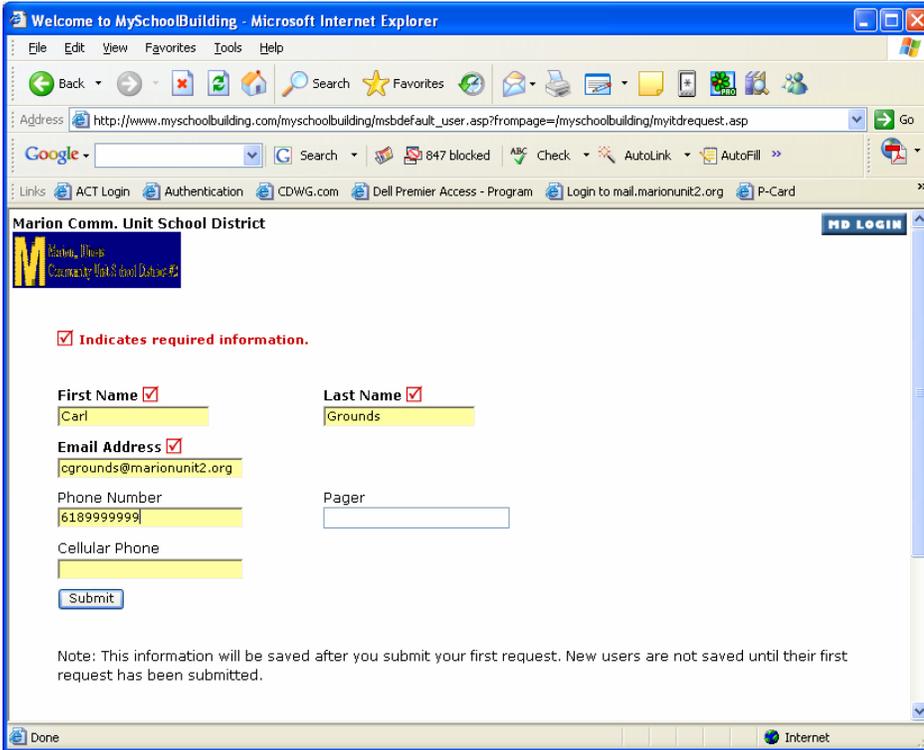
1. The first time this site is accessed from your computer you will have to fill out several pieces of information before being allowed to submit a technology problem report.
2. Enter your marionunit2.org email address and click **Submit** to begin the process.



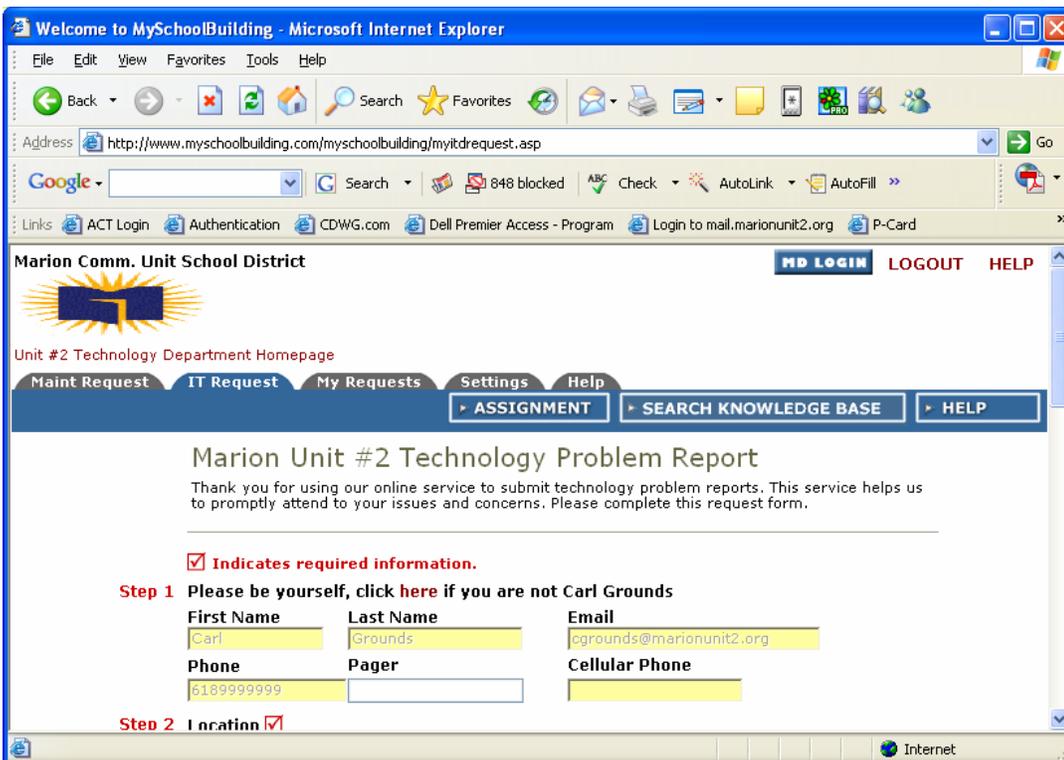
3. Since our user, Carl Grounds, has never submitted a request before, the system displays the following message and requests a last name. Enter your last name and click **Submit** to continue.



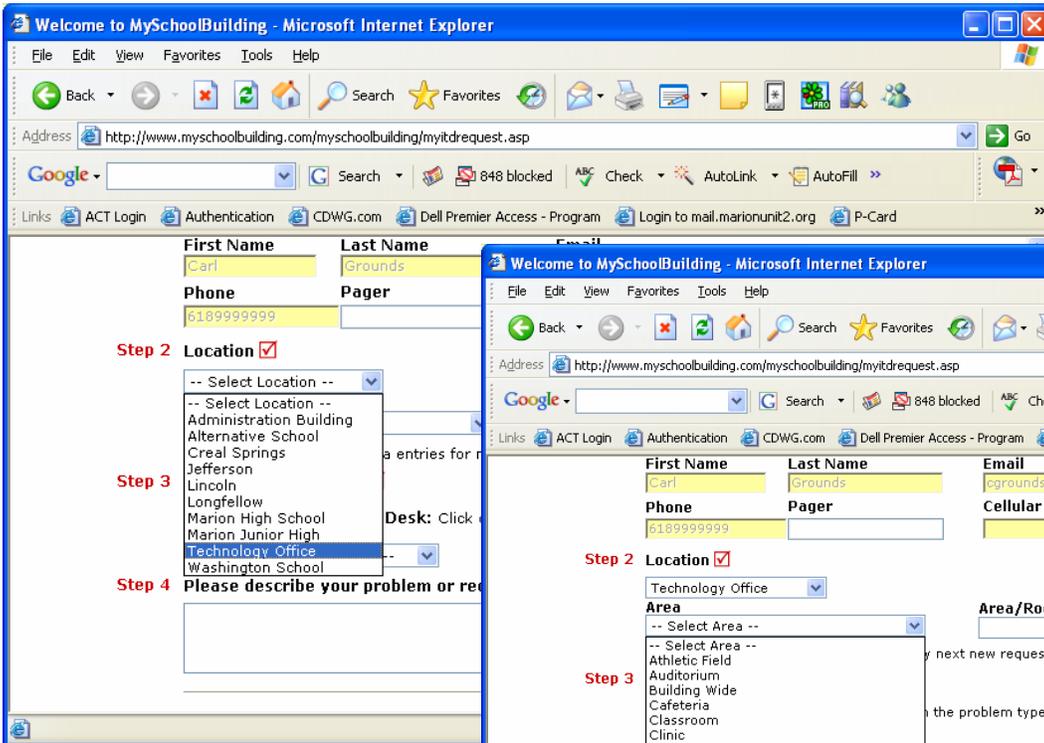
4. A screen requesting more information is now displayed. Enter your first name, email address and phone numbers (if desired) and click **Submit** to continue. Once the first request is entered and saved this information will not have to be reentered.



5. The next screen is where the actual problem report is entered.

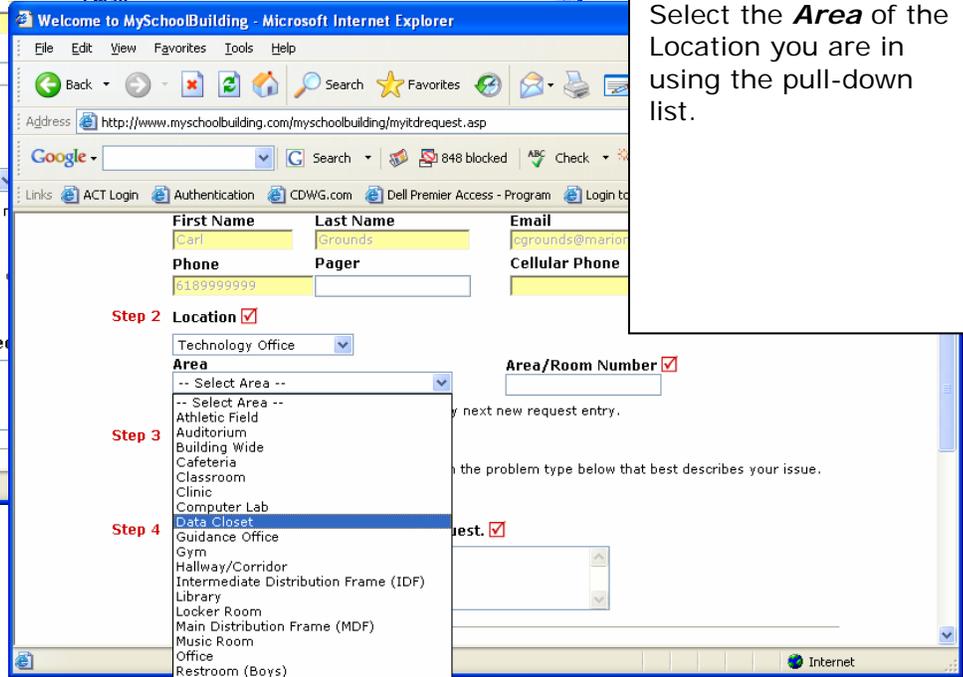


**Step 1** should already be filled out (and is therefore read-only).

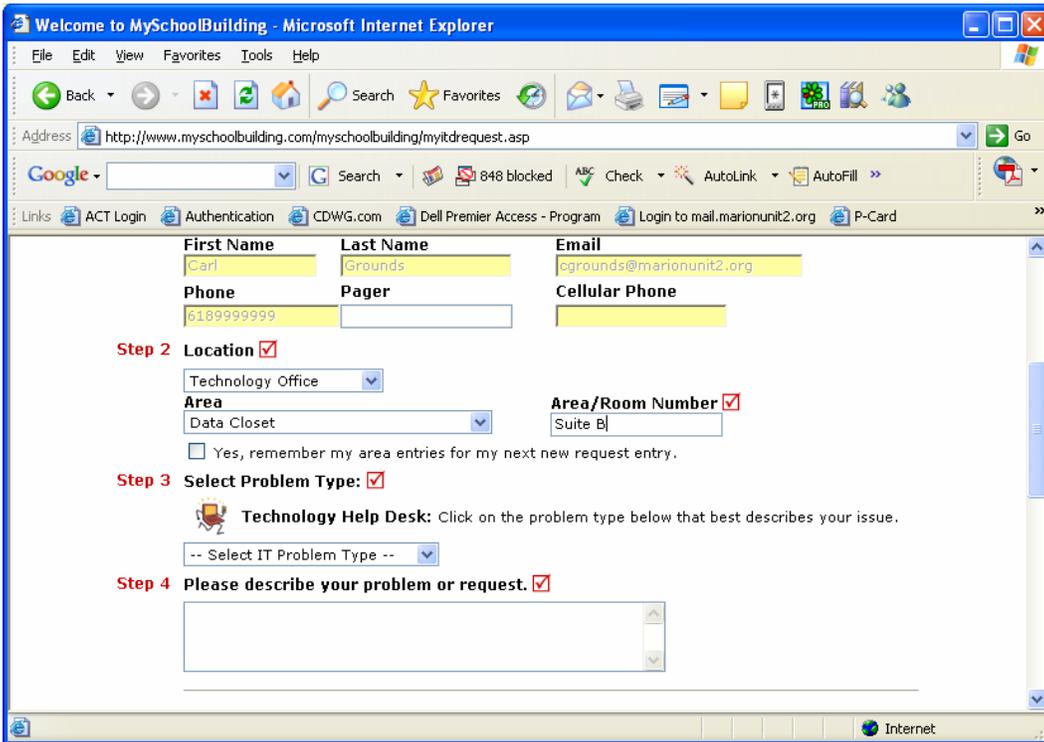


**Step 2**  
 Select the **Location** using the pull-down list.

Select the **Area** of the Location you are in using the pull-down list.



**6. Complete Step 2**

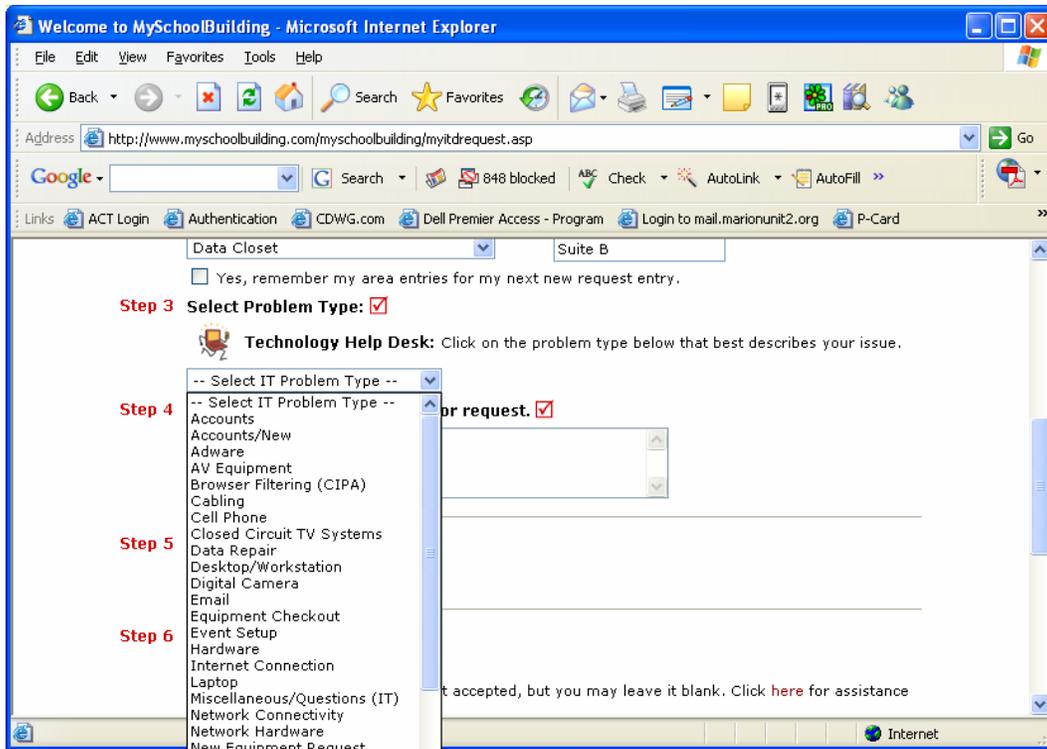


**Step 2 (cont'd)**

Enter an **Area/Room Number** (if applicable) to further define your location.

If your location information will always be the same, check the box labeled "Yes remember my area entries for my next new request entry."

7. Step 3 – Enter information about the problem you need assistance with.



After clicking on the appropriate problem type the screen will refresh

Step 3 Select the **problem type** that best describes your issue from the pull-down list.

Selections include:  
Accounts,  
Accounts/New, Adware,  
AV Equipment, Browser  
Filtering, Cabling,  
Desktop/Workstation,  
Digital Camera, Email,  
Equipment Checkout,  
Hardware, Internet  
Connection, Laptop,  
Network Hardware,  
New Equipment  
Request, Password,  
Peripherals, Printers,  
Projectors, Scanners,  
Smart Board, Software  
Application, Student  
Database, Training,  
Virus, Web Site, and  
many more.

8. Steps 4 – 10 complete the information required to submit the request

The screenshot shows a Microsoft Internet Explorer browser window with the address bar displaying <http://www.myschoolbuilding.com/myschoolbuilding/MyITDRRequest.asp>. The page content is as follows:

- Step 4 Please describe your problem or request.**  A large text area for describing the problem.
- Step 5 Tag Number** A text input field.
- Step 6 Requested Completion Date** A date picker icon and a text input field. Below it, a note reads: "(A valid date is required. Text is not accepted, but you may leave it blank. Click [here](#) for in date entry.)"
- Step 7 Attachment** [Attach New File](#) (Maximum allowed is two attachments with a size of 3MB or less per file.)
- Step 8 Submittal Password**  A password input field with masked characters (••••••) and a [Forgot Password?](#) link.
- Step 9** A **Submit** button.

Below the form, a message states: "Your new requests are automatically shown as approved by you on submit. NOTE: You will receive the following notifications."

**Steps 4 - 9**

**Step 4 Description**

Describe the problem you are experiencing. Be as brief but as descriptive as possible.

**Step 5 Tag Number**

(optional) Marion Unit #2 Asset tag number

**Step 6 Requested Completion Date**

(optional) Please only use this if there is a specific event or deadline involved with your problem.

**Step 7 Attachment**

(optional) You may attach a file that will give further information

**Step 8 Submittal Password (Required)**

Please get this password from your building principal

**Step 9 Submit**

Click the Submit button once the information is complete.

9. After the submittal password is clicked a screen showing that new requests are found for your email address. At this time it is unknown why this screen appears (and we are working with the vendor on a solution), however the request has in fact been saved and the technology staff will be begin working on it as soon as possible.

Click on **Logout** above to exit the system.

