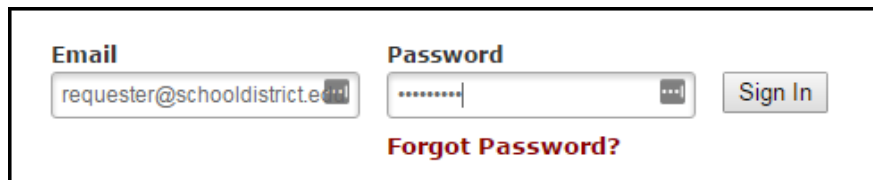


# Incident Re<sup>q</sup>uester Guide

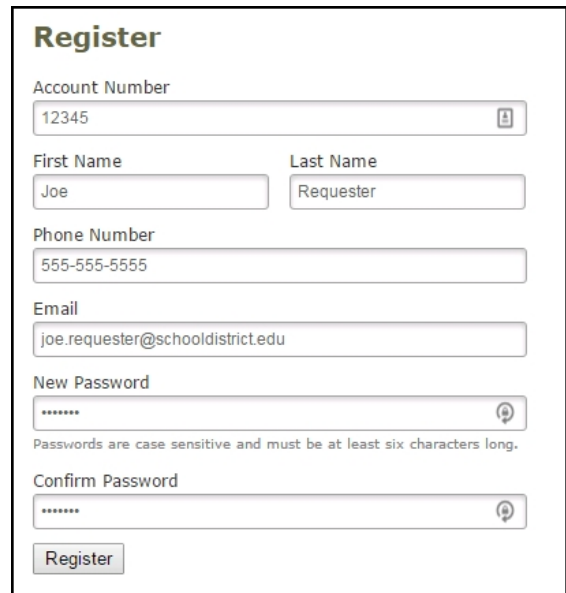
## How to Register/Log in

1. You can access **IT Direct** in several ways.
  - a. Go to the Mountain Brook Schools webpage (www.mtnbrook.k12.al.us) and click on the Tech Assist tab on the top Menu Bar. It is the last tab.
  - b. Click on the following link, or copy and paste it into the web browser:  
<https://login.myschoolbuilding.com/msb?acctNum=28924892?productID=ITD>
2. If you are a returning user, enter your **Email Address** and **Password**. Click **Sign In**.
3. If you have forgotten your password, click the **Forgot Password** Link and enter your email address. We'll send you instructions for resetting your password.



The screenshot shows a login interface with two input fields: 'Email' containing 'requester@schooldistrict.edu' and 'Password' containing six dots. To the right of the password field is a 'Sign In' button. Below the password field is a red link labeled 'Forgot Password?'.

4. If you are submitting your first re<sup>q</sup>uest, you must enter registration information first. *Note: Your registration will be complete after you submit your first re<sup>q</sup>uest.*
  - Enter the **Account Number** provided by your Administrator.
  - Enter your **First and Last Name**, as well as your **Phone Number** and **Email Address**.
  - Type the **Password** you would like to use to log into your Tech Incident (formerly IT Direct) account and confirm it. The password you choose must be 6 characters long.
  - Click **Register** to go to the work order re<sup>q</sup>uest form.



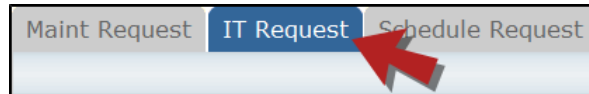
The screenshot shows a 'Register' form with the following fields: 'Account Number' (12345), 'First Name' (Joe), 'Last Name' (Requester), 'Phone Number' (555-555-5555), 'Email' (joe.requester@schooldistrict.edu), 'New Password' (six dots), and 'Confirm Password' (six dots). A 'Register' button is at the bottom. A note below the password fields states: 'Passwords are case sensitive and must be at least six characters long.'

## Save your Information in ClassLink:

Once you have established your password (existing users) or account (new users) immediately go to ClassLink to save your password for future use.

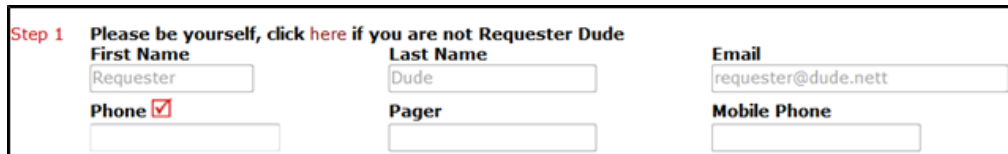
## How to Submit a Request

- Make sure you are on the **IT Request** tab at the top of the screen.

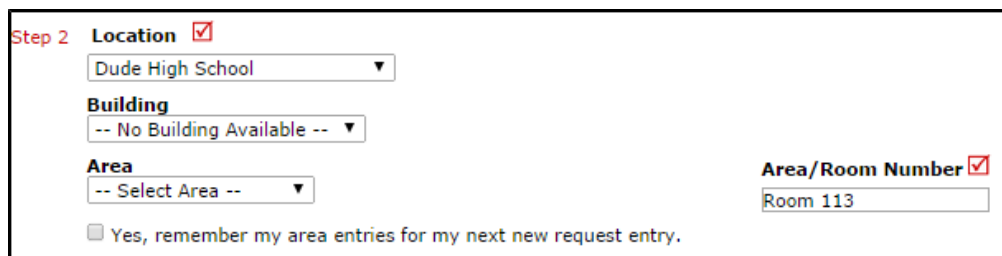


*Note: Any field marked with a red checkmark is a required field.*

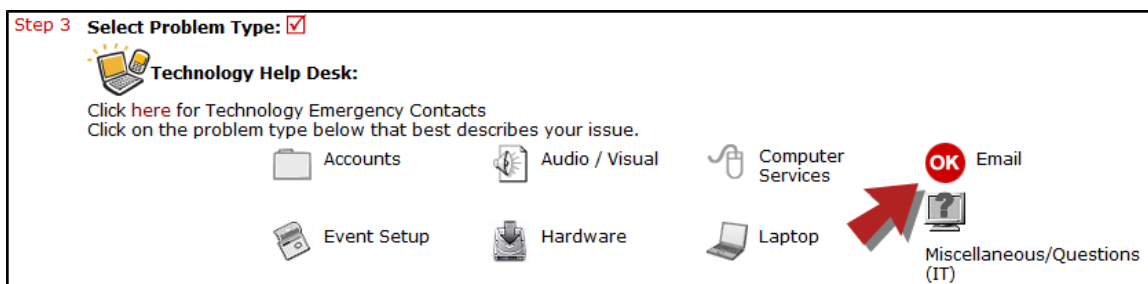
- **Step 1:** These fields will already be filled in with your contact information according to how it was entered upon registration.



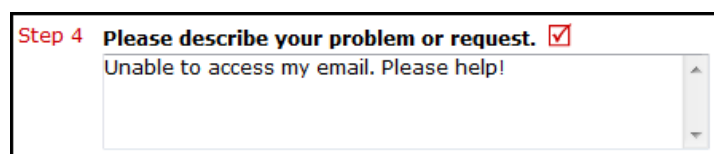
- **Step 2:** Click on the drop down arrow and highlight the **Location** where the work needs to be done. Do the same for **Building** (if available) and **Area**. Also, be sure to type in the area description or room number in the **Area/Room Number** field.



- **Step 3:** Select the **Problem Type** that best describes the request/issue you are reporting.



- **Step 4:** Type in a description of the problem.



- **Step 5:** Enter a **Tag Number** if necessary for a specific piece of equipment that needs to be worked on.

- **Step 6:** Enter a **Time Available**, such as a planning period, when workers can come by.
- **Step 7:** Select a **Purpose** for the work if applicable.
- **Step 8:** Attach a file to the request if necessary (i.e. a picture of damage or screenshot).
- **Step 9:** Type in the **Submittal Password**. **mtnbrook**
- **Step 11:** Click the **Submit** button.

## My Request Tab

You can view any requests that you have entered into the system by clicking on the **My Requests** tab. Hover your mouse over the **Shortcuts** link and click on **My IT Requests**. You will see a listing of any requests that you have entered into the system. You are also able to print out a listing of your requests by clicking on the printer icon.

ASSIGNMENT | SEARCH KNOWLEDGE BASE | HELP

**My Requests** Shortcuts Legend

My Maint Requests  
My IT Requests  
My Schedule Requests  
My Inventory Requests  
My Trip Requests

Note: Once the request is assigned to a person, you no longer can edit the request. You can click on the current status to view all pages on your request.

Show All

Request Totals  
4 New Request  
1 Work In Progress  
4 Complete  
1 Forwarded

Status	Location	Action Taken	Complete Date
Work In Progress 199	Dude High School! Computer not working	No Action Note 10/28/2008 3:12:00 PM Computer Monitor	
New Request 286	Andrews High School Test	No Action Note 7/9/2009 7:54:07 PM Alarm Bell	

On the **My Requests** page you will see up-to-date information on your requests including the current status, incident ID number, and action taken notes. You can click on the number next to the status description in the **Request Totals** section to see all of your requests marked with that status. You can also search for any work order request by typing a key word into the **Search** box and clicking **GO**.