

IT Direct

What is it?

IT Direct is an online tool that allows staff members to report computer, phone and AV equipment problems to the Technology Help Desk.

Who can use it?

All staff members at D115 and D67

Where can I find it?

Go to the “Faculty/Staff Services” page under “Quick Links” on the school’s website, or follow the link below:
<http://www.myschoolbuilding.com/myschoolbuilding/itdgateway.asp?acctnum=705352720>

You can also bookmark the web address in your “favorites” for easy access.

How do I log in?

A username and password are not required to use this site. When you first visit the website, you will be prompted to enter your email address. After your email is confirmed, you are free to schedule a maintenance request.

What can you do with the IT Direct?

- Submit IT requests
- Check the status of requests online

How do I submit a request?

Step 1: This should be filled out already with your basic information filled in (first and last name, and email address). If this is incorrect, click the red “here”

Step 2: Fill out the drop down boxes for: Location, Building, Area, and Room Number

Step 3: Select the type of IT problem

Step 4: Please describe the problem/request. **The more information, the better.

Step 5: Pick a time that you are available for maintenance

Step 6: Pick a requested completion date

Step 7: You have the option of attaching files to help the IT Department

Step 8: Type in the universal “password”

Step 9: Click Submit

NOTE:

- You will receive the following notifications.
- You will be notified receipt of your request.
- You will be notified of status changes to your request.
- You will be notified if this request is completed.
- You will be notified if this request is declined

Contact for Questions?

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or call Tech Help Desk (x7370)