

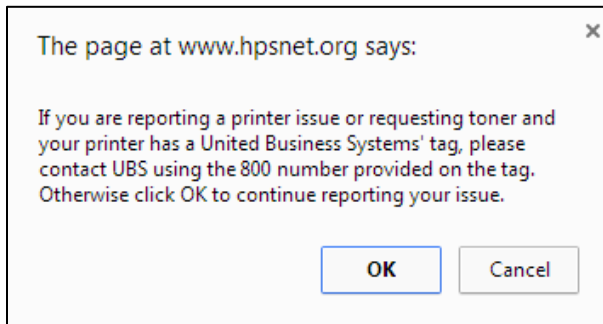
Using SchoolDude to Submit an IT Request

Accessing SchoolDude:

Go to our homepage at <http://www.hpsnet.org> and click the link for SchoolDude under “Quicklinks”.



Upon clicking the link, a warning will pop up.



If you are not reporting a printer issue or you already reported it to UBS and they determined it's an internal network issue, please click "OK" to continue.

On the next page, enter you District email address and click “submit”.

Hackensack City Public School District




Welcome! To begin, please enter your email address below.

Email Address

Note: If you have never used the system, you will need to register one time. Just complete the information on the next screen and click next. It will not prompt you for this information again.

Hackensack City Public School District



Indicates required information.

First Name Last Name

Email Address


Phone Number Pager

Cellular Phone

Note: This information will be saved after you submit your first request. New users are not saved until their first request has been submitted.

On the next screen, verify that IT Request is highlighted.

Hackensack City Public School District



Hackensack District Website

SchoolDude apps - Application Links - Logout

Maint Request **IT Request** My Requests Settings

ASSIGNMENT | SEARCH KNOWLEDGE BASE | HELP

Under you will see the form to submit your request. Anything with a is required. The **Submittal Password** is “hackensack”.

Maint Request **IT Request** My Requests Settings

ASSIGNMENT | SEARCH KNOWLEDGE BASE | HELP

Legend ▾

IT Request

IT/Maintenance Request Page

To submit your request complete the following form.

****NOTICE****
For all printer related issues, if your printer has a Stewart id tag, please contact Stewart using the 1-800 number provided for service and/or toner. If your printer does not have a tag, please continue to use this form to submit trouble tickets. Thank you.

Step 1 Please be yourself, click [here](#) if you are not Adrian Cepero

First Name Adrian	Last Name Cepero	Email a.cepero@hackensackschools.org
Phone	Pager	Mobile Phone

Step 2 **Location**


-- Select Location -- ▾

Area
-- Select Area -- ▾

Area/Room Number

Yes, remember my area entries for my next new request entry.

Step 3 **Select Problem Type:**

 **Technology Help Desk:** Click on the problem type below that best describes your issue.

-- Select IT Problem Type -- ▾

Step 4 **Please describe your problem or request.**

Step 5 **Purpose**

Any other problem (not iPad) ▾

Step 6 **Attachment**
Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

Step 7 **Submittal Password**

[Forgot Password?](#)

Step 8 **Submit**

Your new requests are automatically shown as approved by you on submit.
NOTE: You will receive the following notifications.
You will be notified receipt of your request.
You will be notified of request assignment.
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 duplicated.
You will be notified if this request is closed.

Legend