IT Direct – Technology Service Requests

To enter technology service requests:
Red indicates Required Fields.
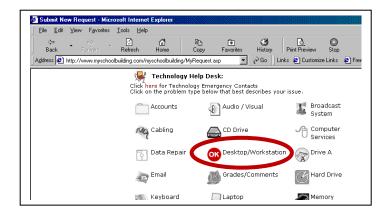
1. Click the **IT Direct_289246892** icon found on your desktop. Key in the Acct Number: **289246892**
2. Click "**Submit Organization**"

Note: You will be asked to enter this organization number the first time you click this icon on any computer or a recently Imaged computer.

3. Enter your full e-mail address.
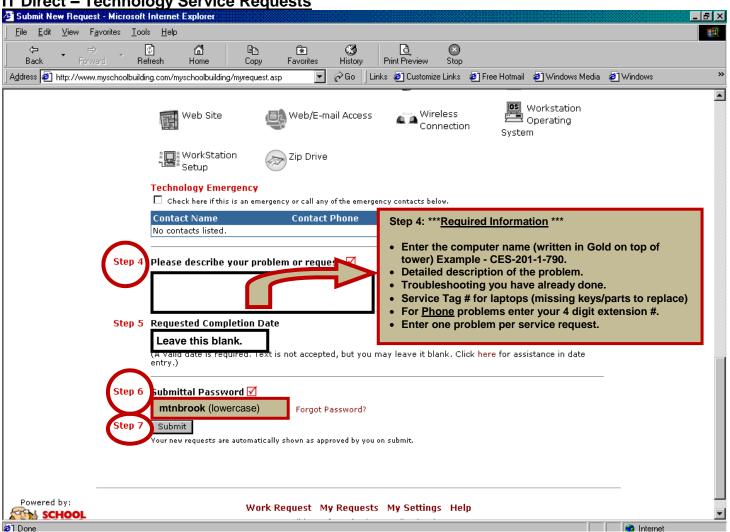4. Click "**Submit**". (Info fills in automatically.

See Step 1 below.)

Step 1: Choose Your School

Step 2: Key your **room # and last name if fields are blank.**
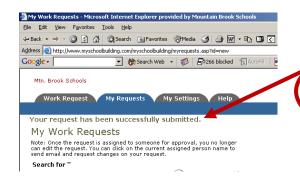
3. Scroll and choose Problem Type.
(A red "OK" appears.)

Scroll down to fill in the remaining blanks for **Steps 4** and **6.**
Click **Submit in Step 7**.

IT Direct – Technology Service Requests

Web Site   Web/E-mail Access   Wireless Connection   Workstation Operating System

WorkStation Setup   Zip Drive

Technology Emergency

☐ Check here if this is an emergency or call any of the emergency contacts below.

Contact Name	Contact Phone
No contacts listed.	

Step 4 Please describe your problem or request ☑

Step 4: ***Required Information *

- **Enter the computer name (written in Gold on top of tower) Example - CES-201-1-790.**
- **Detailed description of the problem.**
- **Troubleshooting you have already done.**
- **Service Tag # for laptops (missing keys/parts to replace)**
- **For Phone problems enter your 4 digit extension #.**
- **Enter one problem per service request.**

Step 5 Requested Completion Date

Leave this blank.

(A valid date is required. Text is not accepted, but you may leave it blank. Click here for assistance in date entry.)

Step 6 Submittal Password ☑

mtnbrook (lowercase)   Forgot Password?

Step 7 Submit

Your new requests are automatically shown as approved by you on submit.

Powered by:
SCHOOL

Work Request   My Requests   My Settings   Help

Mtn. Brook Schools

Work Request   My Requests   My Settings   Help

Your request has been successfully submitted.

My Work Requests

Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the current assigned person name to send email and request changes on your request.

Search for "

You should receive an e-mail from School Dude confirming that your request was successfully submitted.