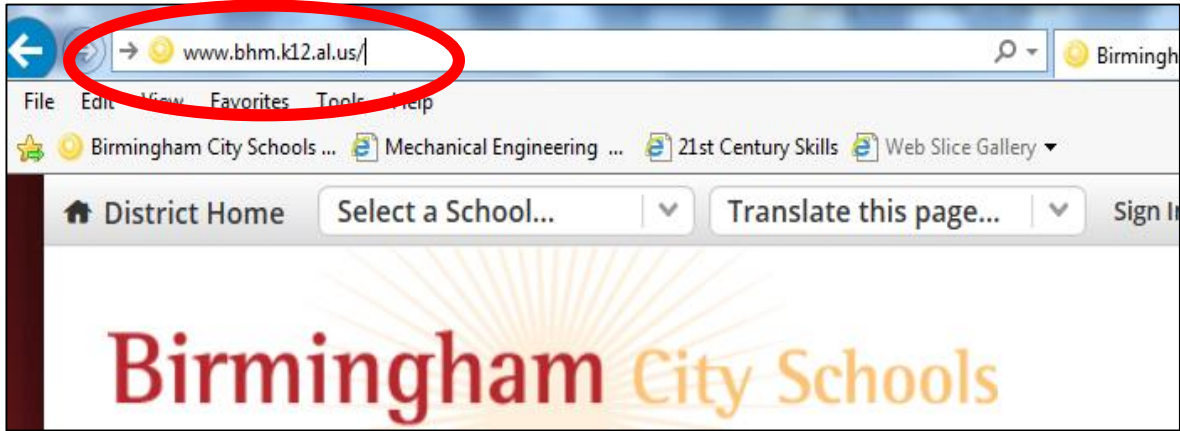


# Using SchoolDude to Report a Problem

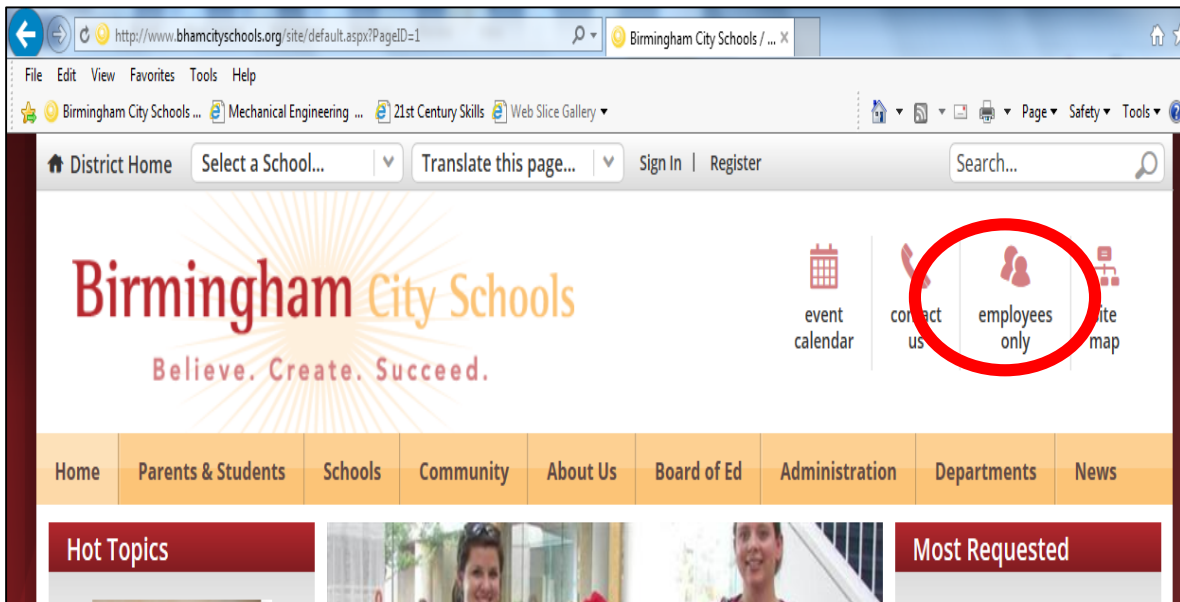
## Step 1

After selecting the Internet Explorer icon, type **www.bhm.k12.al.us** in the address bar.



## Step 2

Click on the **Employees Only** icon on the Birmingham City Schools website.




### Step 3

There are two options listed under SchoolDude.

Select **Maintenance Requests** for all maintenance issues.

Select **Technology Requests** for all technology issues.

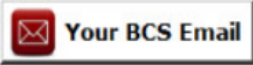
**Employee News**

 **Operations Service Desk**

**The OSD is Here**  
Centralized Service Desk Initiated by the Operations Team

*Internal access (BCS) ONLY:  
\*these applications will only function when used from computers located within BCS facilities*

- > Inventory Log
- > Destiny
- > NextGen
- > SchoolMax ICUE
- > STI InformationNow
- > Time & Attendance
- > Please register from your IPAD or mobile device with BCS MOBILEIRON

 **Your BCS Email**

- > Alabama State Department of Education
- > BCS Academy Directors
- > Change Your BCS Contact information.
- > Edulog Web Query
- > Principals Corner
- ^ Professional Development
  - > School Improvement Network
  - > STI PD-Web
- > Project Activities (PMO)
- > Renaissance Place
- ^ SchoolDude
  - > Maintenance Requests
  - > Technology Requests

**Other Service Offerings**

\*Please note the categories listed under Maintenance and Technology

\*\*A miscellaneous category is listed under Maintenance and Technology, use this category sparingly

### Maintenance Requests

Air Conditioning	Alarm	Appliance Repair	Asbestos
Audio/Visual	Boiler	Burglar Alarm	Cabinet Shop
Capital Project	Carpentry	Carpet Repair	Ceiling Tile
Ceilings	Ceramic Tile	Climate Control	Clocks/Bells
Closed Circuit TV Systems	Concrete	Custodial	Custodial Equipment Repair
Delivery	Doors and Hardware	Electrical	Electronic Door Access
Elevators	Event Setup	Fence Repair	Fire Alarm System
Fire Extinguishers	Fire Sprinkler System	Furniture	Generators
Glass/Window Repairs	Graffiti	Grass Cutting	Grease Traps
Grounds	Heating/Ventilation /Air Conditioning	Intercoms	Key and Lock
Kitchen Equipment	Kitchen Hood	Masonry	Miscellaneous
Mold Remediation	Moving	P/A System	Painting
Parking	Paving	Pest Control	Plaster/Plasterer
Plumbing	Roof	Scoreboards	Security
Shades/Blinds	Two-Way Radio Repair	Welding	

Report STI issues under Technology, category Academic Management System

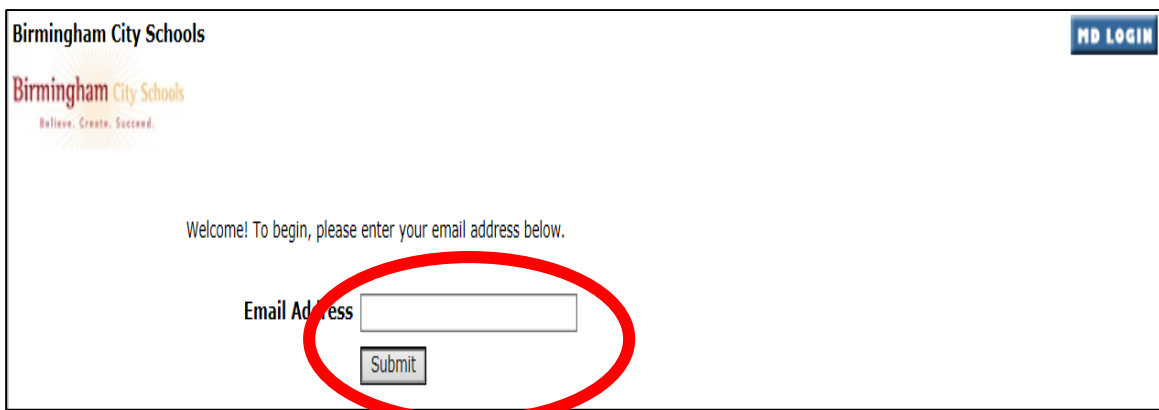
Telephone Services was listed under Maintenance and is now listed under Technology

### Technology Requests

Academic Management System	Accounts/New	Browser Filtering (CIPA)	Cell Phone
Copier	Desktop/Workstation	DVD/VCR Unit	Email
Fax	ID Card	Interactive White Board	Internet Connection
Laptop	Library System	Miscellaneous/Questions (IT)	Network Connectivity
Password	Printers	Software Application	Tablet
Telephone Services	Time Clock	TV / Television	Video Conferencing
Wireless Connection	Wiring		

## Step 4

Type in your **email address** then click the **Submit** button.



Birmingham City Schools

MD LOGIN

Birmingham City Schools  
Believe. Create. Succeed.

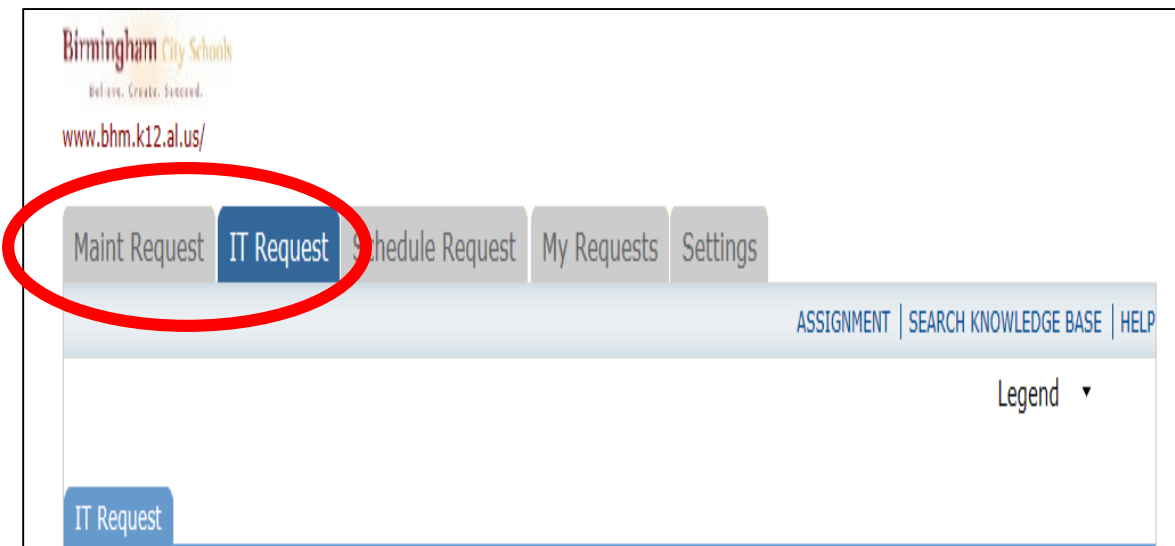
Welcome! To begin, please enter your email address below.

Email Address

Submit

## Step 5

You have the option to switch between maintenance requests and technology requests by clicking on the tabs located at the top of the page.



Birmingham City Schools  
Believe. Create. Succeed.  
www.bhm.k12.al.us/

Maint Request IT Request Schedule Request My Requests Settings

ASSIGNMENT | SEARCH KNOWLEDGE BASE | HELP

Legend ▾

IT Request

## Step 6

Follow the steps listed on the page. One of the steps requires you to submit a password. If you are submitting a maintenance request, the password is **mdpassword**. If you are submitting a technology request, the password is **itpassword**.

Maintenance Request Password - **mdpassword**

Technology Request Password - **itpassword**

The screenshot shows a web form with several steps. Step 7, 'Submittal Password', is circled in red. The form includes a 'Maintenance Emergency' section with a checkbox and a table of emergency contacts. Step 4 is a text area for describing the problem. Step 5 is a dropdown menu for 'Purpose'. Step 6 is an 'Attachment' section. Step 7 is a password input field with a 'Forgot Password?' link. Step 8 is a 'Submit' button. Below the form, there is a list of notifications.

Contact Name	Contact Phone
Operations Service Desk	205-231-4747

Step 7 Submittal Password  [Forgot Password?](#)

Step 8

You will receive the following notifications:  
You will be notified receipt of your request.  
You will be notified of request assignment to a technician.  
You will be notified of status changes to your request.

**Do not forget to hit Submit**