

SCHOOLDUDE HELPDESK

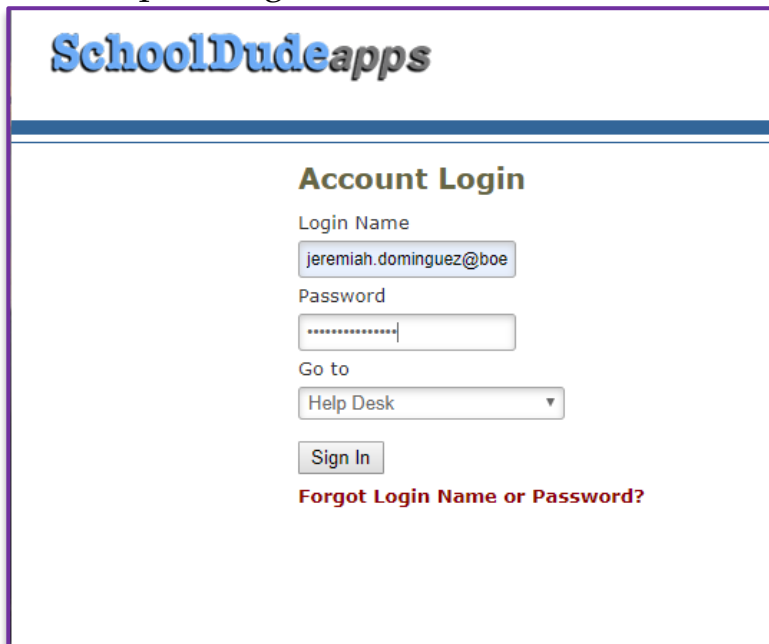
The Technology department has moved to a new IT Support Ticket system; called “**SchoolDude Help-Desk**”.

You should have received an email from *SchoolDude Message Center* <message.center@smtp.schooldude.com> ; Once you have been added to the new system. Within the email it will state that you need to reset your password first before logging into the system. If you never received this email, then you can test your enrollment by trying to reset your password at the login screen.

To Log in :

- you will use your full BISD email address, along with your newly created password.
- In the Dropdown menu labeled ‘*Go to*’, be sure to select ‘**Help Desk**’.
- Then click on sign in
- ****Note that if the log in screen doesn’t look like the image below... you are at the *wrong* log in page.****

See example Image1:



The image shows a screenshot of the 'SchoolDudeapps' login interface. At the top left, the logo 'SchoolDudeapps' is displayed in blue and black. Below the logo is a horizontal blue bar. The main content area is titled 'Account Login' in bold black text. Underneath, there are four input fields: 'Login Name' with the text 'jeremiah.dominguez@boe', 'Password' with a masked field of dots, 'Go to' with a dropdown menu showing 'Help Desk', and a 'Sign In' button. At the bottom, there is a red link that says 'Forgot Login Name or Password?'.

If you have any problems logging into SchoolDude Help-Desk follow this check list:

- Are you at the correct log in screen? (should have three boxes, username, password, & GoTo)
- Have you done a password reset? (even if you do not get the email, attempting to reset your password could get you in)
- Did you select "Help-Desk" in the GoTo box?

If you checked all these things and still cannot get in, give the Technology Department a call at (830) 357-4357

Below is a link to our SchoolDude Help-Desk Login page. (click on the little guy icon or text.)



[SchoolDude Help-Desk.](#)