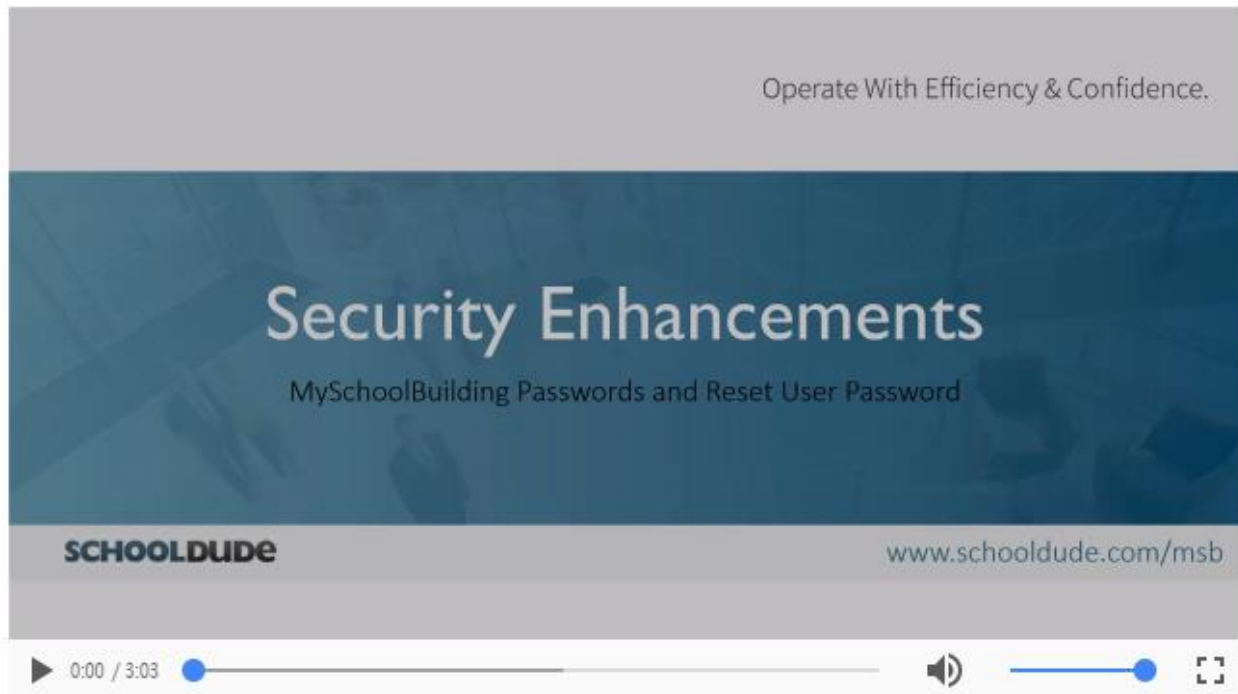


# MySchoolBuilding Security Updates

To keep up with the ever-changing world of technology and its related security needs, we are constantly updating and upgrading our software to deliver the highest quality, secure solutions. There are two new security updates that have been released: an update for Requesters' Login and an update for Administrators to be able to reset user passwords. We are providing information such as [email templates](#), [documents](#), [videos](#), [frequently asked questions](#) and tips to [keep it easy for your requesters](#) including an updated [web address generator](#).



To view video in the above image, visit [www.schooldude.com/msb](http://www.schooldude.com/msb).

## Information for Requesters

### MySchoolBuilding Requester Login.

This update requires each Requester to use a personal password when logging in to submit a request. This provides an initial layer of security on top of the Submittal Password used on each request form.

<b>Email</b> <input type="text" value="requester@schooldistrict.edu"/>	<b>Password</b> <input type="password" value="....."/>	<input type="button" value="Sign In"/>
<b>Forgot Password?</b>		

**Existing Requesters** (e.g., have previously submitted work orders, incident, events, etc.) have a default password assigned to their email address, and will be prompted to update the password the first time they log in.

<b>Having trouble as an existing user on <a href="http://www.myschoolbuilding.com">www.myschoolbuilding.com</a>?</b>	<b>Tiene problemas como un usuario existente en <a href="http://www.myschoolbuilding.com">www.myschoolbuilding.com</a>?</b>
<p>Try <a href="#">clearing your cookies</a>, or</p> <ol style="list-style-type: none"> <li>1. Select <b>Forgot Password</b> at the top of the page.</li> <li>2. Enter your email address and select <b>Submit</b>.</li> <li>3. The screen will now say “Your email is on the way! Check your email for instructions on how to reset your password.” (The email could go to your spam folder, so if you do not see an email within 2 minutes, check there.)</li> <li>4. Open that email and click on the link it provides. Enter a password, confirm the password and select <b>Reset Password</b>.</li> <li>5. Go back to your original screen and enter your email address and your password and select <b>Sign In</b>.</li> <li>6. It will now take you to the screen you are accustomed to seeing and you may enter new requests in the same manner as always.</li> </ol>	<p>Primero borra las “cookies” de su navegador</p> <ol style="list-style-type: none"> <li>1. Haga clic en “<b>Forgot Password</b>”</li> <li>2. Escriba su dirección de correo electrónico y haga clic en “<b>submit</b>”</li> <li>3. La pantalla dirá “Your email is on the way! Check your email for instruction on how to reset your password.” (Si no recibe el correo electrónico revise su carpeta de correo “spam”).</li> <li>4. Abre el correo electrónico y haga clic en el enlace, escriba su contraseña, confirme su contraseña y haga clic en “<b>Reset Password</b>.”</li> <li>5. Haga clic en: <a href="http://www.myschoolbuilding.com/">http://www.myschoolbuilding.com/</a> , escriba su email y contraseña y haga clic en “<b>sign in</b>”</li> <li>6. Usted ahora verá su pantalla normal y podrá entrar su orden de trabajo como siempre. A partir de ahora tendrá que introducir su correo electrónico y contraseña para acceder a la página de solicitud.</li> </ol>

**New Requesters** (e.g., have never submitted an online request) will have the ability to register and will become an official user after their first submission of a work order, IT incident, etc.

## Register

Account Number

First Name  Last Name

Phone Number

Email

New Password  
  
Passwords are case sensitive and must be at least six characters long.

Confirm Password

# Resource Documents

[Email Templates](#)

[Blog - Security Update: MySchoolBuilding Service Request Portal](#)

[Administrator's Guide on How to Reset a User Password](#)

[Keep It Easy for Your Requesters: Using Direct Links on Your Website to MySchoolBuilding.com](#)

[How to Clear Cookies from Your Web Browser](#)

<b>Getting Started Guides</b>	<b>Templates for Requester Guides</b>
<a href="#">MaintenanceDirect</a>	<a href="#">MaintenanceDirect</a>
<a href="#">FSDirect</a>	<a href="#">FSDirect</a>
<a href="#">Incident</a>	<a href="#">Incident</a>
<a href="#">InventoryDirect</a>	<a href="#">InventoryDirect</a>
<a href="#">TripDirect</a>	<a href="#">TripDirect</a>

## Videos

To download a copy of a video, or to get code to embed a video on your website, click on the video name to access Vimeo's video sharing capabilities:

<https://www.schooldude.com/msb#videos>

For updated information, please visit <https://www.schooldude.com/msb>.