COLORADO MESA
UNIVERSITY
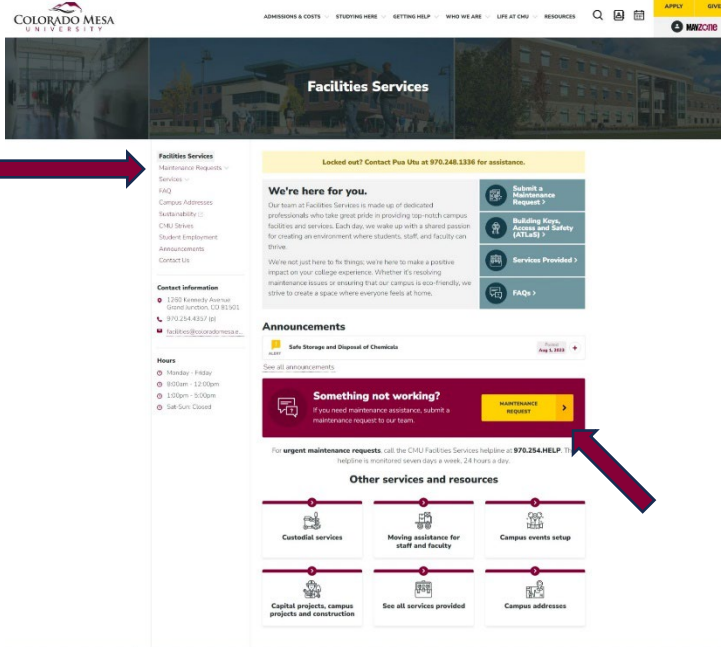# Maintenance Requests for Staff

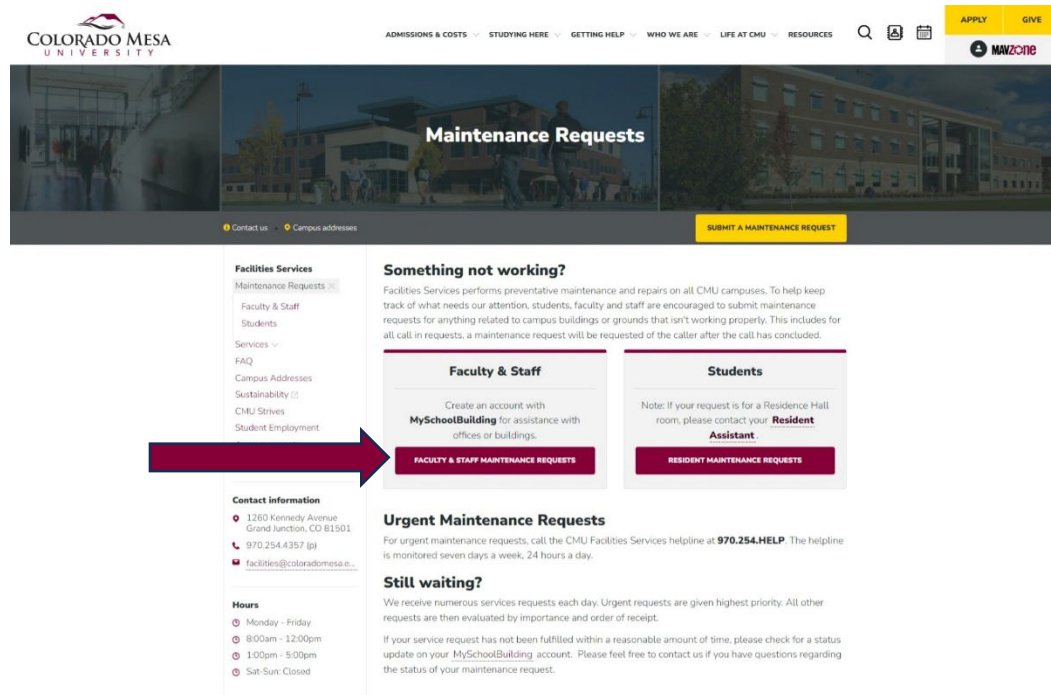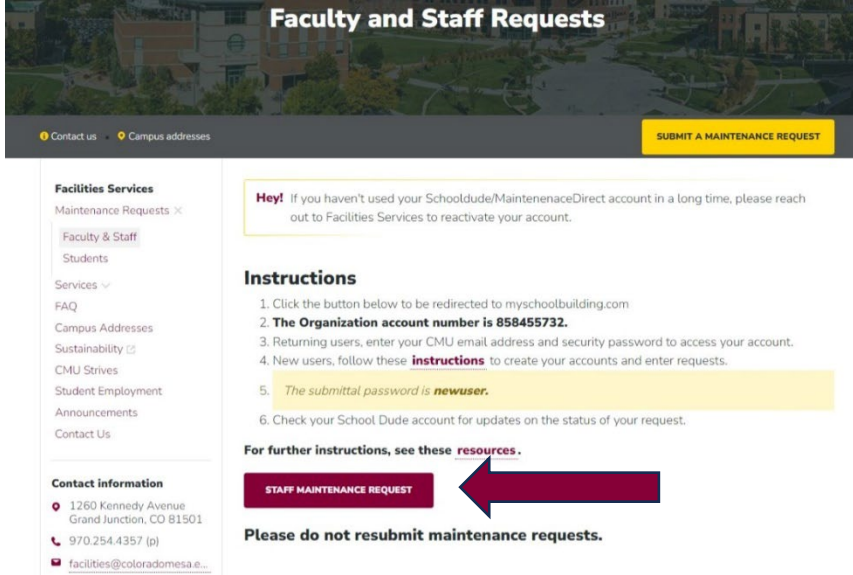

Step 1.

   Go to the Facilities Website
Click the 'Maintenance Requests'
Link in the sidebar navigation OR
'Maintenance Requests' Button
in the middle of the page.

Step 2.

   The Maintenance Requests main page gives you two options. Select the button for "Faculty & Staff Maintenance Requests."

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Step 3.

Please note the instructions listed on this page to help you submit a work order. Then click the button "Staff Maintenance Request."

Step 4.

Login to your SchoolDude Account, if you don't have one click the registration link below the login section to create an account. If you forgot your password, click the 'Forgot Password?' link to reset it.

If you have not logged in for awhile your account might be disabled, contact Facilities Services to check for your account status.

Step 5.

Fill Out sections 1 through 7 in SchoolDude as shown in the diagrams below.

Step 5.1

Please ensure your contact information is accurate, this information is pulled from your registration information.

Step 5.2

Select your location using the following options. Include very specific information. Select your Location -> Building -> Area -> Room # if applicable. If you want to save this information for future use, you can select the box shown below.

Step 5.3

Select the type of problem you're reporting – please be as accurate as possible. Most of these categories get assigned to a technician directly that can assist you.

The selection you make will appear highlighted once selected. You can only select one per maintenance request.
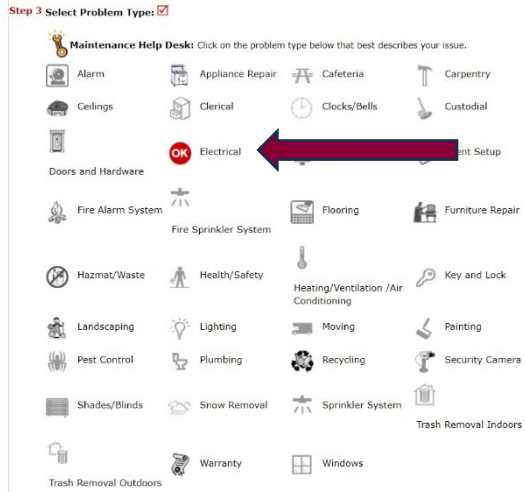
Step 5.4

Please describe your issue in as much detail as possible including additional information on the location as well if needed.

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

The electrical outlets do not appear to have power - we do not have access to the breaker panel

Step 5.5

You have the opportunity to attach a file to help the technician identify the issue, but an attachment is not required.

Step 5 Attachment
Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

Step 5.6

The 'Submittal Password' is **NOT** your user login password. The 'Submittal password' is the same for everyone and is **newuser**
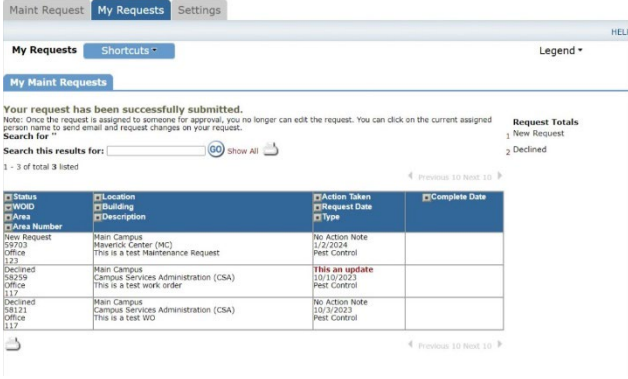
Step 6 Submittal Password ☑

ⓘ Forgot Password?

Step 5.7

Click submit once all your information is complete.

Step 7 Submit
NOTE: You will receive the following notifications.
You will be notified receipt of your request.
You will be notified of status changes to your request.

Step 5.8

You can view the status of your maintenance requests in your SchoolDude dashboard at any time.

Step 6.

Once you submit your request, you will receive

SchoolDude Message Center
Request Receipt - 59703   11:32 AM
Work Order ID:59703 with a statu...

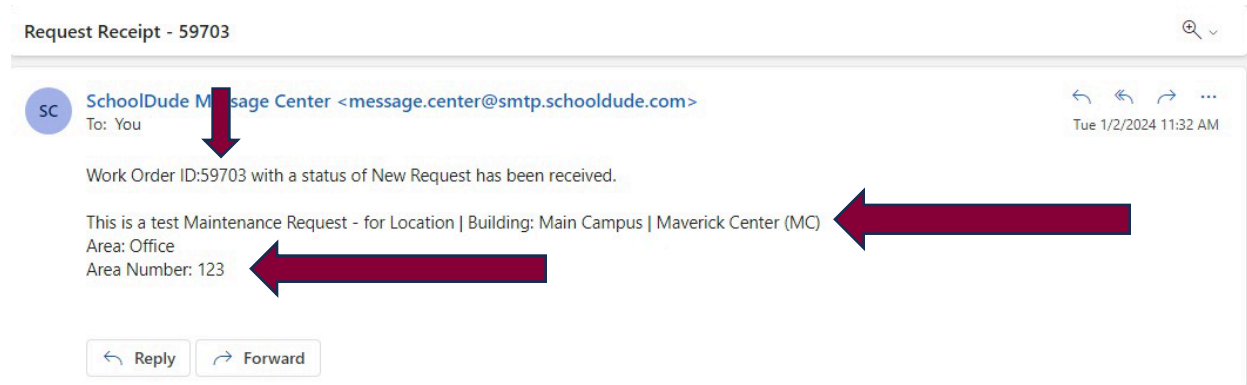an email receipt confirming the details of your request. Pay special attention to the details of the request to ensure that everything is accurate.
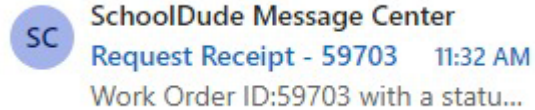
Pay special attention to the "Work Order ID" this is the number that Facilities Services will ask for when researching your Maintenance Request.

Request Receipt - 59703

SchoolDude Message Center <message.center@smtp.schooldude.com>
To: You
Tue 1/2/2024 11:32 AM

Work Order ID:59703 with a status of New Request has been received.

This is a test Maintenance Request - for Location | Building: Main Campus | Maverick Center (MC)
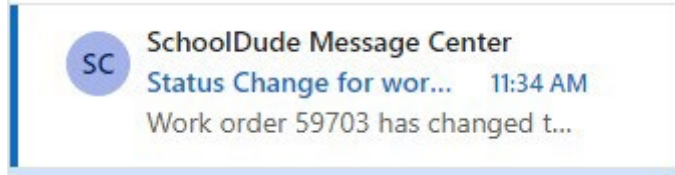Area: Office
Area Number: 123

Reply   Forward

Step 7.

        Any updates to your request will also be delivered via email as soon as they're made. Pay special attention to the notes added in by the individual managing your request to understand what steps are being taken to resolve your request.

Your request will be assigned, and you can view who it's been assigned to in the status update email. They are responsible for getting your request resolved.
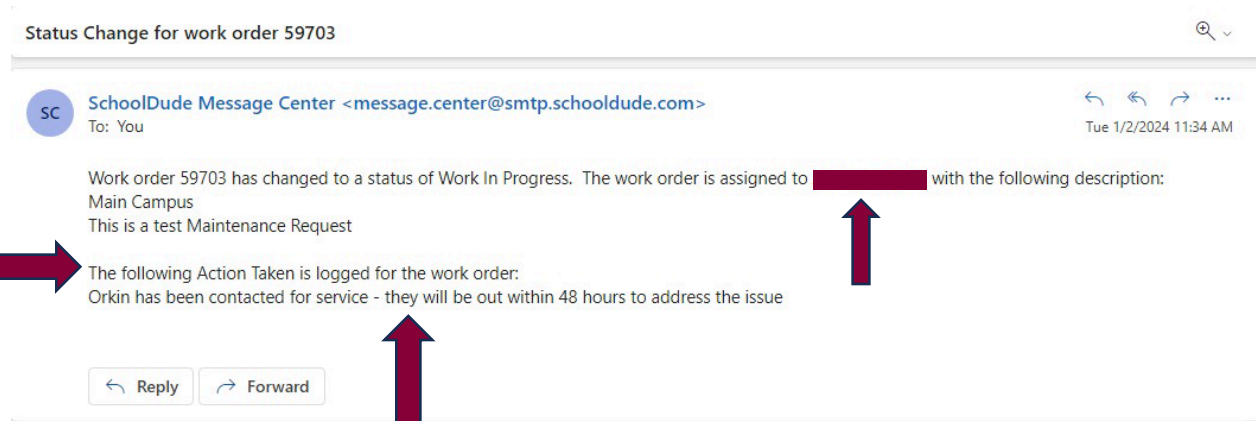
Step 8.

        When your request has been addressed or completed you will receive a final email. Check the 'Status' and 'Action Taken' sections to determine if your work order was resolved.