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.”
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 5.5

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

Step 5.6

The ‘Submittal Password’ is **NOT** your user login password. The ‘Submittal password’ is the same for everyone and is **newuser**
Step 5.7
Click submit once all your information is complete.

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 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.
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.