SchoolDude Work Requests

Welcome to SchoolDude Work Requests

You can now submit work requests online via [MySchoolBuilding](). This link can be found under "Quick Links" on MyHill.

(Unless it is an emergency, this is the primary way that work requests will be accepted.)

Use MySchoolBuilding for all Facilities related work. **Do Not** use for:

- **Washers/Dryers** contact your RD's or Res Life at x1290
- **Res Hall Furniture** call your RD's of Res Life at x1290
- **Cable TV Reception, Phones, Ethernet** call IT Service Desk at x4357
- **Vending Machines** call Purchasing x1357

As always, any emergency situations should be called immediately to:

- Facilities Management at x1361
- Campus Police at x5555 (during off-hours)
- If related to Residence Halls, Res. Life Staff at x1290

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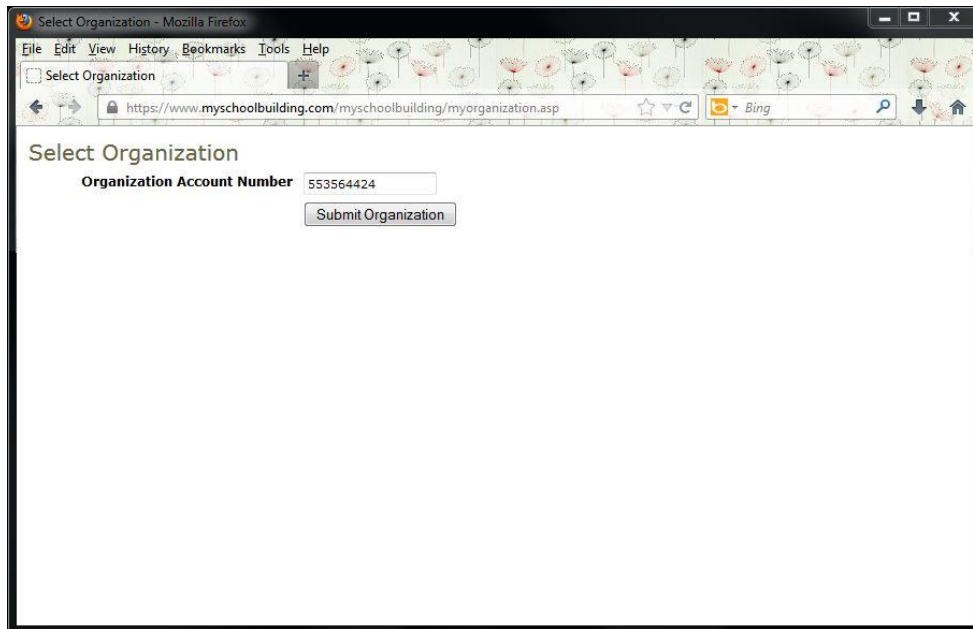# SchoolDude – Definitions

Use MySchoolBuilding For:

- **Carpentry** – use if you need something built such as wooden shelving
- **Custodial** – clean up, paper towels, toilet paper, recycling/trash, etc.
- **Electrical** – exit signs, lights out, no power
- **Elevators** – call Facilities Management at x1361
- **Equipment Maint.** – do not use
- **Event Set Up** – do not use
- **Fire Sprinkler** – do not use
- **Flooring** – do not use
- **General Maintenance** – all repairs, broken windows, shades, keyboard trays, broken paper towel/toilet paper holders, hanging pictures
- **Grounds** – anything outside
- **Heating & Air Conditioning** – heat, A/C, refrigeration issues
- **Key and Lock** – problems with locks – **not** for new keys – if you need a key please fill out the [Key Request Form](#) on our web page
- **Masonry** – do not use
- **Moving** - use for moving Office furniture, boxes, books (for Res Hall furniture moves call your RD)
- **Painting** – if you have walls that need patching/painting
- **Pest Control** – mice, ants, bugs, etc. – our vendor comes every Wednesday
- **Plumbing** – clogged toilet, sink, broken toilet seat, no hot/cold water
- **Signage** – all interior and exterior signage needs
- **Snow Removal** – do not use
- **Vehicle Maintenance** – do not use

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SchoolDude – Account Setup

To set up your account for the first time, log on at:
www.myschoolbuilding.com

At the prompt, enter our Account #: **553564424**
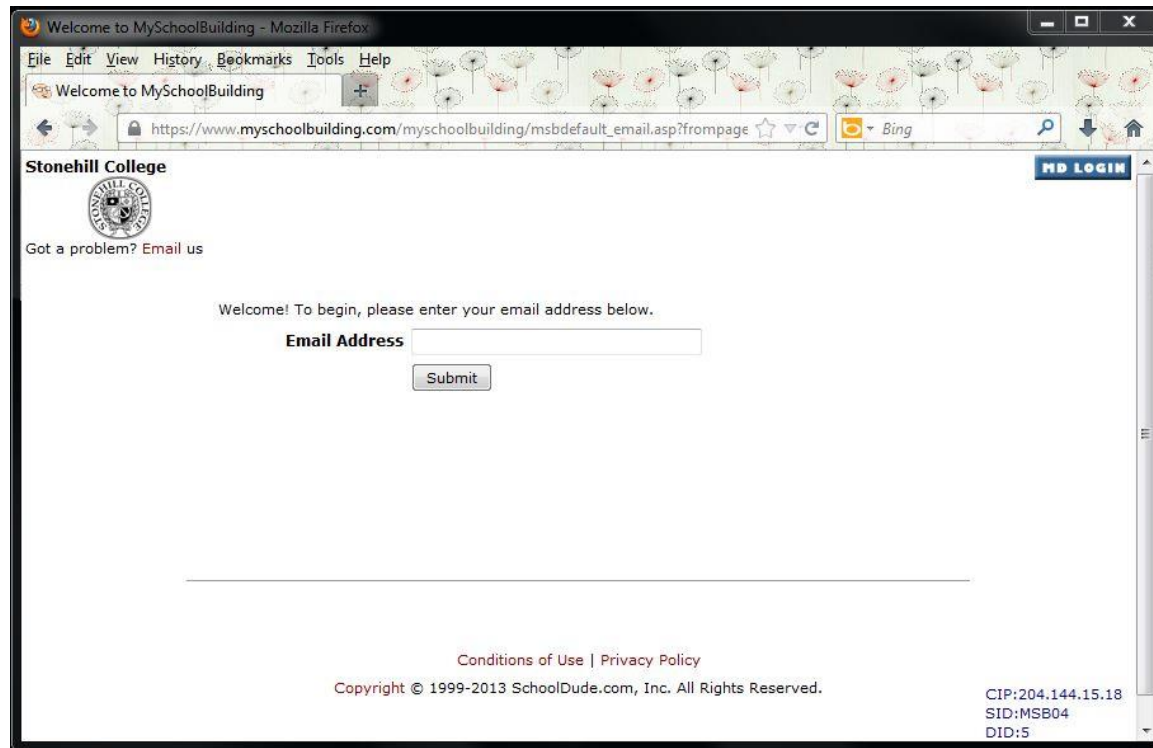
SchoolDude – Account Setup

Enter your e-mail address in the space provided and click "submit".

SchoolDude – Account Setup

All New Users will receive this error message. Just proceed to enter your last name and click "submit".

Please note: *This message will only appear on your first time logging into the system.*

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SchoolDude – Account Setup

Your last name and e-mail address should already be filled in. Enter your phone number in the format below and click "submit".

Please note: *The format for entering your phone # is: (508)565-1361. You will only have to enter this information once.*

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SchoolDude – Submitting Work Requests

This is the point that all Requesters start at once they are in the system.

The Work Request Page serves as your Home Page for myschoolbuilding.com. Across the top of the page you will notice tabs labeled **"Maint Request", "My Requests",** and **"Settings".** These tabs are how you will navigate through the work request process.

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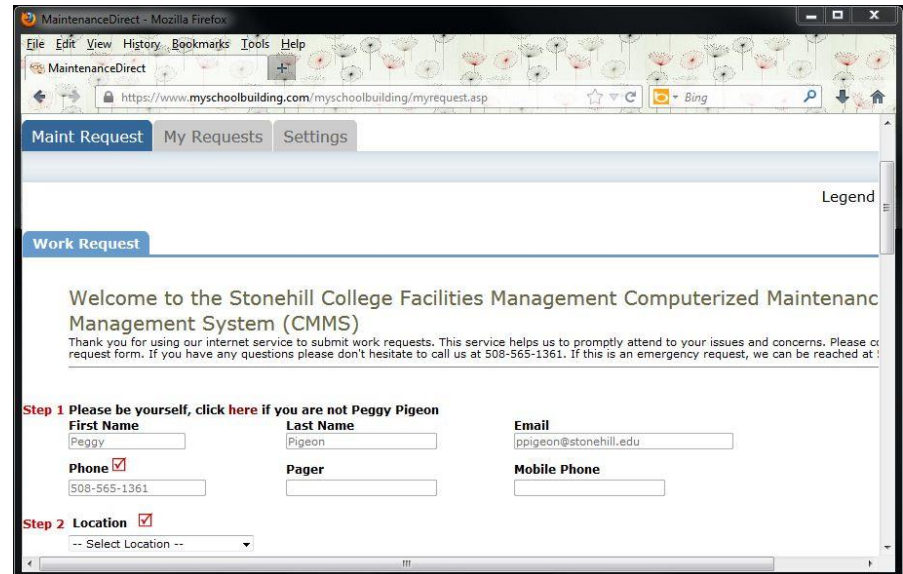
Requesting Work using the "Maint Request" Tab

Step 1 is all your contact information that you have entered during your initial log-in.

Please note: This information is automatically entered every time you are requesting work to be done.

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Step 2 is the Location
- Under **Location** select **Academic/Administrative Area, Exterior Spaces,** or **Residential Area**
- Under **Building** select the building <u>you are requesting work to be performed in</u>
- Under **Area** choose from the pull-down list (i.e., 1st floor, 2nd floor)
- Under **Area/Room Number** enter the <u>room number where the work needs to be performed</u>

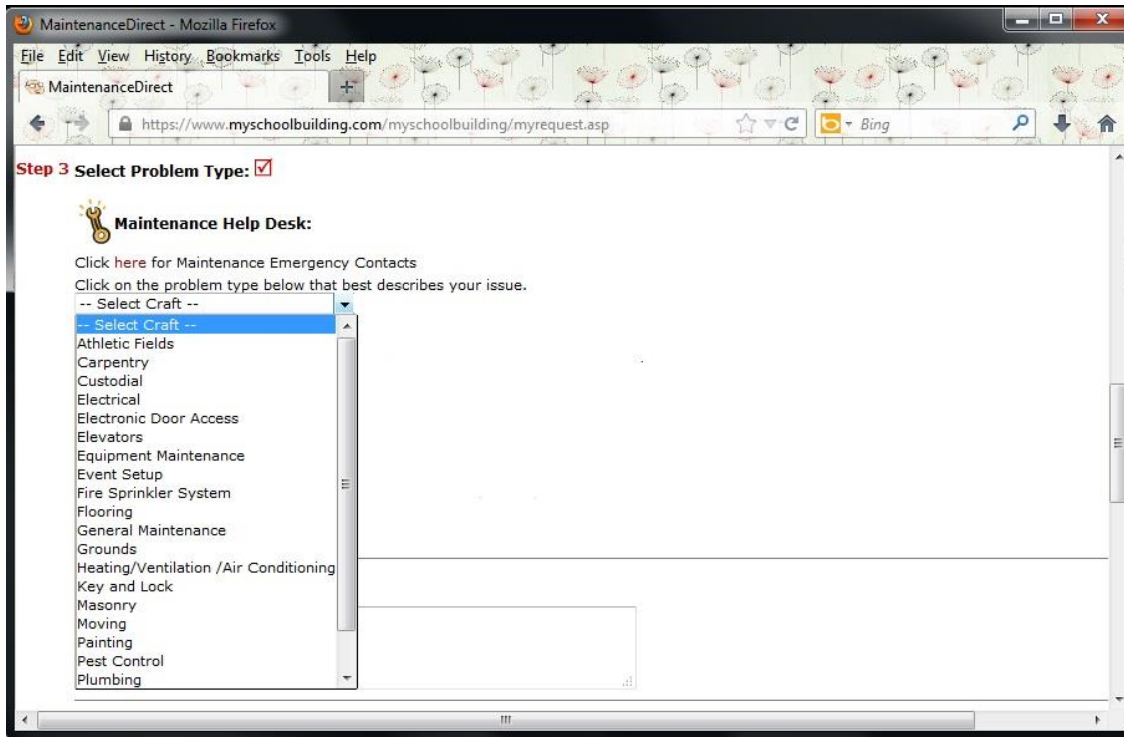*Fields with a red check box are required fields.*

SchoolDude – Submitting Work Requests

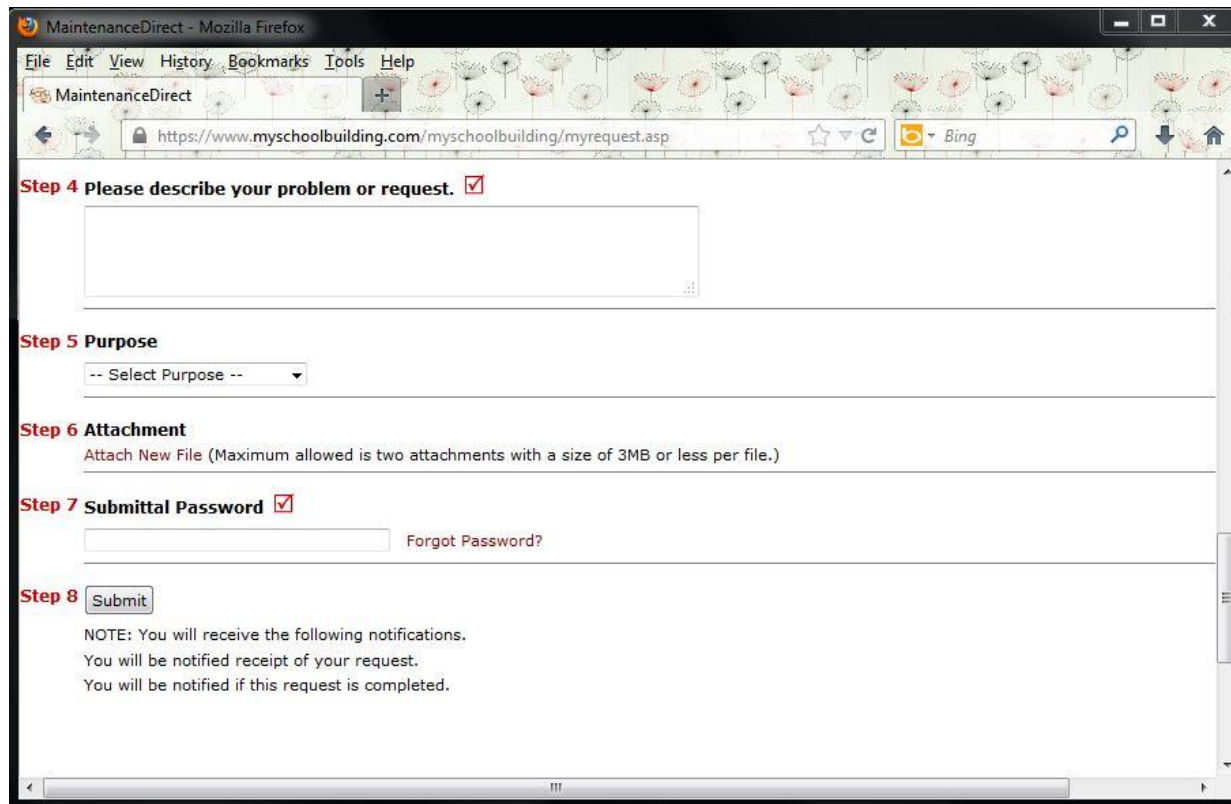**Step 3** is the Problem Type
- Select the **Craft** that best describes the problem type. If you are unsure of which Craft to select, please refer to the definition sheet at the end of this document.

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Step 4 is the Problem Description
- Please describe your problem or request in the box provided
- Please include as much detail as possible

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Step 5 is Purpose
- Only use if work requested is a result of "Vandalism"

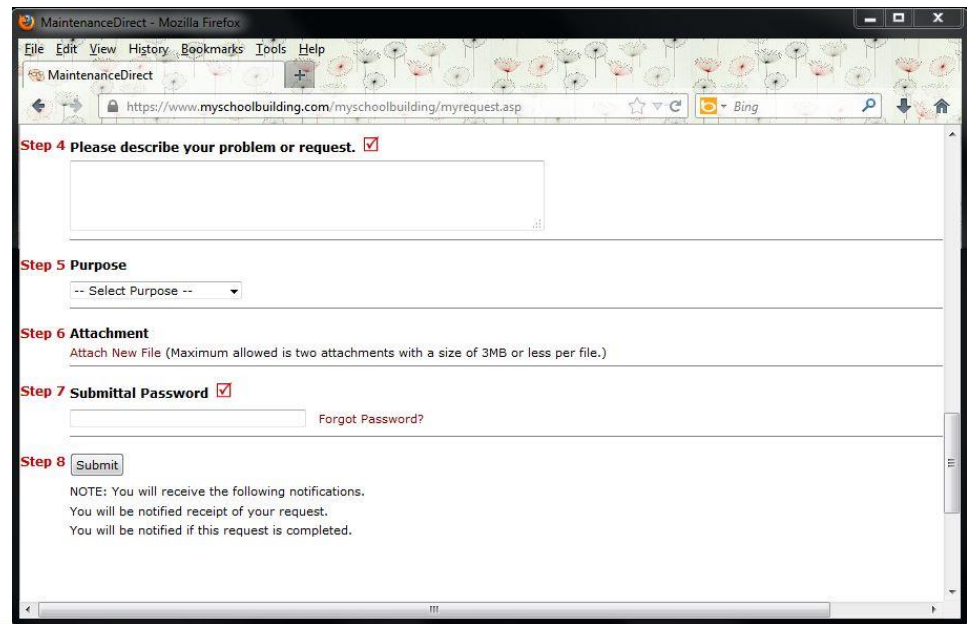**Step 6** is Attachment (this is optional)
- This step allows you to include a pictures of the work or another related document – it is attached the same way as adding an attachment to an e-mail

Step 7 is Submittal Password
- Enter password **123456**

Step 8 is Submit
- Click this button to submit your work request – this is the final step

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SchoolDude – Tracking Work Requests

"My Requests" Tab will show you the work request you just entered as well as any previous work request. Use this tab to check the status of your work requests.

- You can **search** requests by entering a **key word** or by clicking on the **Show All** link
- You can **filter** and **sort** requests by any of the information located in the blue header box by clicking the word in each category
- If your work request is not completed in a reasonable amount of time **do not resubmit it.** Please call Facilities at x1361.
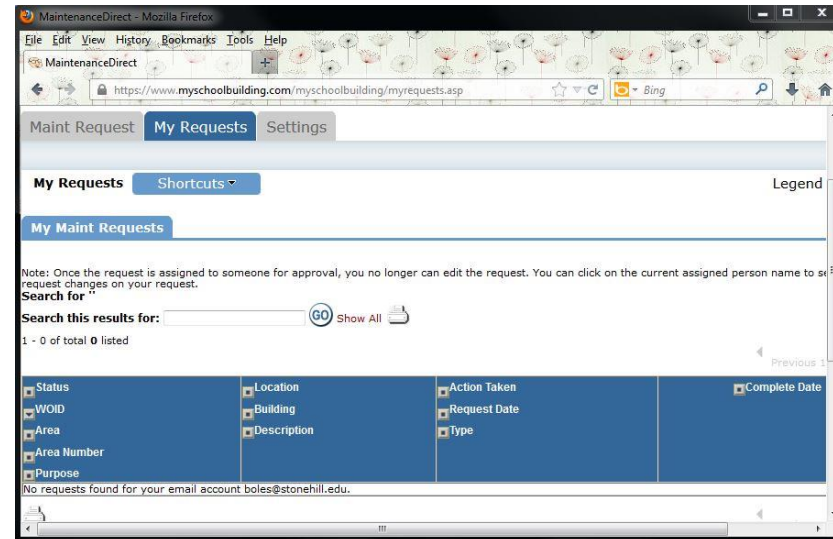
SchoolDude – Definitions

Work Order Status Definitions:

- **New Request** – All work orders initially are set to New Request
- **Work in Progress** – Any work order assigned or scheduled to be completed is considered work in progress
- **Complete** – A complete status signifies that the work is done. You will get an e-mail alert when the work request status is updated to Complete
- **Declined** – This defines any work orders that will not be done
- **Parts on Order** – This means we are waiting on parts before the work can be completed
- **Duplicate Request** – Any work order entered more than once or previously requested
- **On Hold** – Work placed on hold for reasons other than Parts on Order
- **Waiting for Information** – You may encounter this status if we need additional information from you, the requestor

SchoolDude

Thank You for Your Participation!

We hope that you will enjoy this new method for requesting work and that you will take advantage of the ability to track its progress.

If you have any questions, please call
- Facilities Management at x1361
- Residence Life at x1290

If you feel the need for one-on-one training, we would be happy to set up an appointment at your computer or here in our Facilities Management Office at the David Ames Clock Farm.