

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 <http://www.laundryview.com/lvs.php>
- **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

SchoolDude – Definitions

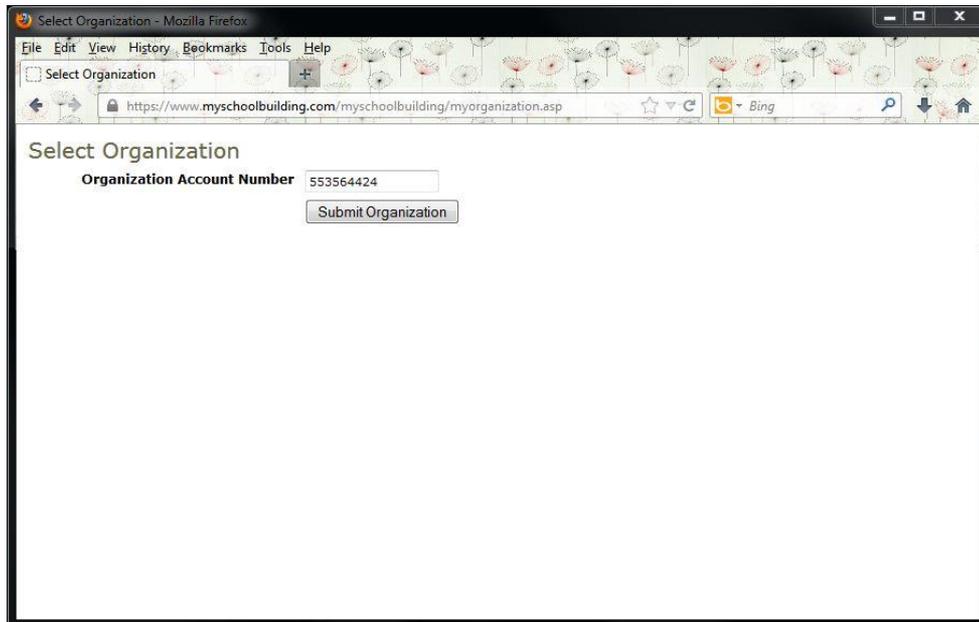
Use MySchoolBuilding For:

- **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

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**



Select Organization - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Select Organization

https://www.myschoolbuilding.com/myschoolbuilding/myorganization.asp

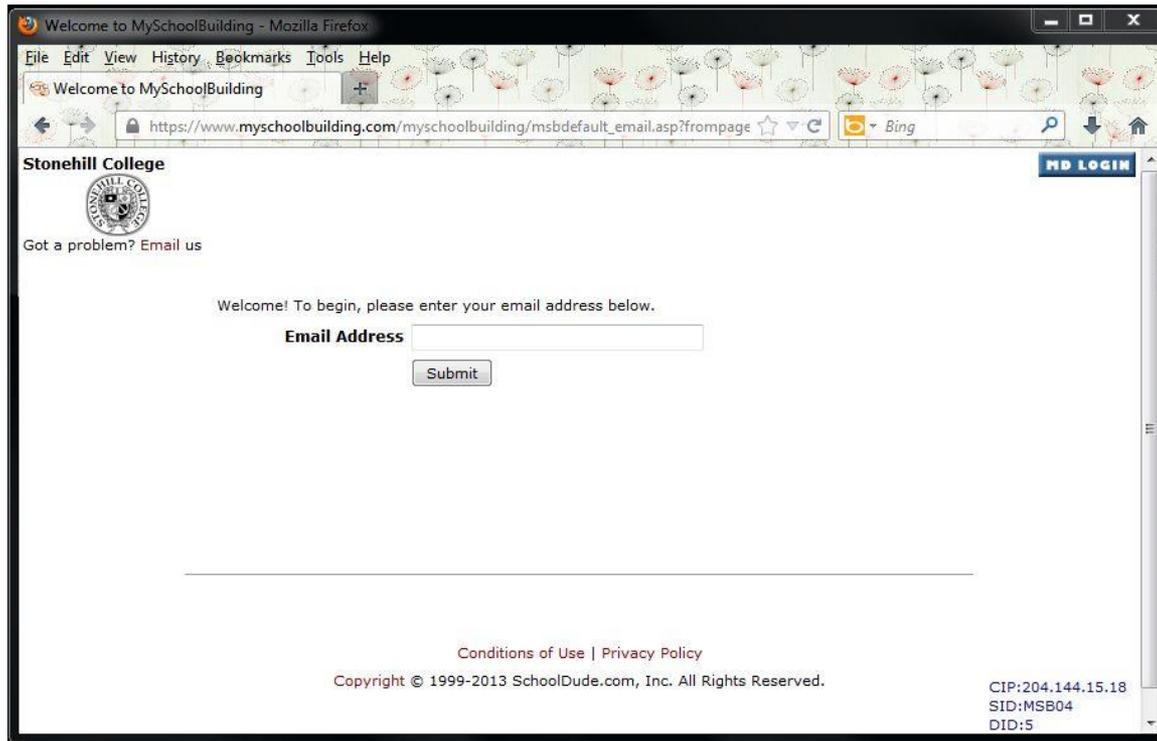
Select Organization

Organization Account Number 553564424

Submit Organization

SchoolDude – Account Setup

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

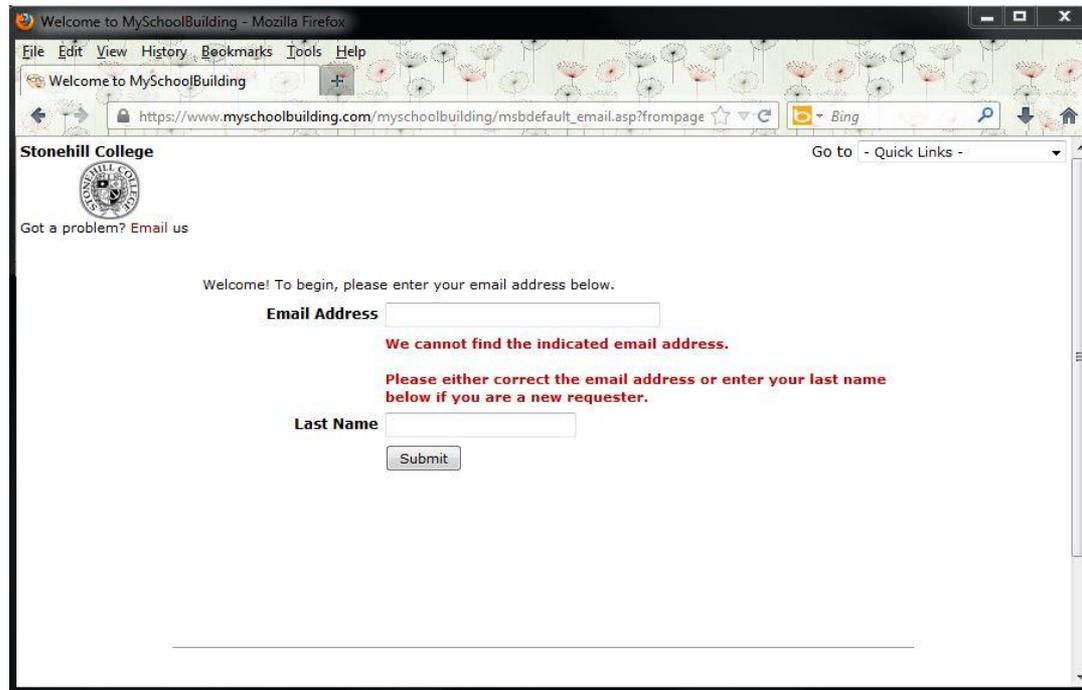


The screenshot shows a web browser window titled "Welcome to MySchoolBuilding - Mozilla Firefox". The address bar displays the URL: https://www.myschoolbuilding.com/myschoolbuilding/msbdefault_email.asp?frompage. The page header includes the Stonehill College logo and a "MD LOGIN" button. Below the header, there is a message: "Welcome! To begin, please enter your email address below." followed by a form with the label "Email Address" and a "Submit" button. At the bottom of the page, there are links for "Conditions of Use" and "Privacy Policy", a copyright notice "Copyright © 1999-2013 SchoolDude.com, Inc. All Rights Reserved.", and technical identifiers: "CIP:204.144.15.18", "SID:MSB04", and "DID:5".

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.



Welcome to MySchoolBuilding - Mozilla Firefox

Welcome to MySchoolBuilding

https://www.myschoolbuilding.com/myschoolbuilding/msbdefault_email.asp?frompage

Stonehill College

Got a problem? Email us

Welcome! To begin, please enter your email address below.

Email Address

We cannot find the indicated email address.

Please either correct the email address or enter your last name below if you are a new requester.

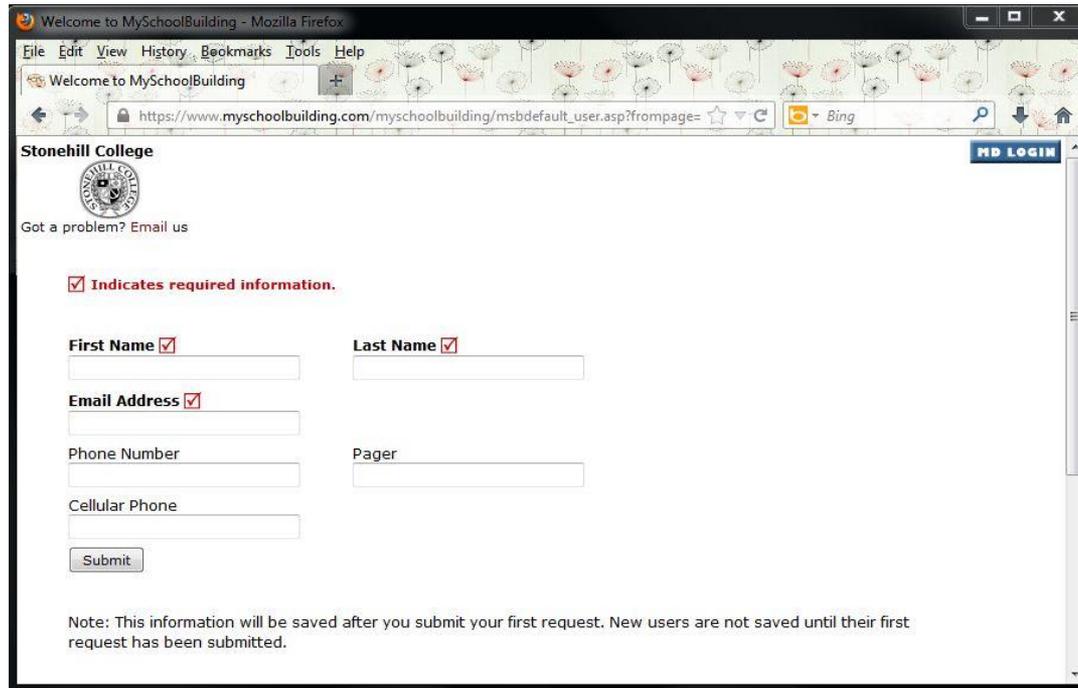
Last Name

Submit

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”.

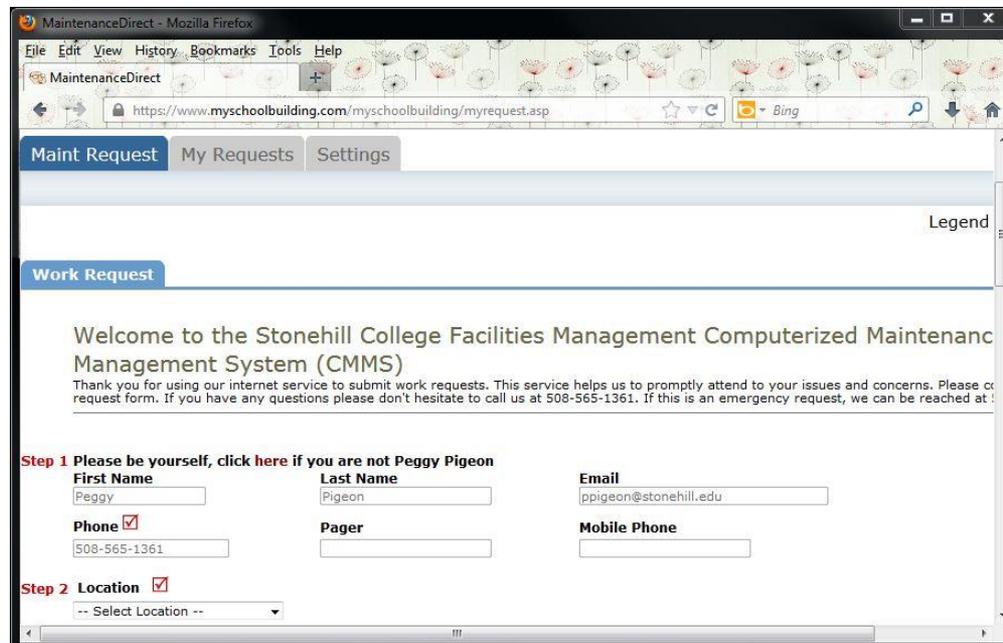
Please note: The format for entering your phone # is: (508)565-1361. You will only have to enter this information once.



The screenshot shows a web browser window titled "Welcome to MySchoolBuilding - Mozilla Firefox". The address bar shows the URL: https://www.myschoolbuilding.com/myschoolbuilding/msbdefault_user.asp?frompage=. The page content includes the Stonehill College logo and a "MD LOGIN" button. Below the logo, there is a link "Got a problem? Email us". A legend indicates that a checkmark icon next to a field name signifies required information. The form contains the following fields: "First Name" (required), "Last Name" (required), "Email Address" (required), "Phone Number", "Pager", and "Cellular Phone". A "Submit" button is located at the bottom of the form. A note at the bottom of the page states: "Note: This information will be saved after you submit your first request. New users are not saved until their first request has been submitted."

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.



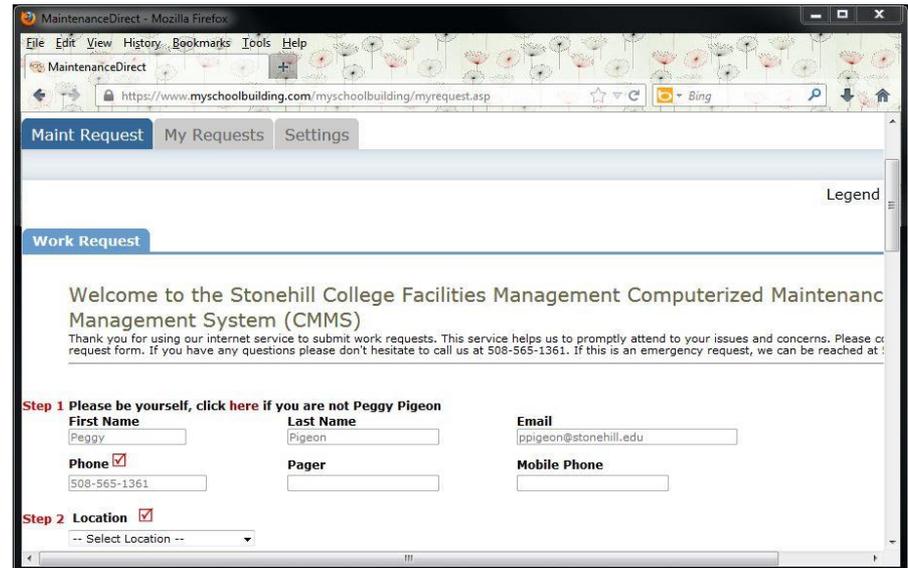
The screenshot shows a web browser window titled "MaintenanceDirect - Mozilla Firefox" with the URL "https://www.myschoolbuilding.com/myschoolbuilding/myrequest.asp". The page features a navigation bar with three tabs: "Maint Request", "My Requests", and "Settings". Below the navigation bar is a "Legend" section. The main content area is titled "Work Request" and contains a welcome message: "Welcome to the Stonehill College Facilities Management Computerized Maintenance Management System (CMMS)". Below the welcome message is a form for submitting a work request. The form is divided into two steps. Step 1 is titled "Please be yourself, click here if you are not Peggy Pigeon" and includes fields for "First Name" (Peggy), "Last Name" (Pigeon), "Email" (ppigeon@stonehill.edu), "Phone" (508-565-1361), "Pager", and "Mobile Phone". Step 2 is titled "Location" and includes a dropdown menu with the text "-- Select Location --".

SchoolDude – Submitting Work Requests

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.



The screenshot shows a web browser window titled "MaintenanceDirect - Mozilla Firefox" with the URL "https://www.myschoolbuilding.com/myschoolbuilding/myrequest.asp". The page has a navigation bar with "Maint Request", "My Requests", and "Settings" tabs. Below the navigation bar is a "Legend" section and a "Work Request" section. The "Work Request" section contains a welcome message and a form for submitting a request. The form is divided into two steps:

Step 1 Please be yourself, click here if you are not Peggy Pigeon

First Name Peggy	Last Name Pigeon	Email ppigeon@stonehill.edu
Phone <input checked="" type="checkbox"/> 508-565-1361	Pager	Mobile Phone

Step 2 Location
-- Select Location --

SchoolDude – Submitting Work Requests

Step 2 is the Location

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

Fields with a red check box are required fields.



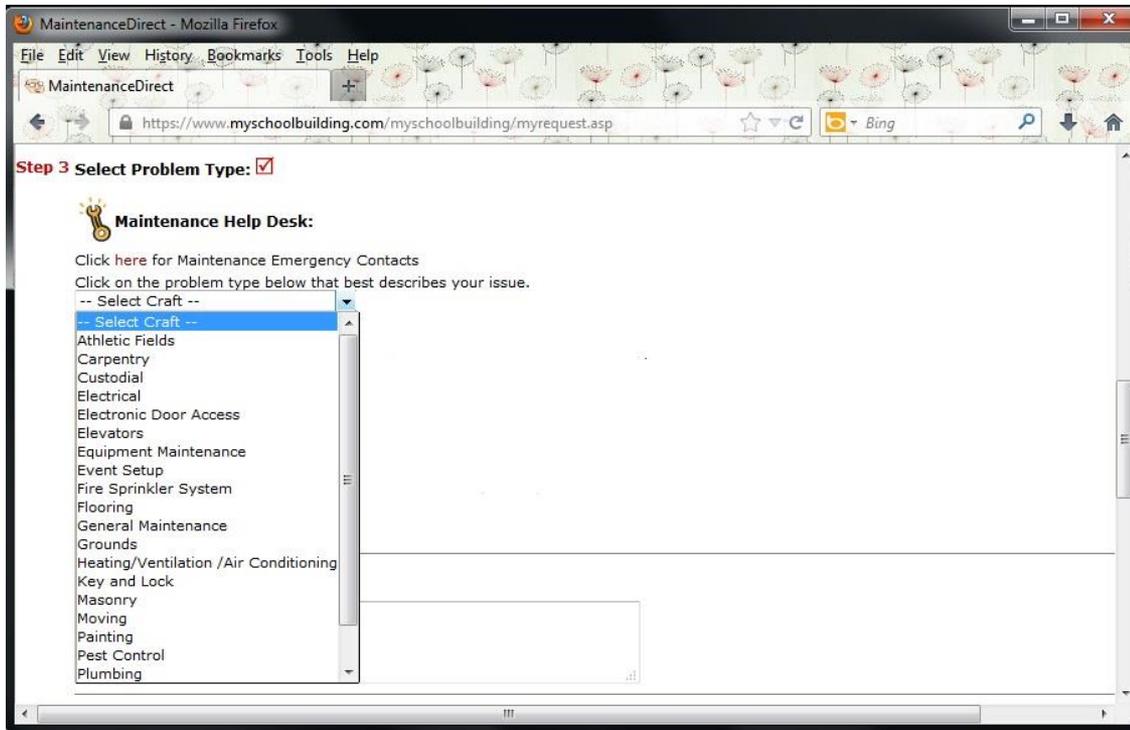
The screenshot shows a web form titled "Step 2 Location" with a red checkmark icon. The form contains the following fields:

- Location**: A dropdown menu with the text "-- Select Location --".
- Building**: A dropdown menu with the text "-- Select Building --".
- Area**: A dropdown menu with the text "-- Select Area --".
- Area/Room Number**: A text input field with a red checkmark icon to its right.
- A checkbox labeled "Yes, remember my area entries for my next new request entry."

SchoolDude – Submitting Work Requests

Step 3 is the Problem Type

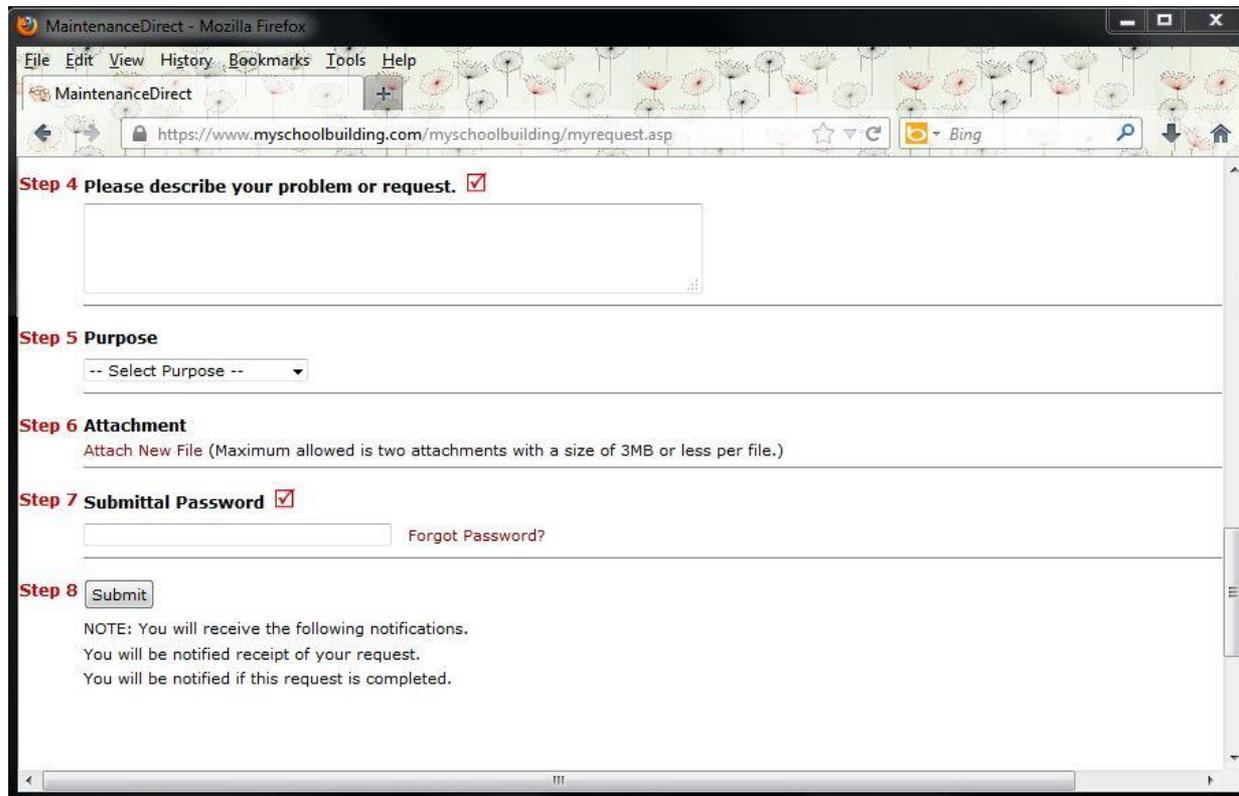
- Select the **Craft** that best describes the problem type. If you are unsure of which Craft to select, please refer to the definition sheet at the end of this document.



SchoolDude – Submitting Work Requests

Step 4 is the Problem Description

- Please describe your problem or request in the box provided
- Please include as much detail as possible



The screenshot shows a web browser window titled "MaintenanceDirect - Mozilla Firefox" with the URL "https://www.myschoolbuilding.com/myschoolbuilding/myrequest.asp". The page contains a form with the following sections:

- Step 4 Please describe your problem or request.** A large text input box for describing the problem or request.
- Step 5 Purpose** A dropdown menu with the text "-- Select Purpose --".
- Step 6 Attachment** A section with the text "Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)" and a file upload button.
- Step 7 Submittal Password** A password input field and a "Forgot Password?" link.
- Step 8** A "Submit" button and a "NOTE: You will receive the following notifications. You will be notified receipt of your request. You will be notified if this request is completed."

SchoolDude – Submitting Work Requests

Step 5 is Purpose

- Only use if work requested is a result of “Vandalism”

Step 6 is Attachment (this is optional)

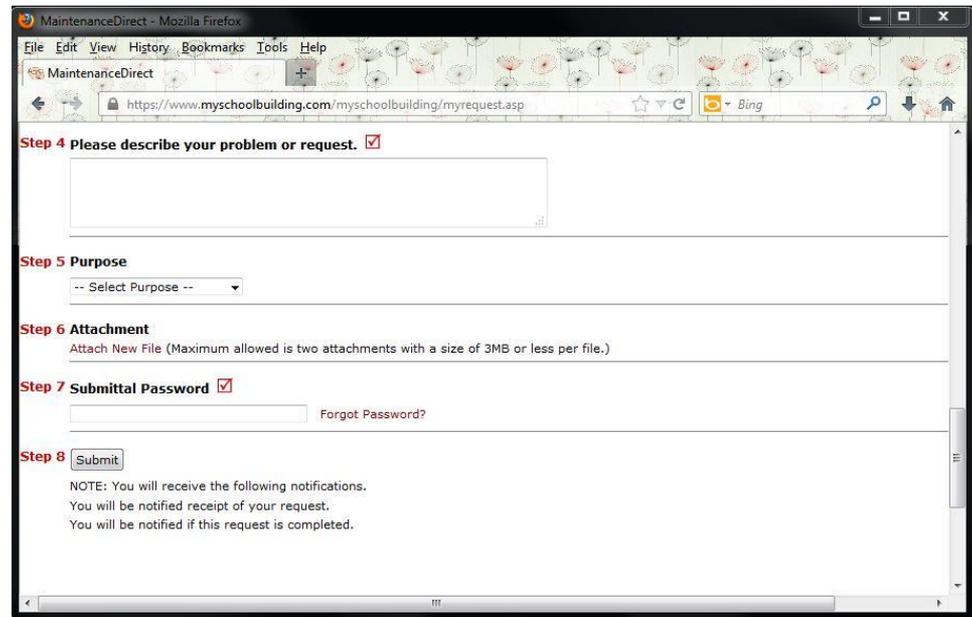
- This step allows you to include a pictures of the work or another related document – it is attached the same way as adding an attachment to an e-mail

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



The screenshot shows a web browser window titled "MaintenanceDirect - Mozilla Firefox" with the URL "https://www.myschoolbuilding.com/myschoolbuilding/myrequest.asp". The form is titled "MaintenanceDirect" and contains the following steps:

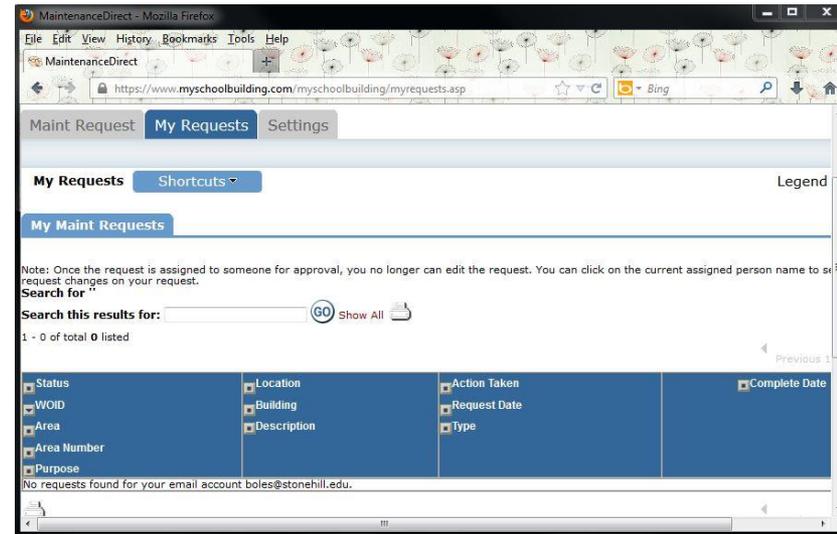
- Step 4 Please describe your problem or request.** A large text area for describing the problem.
- Step 5 Purpose** A dropdown menu with the text "-- Select Purpose --".
- Step 6 Attachment** A section for attaching files, with the text "Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)".
- Step 7 Submittal Password** A password input field with the text "Forgot Password?" next to it.
- Step 8** A "Submit" button.

Below the form, there is a note: "NOTE: You will receive the following notifications. You will be notified receipt of your request. You will be notified if this request is completed."

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.