

HOW TO FILE A WORK ORDER

Is something not working in your room or in the hall? Is there a cleaning issue that needs to be addressed in the hall?
Use the following steps to place a work order and track the status of your work orders.

Submitting a Work Order

- * Go to <http://www.myschoolbuilding.com> by typing the web-address into your browser. Using this link will take you to the “Schooldude Welcome Page.”
 - ◊ If you are a repeat user and at your own computer, the fields will be pre-populated with your information. You will need to answer YES to the verification question.
 - ◊ If you are a new Requestor (never entering a work order before) or if you are NOT at your own computer, you will be prompted to enter identification information (i.e. first and last name, e-mail address, and phone number). Then you will need to answer YES to the verification question.
 - ◊ If you have entered the site by typing the address into your browser and are a new Requestor, you may have to have the JCU organization number to enter the site, which is, **542630982**.
- * Once on the request page, complete the required information requested: **Location** (Your hall) and **Area/Room Number**.
- * Select your **Problem Type** that best describes the issue from the available icons. Once you click on the **Problem Type**, the page will refresh and your problem type will be highlighted with a red circle.
- * Describe your **Problem** or request. Providing clear and concise information will help in expediting the work order. Work orders are automatically routed in the system by the **Location** and the **Problem Type**. The “Problem Type” is the TOPIC or nature of the work. The description notifies the assigned Technician more specifically of the issue. If you are unsure of the problem type, please select *General Maintenance*. The more information you can provide in the work order, the quicker and easier it will be to complete the work order.
- * Enter the **Time Available** or leave blank if there is no specific time related issue to the request. Entering information here does NOT mean that the work will be done at the date/time specified, but only helps in getting the work scheduled with the Technicians. All repairs are normally done during normal business hours.
- * Enter your **Submittal Password**. The password for the John Carroll community is *JCU09*. Click the “Submit” button to save and send your request.
- * After submitting a work order, an automatic e-mail will be sent to you to notify you that the work order has been submitted. You will be automatically notified EVERYTIME there is a change in the status of the work order, including when the work order has been completed. You may also receive an e-mail from a Technician working on the work order if there are questions or comments.
- * All work orders will be completed in a timely manner and Technicians will communicate with requestors to keep them informed of the status of a work order.

Status of a W.O.: You may view all work orders that you have submitted by clicking “My Requests”

- * You can sort the list by any of the fields listed; the default is on the “Request Date”.
- * You can view the Details, Status, Technician assigned to your request, Action Taken, and the Completion Date of your requests.
- * To search your requests, enter a key term in the “Search This Results For”, then click the “go” button. To view only requests of a certain status, click the number next to the status under “Request Totals”.

If you need further assistance or have additional questions about the use of the Schooldude work order system, please see your RA, your AC, contact the Office of Residence Life or the Facilities Department.

