

# \*UPDATED LOG IN and REQUEST PROCESS!\*

Effective 7/30/2018

## Maintenance Requester Help Guide

**EMERGENCY REQUESTS MUST BE CALLED INTO WORK CONTROL**  
ext 1000 (Main Campus) or ext 5353 (Health Science Campus)

### How to Register/Log in

Access your myUT portal and click on the Facilities Maintenance Request link, or access the Facilities & Construction website and click on the Work Order Request Page.

Enter your UTAD login information if asked. You will be automatically taken to the request page.

If you are new to SchoolDude, use your UTAD information to log in, and once you submit a request an account will automatically be created for you, and you can log in with your UTAD information for future requests.

### Submitting a Request

Fields marked with  are required fields.

**Step 1:** SchoolDude will automatically fill in your contact information

**Step 2:** Click the drop down arrow and select the **LOCATION** (campus). Select your **BUILDING**. The **Area** drop down will list what type of area the work is being done in. You are **REQUIRED** to enter in an **Area/Room Number**. This will assist us in finding the correct location where the work needs to be completed.

Step 2 Location

-- Select Location --

Building  If there is no building to choose, please contact your administrator.  
-- Select Building --

Area  
-- Select Area --

Area/Room Number

Yes, remember my area entries for my next new request entry.

**Step 3:** Please select a **Problem Type** which most closely resembles your request. If you are unsure, please choose *General Maintenance*.

Step 3 Select Problem Type:

**Maintenance Help Desk:**  
Click here for Maintenance Emergency Contacts  
Click on the problem type below that best describes your issue.

ADA Accommodations	Alarm	Carpentry	Climate Control
Custodial	Doors and Hardware	Electrical	Elevators
Event Setup	Exit Sign	Fire Protection	General

**Step 4:** Describe the work to be completed. Please be as detailed as possible.

On the remaining steps, you will need to enter the following information. Only the ones with  are required, but any other information you feel is important can be entered.

Step 5 **Time Available for Maintenance**

Step 6 **Requested Completion Date**  
 (A valid date is required. Text is not accepted, but you may leave it blank. Click here for assistance in date entry.)

Step 7 **Budget**

Step 8 **Attachment**  
 Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)


Step 9 **Submittal Password**  [Forgot Password?](#)

Step 10 **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: Time Available for Maintenance:** Please enter the time the location of the request is available. If you do not have a specific time, you can enter “anytime” or leave the field blank.

**Step 6: Requested Completion Date:** You can use the calendar to select a date the request needs to be completed if there is a deadline. If there is not a deadline, you can leave this field blank.

**Step 7: Budget:** By default, no index code is selected. You can select your index code if needed by clicking the binoculars  and locating it in the list (Numerically arranged by index number). This will aid in tracking maintenance budgeting and costs for your department. If your index code is not listed please call Work Control.

**Step 8: Attachment:** If you have supporting documents or a picture you would like to attach, you can click **Attach New File** to upload these documents.

**Submit:** You can now click submit to enter your request! **(NOTE - Step 9 has been removed)**

*Work Order Status updates are sent to the email address associated with your UTAD Account.*

## Tracking Your Requests

Work Order Requests can be tracked through your account by clicking the “My Requests” Tab. All maintenance requests entered under the account can be reviewed and monitored for progress, including current status, work order ID and any actions taken. You can search for specific requests through the search bar, or you can also print a listing of your requests by clicking the printer icon.



Status	Work Order ID	Location	Description	Action Taken	Request Date	Complete Date
Work In Progress	132	Support Health Center, Richard D.	This is a test work order Time Available: now	No Action Note	02/27/2017	
New Request	131	Main Campus Health Education Center	this is a test work order Time Available: right now	No Action Note	02/27/2017	

Information you may have previously submitted under the previous login method will still be in visible your account. You will still also receive email notifications from SchoolDude of status changes of your requests.

**WORK CONTROL – 419-530-1000 (Main Campus) 419-383-5353 (Health Science Campus)**

**WORK CONTROL MANAGER – 419-530-1422**