My Requests Tab (cont.)

You will see a listing of any requests that you have entered into the system. You are also able to print out a listing of your requests by clicking on the printer icon.

On the My Requests page you will see up-to-date information on your requests including the current status, work order ID number, and Action Taken notes. You can click on the number next to the status description in the Request Totals section to see all of your requests marked with that status. An email will be sent after completion or change of status.

You can also search for any work order request by typing a key word into the Search box and clicking Go.

Facilities Staff

Bill Grip, Chief Facilities Officer
Keith Sapp, Facilities Operations Manager
David Carter, Facilities Operations Assistant
Andy Compton, Housing Operations Manager
Sharon Tozzi, Facilities Housing Specialist
Maintenance Direct Requester Guide

The Institute uses SchoolDude software to monitor and track facility and housing related issues. By submitting your requests electronically, we are able to respond to maintenance issues quickly and efficiently. Below you will find a step-by-step guide on how to use the online system.

How to Register/Log in

Visit: http://www.ias.edu/maint-request

First time users should register only when ready to submit their first maintenance request.

If you are a returning user, enter your Email Address and Password. Click Sign In.

If you have forgotten your password, click the “Forgot Password?” link and enter your email address. We’ll send you instructions for resetting your password.

If you are submitting your first request, you must enter registration information first. *Note: Your registration will be complete after you submit your first work request.

• Enter your First and Last Name, as well as your Phone Number and Email Address.
• Type the Password you would like to use to log into your SchoolDude account and confirm it. The password you choose must be 6 characters long.
• Click Register to go to the work order request form.

Step 1: These fields will already be filled in with your contact information according to how it was entered upon registration.

Step 2: Click on the drop down arrow and highlight the Location where the work needs to be done. Do the same for Building (if available) and Area. Also, be sure to type in the area description or room number in the Area/Room Number field.

Step 3: Select the Problem Type that best describes the request/issue you are reporting. This selection helps determine to which department the work order will be assign.

Step 4: Type in a description of the problem.

Step 5: Purpose of your request (firewood or non-firewood).

Step 6: Requested Completion Date - (Optional) Please understand that not all tasks can be completed in one day.

Step 7: Attach a file to your request if necessary (i.e. a picture of damage or setup diagram).

Step 8: Type in the Submittal Password: IAS
(Do not use your normal IAS password)

Step 9: Click the Submit button.

My Requests Tab

You can view any requests that you have entered into the system by clicking on the My Requests tab. Hover your mouse over the Shortcuts link and click on My Maint Requests.