

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.

My Maint Requests

Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the assigned person name to send email and request changes on your request.

Search for

Search this results for:

1 - 2 of total 2 listed

Status	Location	Action Taken
WOID	Building	Assigned To
Area	Description	Request Date
Area Number		Type
Purpose		
New Request 157 Classroom Room 125	ABC High School The printer in the classroom isn't working.	No Action Note 5/17/2012
Work In Progress 149 Classroom Room 123	ABC High School The heat is not working in this room. It is very cold!	No Action Note 2/12/2010 Heating/Ventilation /Air Conditioning

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



WELCOME

Facilities and SchoolDude User Guide



IAS

INSTITUTE FOR ADVANCED STUDY

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**.

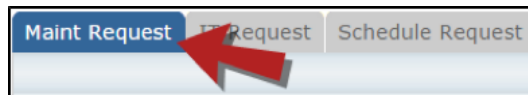
If you have forgotten your password, click the **"Forgot Password?"** link and enter your email address. We'll send you instructions for resetting your password.

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.

How to Submit a Request

Make sure you are on the **Maint Request** tab at the top of the screen.



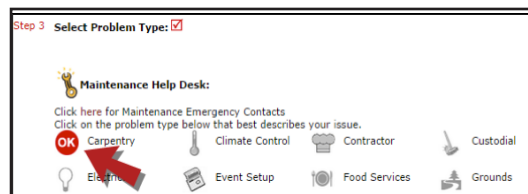
☒ **Note:** Any field marked with this red check mark is a required field.

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

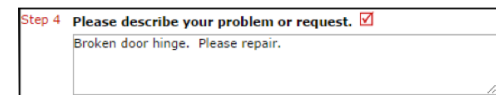
Step 2: Click on the drop down arrow and highlight the **Location** where the work needs to be done. Do the same for **Building** (if available) and **Area**. Also, be sure to type in the area description or room number in the **Area/Room Number** field.



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.



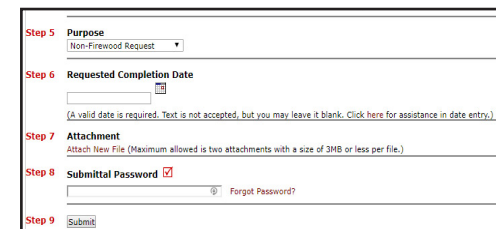
Step 5: Purpose of your request (firewood or non-firewood).

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**.

