MaintenanceDirect User Manual Requester Guide

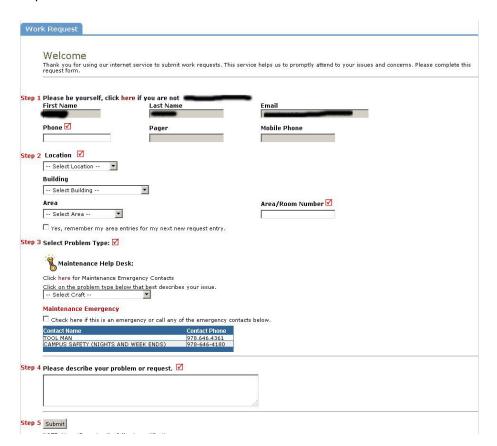
The MySchoolBuilding request portal allows you to submit your maintenance work order requests quickly and easily to your Maintenance department.

https://www.myschoolbuilding.com/myschoolbuilding/mygateway.asp?acctnum=798390293

Entering a request

To enter a maintenance work order, make sure that you are on the **Maint Request** tab at the top of the screen. If you are not, simply click on the tab to access the Maintenance request form. *All fields with a red checkbox are required and must be filled out in order to submit the request.

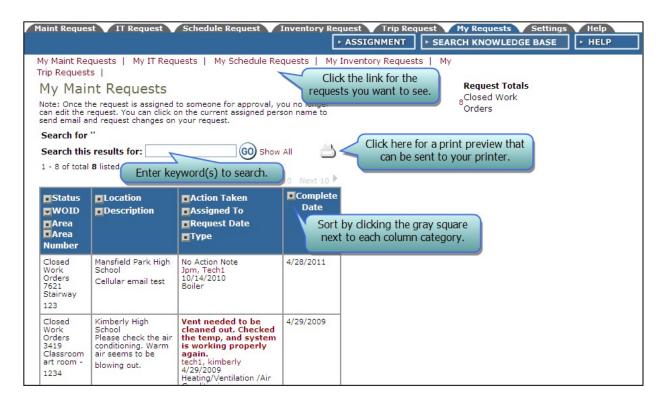
- Step 1: Your name, email, and phone number will already be filled in with your information.
- Step 2: Click on the drop down arrow and highlight the Location where the work needs to be done. Do the same for Building (if available) and Area. Also, be sure to type in the area description or room number in the Area/Room Number field.
- Step 3: Select the Problem Type that best describes the request/issue that you are reporting.
- Step 4: Type the Description of the problem you are reporting. Depending on how the account was setup, the remaining steps may vary. Fill them out to the best of your ability making sure that you fill in all required fields marked with a red checkbox. Click Submit at the bottom of the form to enter your request.



My Requests

Once you have entered a request through the MySchool Building page, you can view all of your previous submissions on the **My Requests** tab. You can view their current status and other information here.

If your organization has multiple request tabs at the top of the screen, you will need to click on the corresponding link (**My Maint Requests** or **My Schedule Requests**) for the requests you would like to view. Once you are looking at the correct request list, you can sort and search through the list for the specific entries you are looking for. You can also click the **Printer** icon to bring up a print preview screen of your list of requests.



My Settings

If you need to change your personal information or email settings, click on the **Settings** tab. You will need to click on the corresponding link (**Maint Request or, Schedule Request**) for the settings you would like to change.

Once you are on the My Settings page,:

You cannot change your First Name, Last Name, Email Address, or Phone Number information.

You can change some your email preferences. To leave your email notifications to the ones set by the system administrators, select Use these generic email notification settings. To choose your own email notifications, select User prefers these email notification settings and check the boxes next to the emails you would like to receive.

When you have finished making your changes, click **Submit** at the bottom of the page.