

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.

Work Request

Welcome
Thank you for using our internet service to submit work requests. This service helps us to promptly attend to your issues and concerns. Please complete this request form.

Step 1 Please be yourself, click here if you are not **First Name** **Last Name** **Email**
Phone **Pager** **Mobile Phone**

Step 2 Location
-- Select Location --
Building
-- Select Building --
Area
-- Select Area -- **Area/Room Number**
 Yes, remember my area entries for my next new request entry.

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.
-- Select Craft --
Maintenance Emergency
 Check here if this is an emergency or call any of the emergency contacts below.

Contact Name	Contact Phone
TOOL MAN	978-646-4361
CAMPUS SAFETY (NIGHTS AND WEEK ENDS)	978-646-4180

Step 4 Please describe your problem or request.

Step 5

My Requests

Once you have entered a request through the MySchoolBuilding 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.

The screenshot shows the 'My Requests' page with several callouts:

- Click the link for the requests you want to see.** Points to the 'My Maint Requests' link in the navigation bar.
- Click here for a print preview that can be sent to your printer.** Points to the printer icon.
- Enter keyword(s) to search.** Points to the search input field.
- Sort by clicking the gray square next to each column category.** Points to the sort icons in the table header.

Request Totals
 8 Closed Work Orders

Search for "
 Search this results for: **GO** Show All

1 - 8 of total 8 listed

Status	Location	Action Taken	Complete Date
Closed Work Orders 7621 Stairway 123	Mansfield Park High School Cellular email test	No Action Note Jpm, Tech1 10/14/2010 Boiler	4/28/2011
Closed Work Orders 3419 Classroom art room - 1234	Kimberly High School Please check the air conditioning. Warm air seems to be blowing out.	Vent needed to be cleaned out. Checked the temp, and system is working properly again. tech1, kimberly 4/29/2009 Heating/Ventilation /Air	4/29/2009

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.