Quick Step Guide for MaintenanceDirect Requesters

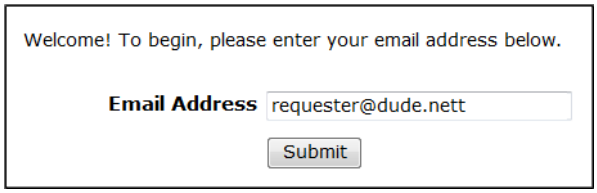
How to Register/Log in

1).Open your internet browser (Internet Explorer, Firefox, etc). Click on or type the following you're your internet browser bar and click return:

https://www.myschoolbuilding.com/myschoolbuilding/mygateway.asp?acctnum= 156204328

HELPFUL INFORMATION: You can create a shortcut to your desktop, find a blank area on this screen and right click on your mouse. You will have the option to create a shortcut or add to your favorites. Creating a shortcut will add an icon to your desktop. You can double click it the next time you want to sign in.

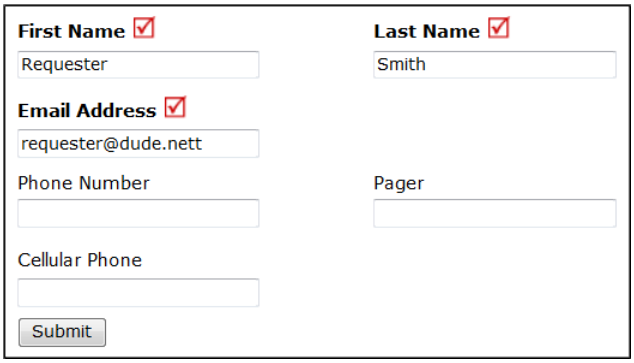
2) You will be prompted to enter your email address then click **Submit**.



If you have been to this website before and have entered a maintenance request into the system, you are already registered as a user. Enter your email address then proceed to page 2, "How to Submit a request".

3) **NEW USERS**: If you are a new user, the system will not recognize you right away.

4) Enter your first and last name then click **Submit**. The Phone, Cell Number, and Pager fields are optional. It is preferred that you enter one contact number for any questions with the work request.



How to Submit a Request

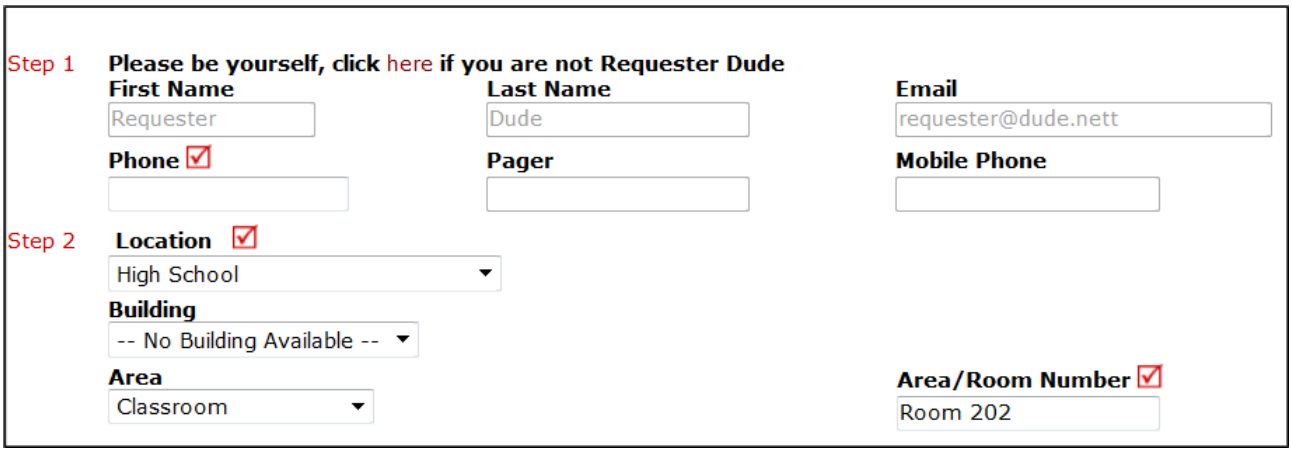
- Make sure you are on the **Maint Request** tab at the top of the screen.

NOTE: ANY FIELD MARKED WITH ☑ IS A REQUIRED FIELD

☑ **Step 1:** This will be filled in with your contact information according to how it was entered upon registration.

☑ **Step 2:** Click on the drop down menu next to **Location** and make your selection. This will indicate where the work will be performed.

- Follow the same steps for **Building** and **Area** (*if selections are available).
- Be sure to type in your **Area/Room Number**. This is a text box. If there is no room number please best describe the area.



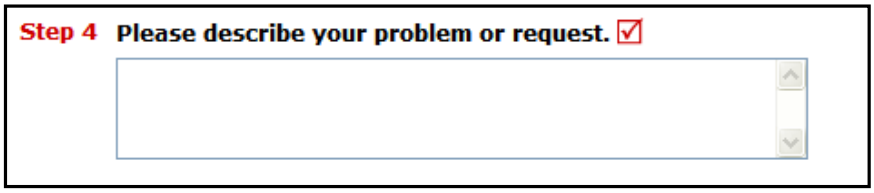
☑ **Step 3:** Select the craft description from the drop down box that best describes the request/issue you are reporting.

Select Problem Type: ☑

Maintenance Help Desk: Click on the problem type below that best describes your issue.

-- Select Craft --

☑ **Step 4:** Type in your description of the problem.



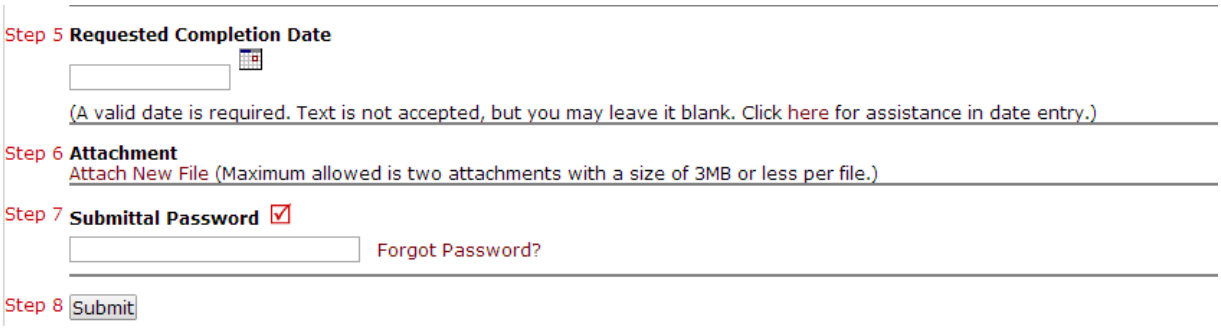
<u>Optional steps that may appear on your page:</u> (Some may be **required**)

Step 5: Use calendar to select a **Requested Completion Date**.

Step 6: Click the **Attach New File** link to attach a photo or document detailing the issue if applicable

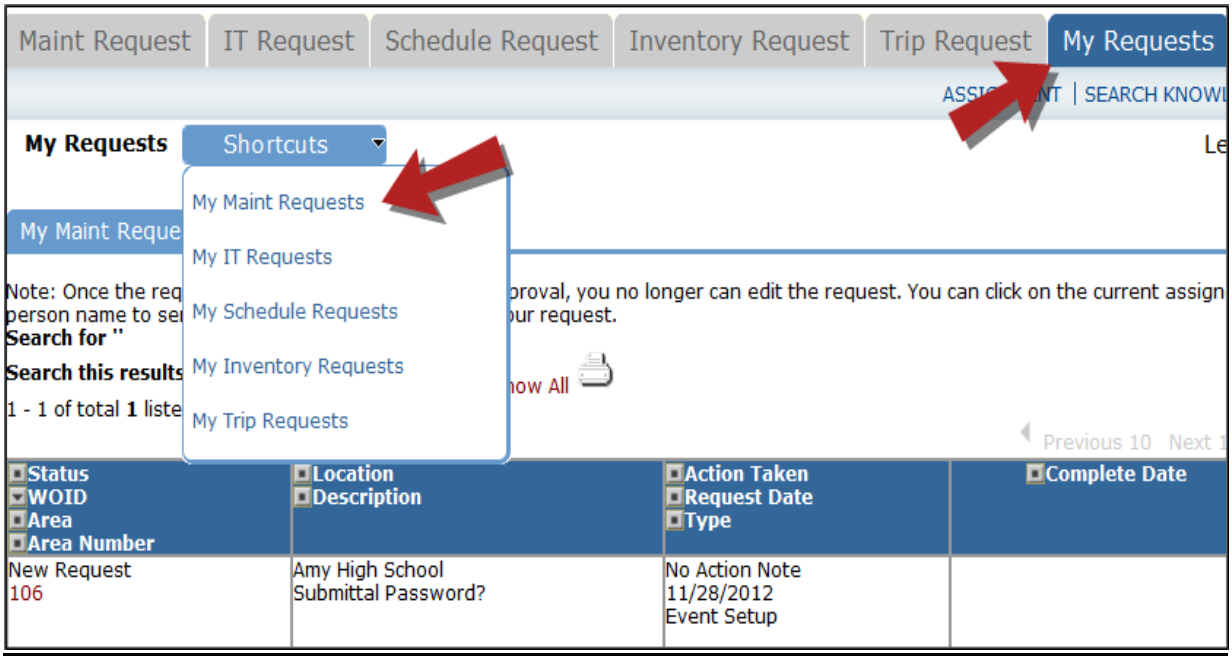
☑ ***Step 7***: Type in the **Submittal Password**: **lesley**

☑ ***Step 8***: 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**. You will see a listing of any request 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 this screen you will see up-to-date information on your request including:

- Status
- Work Order number for referencing.
- The date you requested the work.
- Any **Action Taken** notes added by the technician of the progress of the work order.
- A **Completion Date** once the work has been completed.

TIPS:

- In the **Request Totals section** (which appears on the right hand side of the screen after more than one request has been submitted) you can click on the number next to the status description to see all request marked with that status.
- You can search for any work order request by typing in a keyword in the box next to **Search this results for** then click on **GO.** This will pull up any of your requests according to the keyword that you searched for. (Example: If you type in "Keys", it would have pulled up any request dealing with keys).
- Click on the **Maintenance Request** Tab on the left side to input a new request.

Need Help?

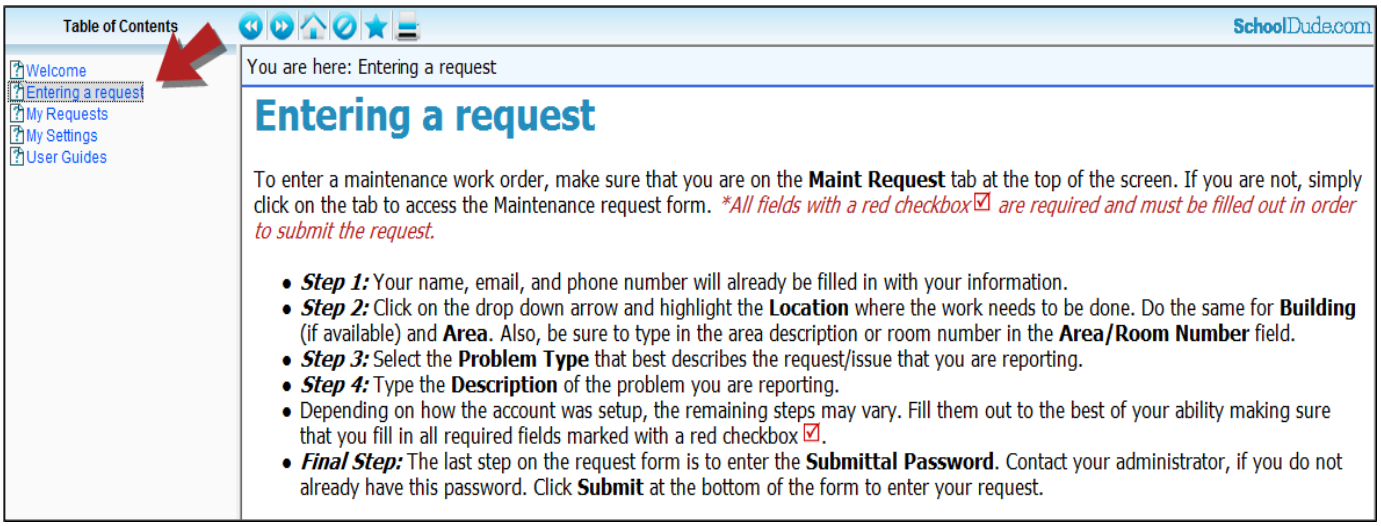
There are several ways to get help for any questions that you may have. Click on the **Help** link located in the upper right hand corner of your screen.

Once you click on Help link, you will see a screen which will list a few help options. If included, you will see a listing of local phone numbers that can be used to contact someone within your organization. Additionally, you will see a link to download the MaintenanceDirect Requester Manual as well as being able to access the Online Help page.

1) For questions or problems contact or call:

Contact Name	Contact Phone
Physical Plant - Mon-Fri 9am-5.30pm	617.349.8881
Public Safety - All other times	617.349.8888

2) **Download MD Requester Manual**

3) **MD Requester Online Help**

If you select the **MD Requester Online Help** option you can click on the links under the **Table of Contents** heading. These headings will explain further how to navigate through the MySchoolBuilding.com page. In the **User Guides** section you will find an interactive help movie which will walk you through the steps of entering in a new request.