Whitworth University Facilities Services

SchoolDude Requesters Guide

https://login.myschoolbuilding.com/msb?acctNum=2085473280&productID=MD

1. Enter your email address and password* to log in.
   *Beginning in 2016, an individual password is required to log in – existing users can add a password to their account by clicking on “Forgot Password?” link. You will receive an email to create a new password.

2. If you are a new user, you can easily create an account by expanding the “Register Here” box.

To update your account information once logged in, go to the Settings tab and click “Maint Request.” You can update your name, contact information, password and email notification preferences.
Filling out the Request Form

NOTE: ANY FIELD MARKED WITH ✔ IS A REQUIRED FIELD

✔ Step 1: Your user information will be pre-populated; please make sure it is current and correct!

✔ Step 2: Click on the dropdown arrow to select the Location (building, athletic field or “campus grounds”) where you want the work to be done.
  - Also choose an appropriate Area description (optional), and
  - enter additional information in the Area/Room Number field.

✔ Step 3: Click to select the icon that best describes your problem type.

- If you are reporting an emergency (imminent threat of danger and/or significant facilities damage), check the box AND call one of the numbers below.

**Maintenance Emergency**

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

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Contact Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilities Services Office</td>
<td>777.3254</td>
</tr>
<tr>
<td>Whitworth Security</td>
<td>777.4444</td>
</tr>
</tbody>
</table>
Step 4: Type in your description of the problem. Characters are unlimited, so please include any information that might be helpful in locating, diagnosing or fixing the problem.

If necessary, please include details about your availability, or restrictions on the space, in the request description.

Please note that for routine maintenance, facilities staff will not enter residential buildings until after 10 a.m. during the school year.

Step 5: Fill in a requested completion date only if the request is time-sensitive (i.e. for an event).

Step 6: Use the binoculars to look up your departmental budget code only for non-maintenance work requests. If the account number you’d like to use is unavailable, scroll back up and enter it as part of the work description.

Step 7: Click the Attach New File link to attach a photo or document detailing the issue or request.

Step 8: Type in the submittal password: newrequest.

Last Step: Click Submit.
My Request Tab

After you click Submit on the request form, the screen will refresh to the My Requests tab.

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 on the progress of your job;
- and a completion date, once the work has been completed.

You can re-sort the list as needed by clicking the box icon next to the field headings (in blue).

TIPS:

A. In the Request Totals section (on the right side of the above screen), you can click on the number next to the status description to see all requests marked with that status.

B. You can search for any previous work request by typing in a key word or number in the Search box and clicking GO. This will pull up your requests with that word in them. (Ex: “Keys” would pull up any request dealing with keys.)

C. Click on the Maint Request tab to input a new request.

If you need any assistance, please call facilities services at 500.777.3254 or email us at fsadmin@whitworth.edu.

You may also contact SchoolDude’s Client Service Center at 877.883.8337 or support@schooldude.com.