

# 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.



The screenshot shows a login form with the title "Current User? Login Here!". It contains two input fields: "Email" and "Password". To the right of the "Password" field is a "Sign In" button. Below the "Password" field is a link labeled "Forgot Password?". A blue arrow points from the bottom left towards the "Forgot Password?" link.

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



The screenshot shows a registration box with the title "Never Submitted a Request? Register Here!". To the right of the title is a downward-pointing chevron icon. A blue arrow points from the right side towards the chevron icon.

*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.*



CLIENT SERVICE CENTER  
1-877-868-DUDE (3833)  
SUPPORT@SCHOOLDUDE.COM

## 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 2 Location**

-- Select Location --

**Area**

-- Select Area --

**Area/Room Number**

Yes, remember my area entries for my next new request entry.

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

 Custodial	 Delivery	 Doors and Hardware	 Electrical
 Elevators	 Fire Protection	 Floor Care	 General Maintenance
 Grounds	 Heating/Ventilation /Air Conditioning	 Lighting (Indoor)	 Painting
 Pest Control	 Plumbing	 Vehicle Maintenance	 Waste Management

- 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.

Contact Name	Contact Phone
Facilities Services Office	777.3254
Whitworth Security	777.4444

**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.

My Maint Requests | My Inventory Requests |

### 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 current assigned person name to send email and request changes on your request.

**Request Totals**  
1 New Request  
15 Work In Progress  
1 Complete

Search for "

Search this results for:  Show All

1 - 10 of total 17 listed

◀ Previous 10 Next 10 ▶

<input type="checkbox"/> Status	<input type="checkbox"/> Location	<input type="checkbox"/> Action Taken	<input type="checkbox"/> Complete Date
<input type="checkbox"/> WOID	<input type="checkbox"/> Description	<input type="checkbox"/> Request Date	
<input type="checkbox"/> Area		<input type="checkbox"/> Type	
<input type="checkbox"/> Area Number			
Work In Progress 101128	Hixon Union Building 11/2/12, Why Whitworth Event, Event #16617	No Action Note 10/31/2012 Custodial	
ABC			

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](mailto:fsadmin@whitworth.edu).

You may also contact SchoolDude’s Client Service Center at 877.883.8337 or [support@schooldude.com](mailto:support@schooldude.com).