



"Creating an excellent college experience"

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Section: Operations	
Subject: Work Order Procedures	

Work Order Procedures:

In order to efficiently complete work orders and track repairs, it is imperative that all maintenance is coordinated through the School Dude system. This will also help in communication back and forth between the requestor and the maintenance team.

All work orders must be submitted by the operation requesting the repair*. If the request is an emergency call Keith immediately for help, then enter the work order as soon as possible. Requests made face to face or over the phone that are not an emergency will not be completed until they are submitted via School Dude.

*Any work orders associated with Graphics design, including hanging signage, will be submitted by the Graphic Designer.

Procedure:

Initial Startup – First Time Users:

1. Open your Internet Browser (Internet Explorer, Fire Fox, etc...) and type in www.myschoolbuilding.com in the address bar and press Enter on your keyboard or click on **Go**.
2. Log on using your email address and personal password.

Email	Password	
<input type="text" value="requester@schooldistrict.e"/>	<input type="password" value="....."/>	<input type="button" value="Sign In"/>
Forgot Password?		

Existing Requesters (e.g., have previously submitted work orders, incident, events, etc.) have a default password assigned to their email address, and will be prompted to update the password the first time they log in.

New Requesters (e.g., have never submitted an online request) will have the ability to register and will become an official user after their first submission of a work order, IT incident, etc. In the field for account number enter the organization account number **206050063**.

Register

Account Number

12345

First Name

Joe

Last Name

Requester

Phone Number

555-555-5555

Email

joe.requester@schooldistrict.edu

New Password

Passwords are case sensitive and must be at least six characters long.

Confirm Password

Register

Filling out the Request Form:

Step 1: This will be filled in with your information from the email address you entered at the sign in screen.

Step 2: Click on the drop down arrow and highlight a **Location** that you want the work to be done and click the mouse.

- Follow the same steps for **Building** and **Area** *if selections are available.
- Also be sure to type in your **Area description or Room #**.

Indicates required information.

Step 1 Please be yourself, click here if you are not Jill Briley

First Name	Last Name	Email
<input type="text" value="Jill"/>	<input type="text" value="Briley"/>	<input type="text" value="brileyj@laketravis.txed.net"/>
Phone <input checked="" type="checkbox"/>	Pager	Cellular Phone
<input type="text" value="533-6060"/>	<input type="text"/>	<input type="text"/>

Step 2 Location

-- Select Location --


Building









-- Select Building --

Area

Room Number

Step 3: Select the icon that best describes your problem and click on it.

 **Maintenance Help Desk:**
Click [here](#) for Maintenance Emergency Contacts.
Click on the problem type below that best describes your issue.

 Alarm	 Appliance Repair	 Asphalt	 Athletic Fields
 Bleachers	 Boiler	 Burglar Alarm	 Carpentry

If this work is an emergency, **CHECK THE EMERGENCY BOX** and contact immediately by cell phone. Checking the emergency box will not notify Keith that there is an emergency unless he is at his computer. You must also call Keith at 435-770-9796.

Step 4: Type in your description of the problem. This should include the urgency of the problem.

Step 5: Fill out requested completion date. This will help the maintenance team in assigning priority and determining when a work order needs to be deferred.

Step 6: Type in the submittal password of: **dining** *Only use your personal password to enter the system.

Last Step: Click Submit

The maintenance team utilizing Maintenance Direct will keep the submitter apprised via email of the status of the work order until completion.

The Status of the work order will change and the requestor will be notified of changes in the status. The following statuses and their definitions are used:

- a. **New Request** – the work order will remain in this status until it is actively addressed
- b. **Work in Progress** – the maintenance team is actively working on the work order. This includes the situation where the team has contacted an outside source to complete the work.
- c. **Parts on Order** – the work order is delayed until the parts arrived
- d. **Waiting for More Information** – the maintenance team needs more information in order to complete the work order. The requestor or the maintenance team will initiate contact as soon as they can.
- e. **Declined** – the maintenance team has determined that this is something that should be done at the operational level. At this time, the maintenance team will contact the requestor and inform them of the reason for declining the work order.
- f. **Deferred** – the work order cannot be completed by the requested completion date and a new due date has been set by the maintenance team. The maintenance team will notify the requestor of the new due date.
- g. **Completed** – the maintenance team has completed the work on this work order.
- h. **Closed Work Orders** – the work order has been completed and all costs and time has been assigned

The maintenance team and the Executive Director will meet on a weekly basis to determine and set priorities for work orders and adjust statuses as appropriate.

My Request Tab

After you click submit on the request form, the screen will refresh to the **My Request** Tab.

Status	Location	Action Taken	Complete Date
Complete	Maintenance Facility	No Action Note 11/18/2004	11/19/2004
General Maintenance	3171 Please move box and roll of blueprints to war room. Get key from Frank or Jill. It may take 2 people to carry these.		

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
- And a Completion Date once the work has been completed

TIPS:

- A. In the Request Totals section (on the right hand 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 work order request by typing in a key word in the **Search** box and clicking on **GO**. This will pull up any of your requests with that word in it. (ex: keys would pull up any request dealing with keys).
- C. Click on the **Work Request** Tab to input a new request.