MaintenanceDirect Requester Guide

How to Register/Log in

- Open your Internet Browser (Google Chrome, Firefox, etc). Copy and paste the this link to go to our direct line for School Dude: https://login.myschoolbuilding.com/msb?acctNum=1097480704&productID=MD&ServiceLogin=yes

The Dude Says:

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.

- You will be prompted to enter your email address then click **Submit**. *Note: 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".*

> Welcome! To begin, please enter your email address below.
>
> **Email Address** requester@dude.nett
>
> Submit

- If you are a new user, the system will not recognize you right away. Enter your first name and last name on the next screen to proceed with the registration process. The Phone Number, Cell Number, and Pager fields are optional; however you may be required to enter your phone number when entering a request. Click **Submit** to continue.

> **First Name** ☑
> Requester
>
> **Last Name** ☑
> Smith
>
> **Email Address** ☑
> requester@dude.nett
>
> Phone Number
>
> Pager
>
> Cellular Phone
>
> Submit

- You will now be on the MaintenanceDirect Request form.
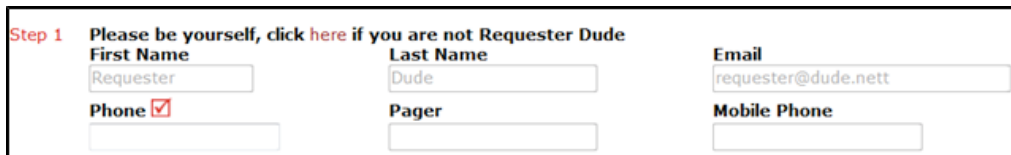
MaintenanceDirect Requester Guide

How to Submit a Request

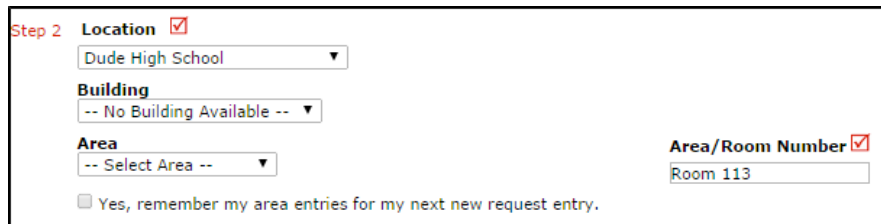- Make sure you are on the **Maint Request** tab at the top of the screen.
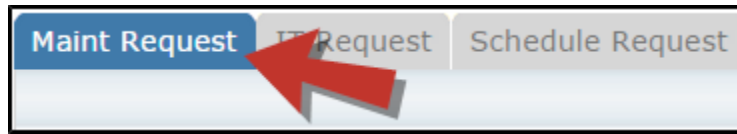
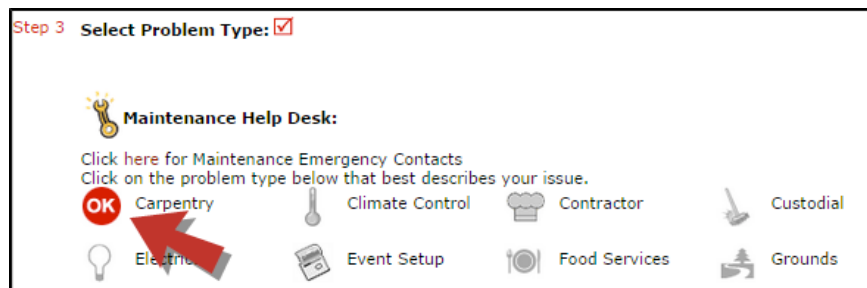

Note: Any field marked with ☑ is a required field.

- **Step 1**: These fields will already be filled in with your contact information according to how it was entered upon registration.
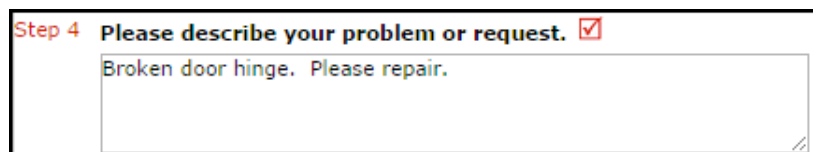

- **Step 2**: Click on the drop down arrow and highlight the **Location** where the work needs to be done. Do the same for **Building** (if available) and **Area**. Also, be sure to type in the area description or room number in the **Area/Room Number** field.

- **Step 3**: Select the **Problem Type** that best describes the request/issue you are reporting.

- **Step 4**: Type in a description of the problem.

- Depending on how your account was set up, the remaining steps on your form may vary. You may see some, all, or none of the following steps. Be sure to complete any required steps indicated with a red check box ☑.

  - **Time Available for Maintenance**: Type in the best time for a technician to come by.

  - **Purpose**: Click on the drop down box and select a Purpose Code that best describes why this work is needed.

  - **Requested Completion Date**: Use the calendar to select a date that you wish for the work to be completed by.

  - **Budget**: Select the budget code that will be used for costs allocated to complete the request.

  - **Attachment**: Click the **Attach New File** link to attach a photo or document detailing the issue.

- **Final Step**: The last step of the request form is to enter the **Submittal Password**. Contact your administrator, if you have not been given this password. Click **Submit** at the bottom of the form to submit your request.

My Request 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 requests 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 the **My Requests** page you will see up-to-date information on your requests including the current status, work order ID number, and action taken notes. You can click on the number next to the status description in the **Request Totals** section to see all of your requests marked with that status. You can also search for any work order request by typing a key word into the **Search** box and clicking GO.

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
1 Work In Progress

Search for ''
Search this results for: [____] (GO) Show All 🖨
1 - 2 of total **2** listed

◁ Previous 10 Next 10 ▷

Status WOID Area Area Number Purpose	Location Building Description	Action Taken Assigned To Request Date Type	Complete Date
New Request 157 Classroom Room 125	ABC High School The printer in the classroom isn't working.	No Action Note 5/17/2012	
Work In Progress 149 Classroom Room 123	ABC High School The heat is not working in this room. It is very cold!	No Action Note 2/12/2010 Heating/Ventilation /Air Conditioning	

🖨 ◁ Previous 10 Next 10 ▷

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.

Requests	Settings

| SEARCH KNOWLEDGE ... | HELP |
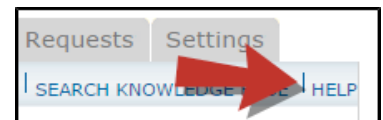
This screen will list a few help options. You may see a listing of local phone numbers to contact someone within your organization. You will also see a link to download the MaintenanceDirect Requester Manual as well as a link to access the Online Help page.

MaintenanceDirect
1) For questions or problems contact or call:

Contact Name	Contact Phone
No MaintenanceDirect contacts listed.	

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.

Table of Contents

📄 Welcome
📄 Entering a request
📄 My Requests
📄 My Settings
📄 User Guides

CONTACT US

Got questions? Answers are what we're here for.
Phone: 877.868.3833 – 8:00 am to 6:00 pm EST
Email: support@schooldude.com