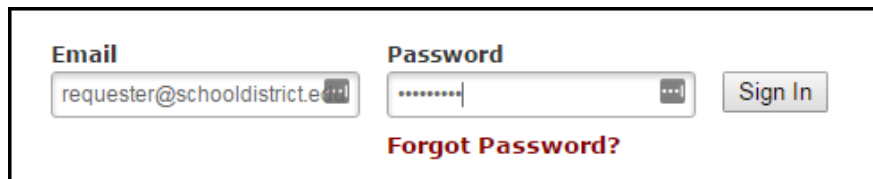


MaintenanceDirect Requester Guide

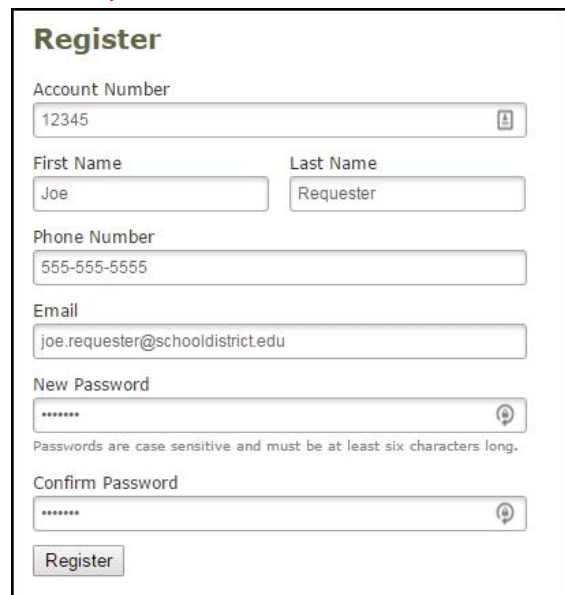
How to Register/Log in

- Open your Internet Browser (Internet Explorer, Firefox, etc). Click on the following link, or copy and paste it into the web browser:
<https://www.myschoolbuilding.com/myschoolbuilding/mygateway.asp?acctnum=2140009984>
or click on "TISD Work Order" under employee.
- If you are a returning user, enter your **Email Address** and **Password**. Click **Sign In**.
- If you have forgotten your password, click the **Forgot Password?** Link and enter your email address. We'll send you instructions for resetting your password.



The screenshot shows a login interface with two input fields: "Email" containing "requester@schooldistrict.e" and "Password" containing ".....". To the right of the password field is a "Sign In" button. Below the password field is a red link labeled "Forgot Password?".

- If you are submitting your first request, you must enter registration information first. **Note: Your registration will be complete after you submit your first work request.*
 - Enter the **Account Number** provided by your Administrator. **(2140009984)**
 - Enter your **First** and **Last Name**, as well as your **Phone Number** and **Email Address**.
 - Type the **Password** you would like to use to log into your SchoolDude account and confirm it. The password you choose must be 6 characters long.
 - Click **Register** to go to the work order request form.



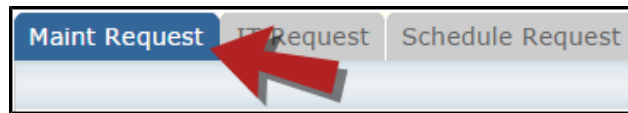
The screenshot shows a "Register" form with the following fields: "Account Number" (12345), "First Name" (Joe), "Last Name" (Requester), "Phone Number" (555-555-5555), "Email" (joe.requester@schooldistrict.edu), "New Password" (.....), and "Confirm Password" (.....). A "Register" button is at the bottom. A note below the password fields states: "Passwords are case sensitive and must be at least six characters long."

The Dude Says:

To 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.

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 a red checkmark 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.

- **Step 5:** Attach a file to your request if necessary (i.e. a picture of damage or setup diagram).
- **Step 6:** Type in the **Submittal Password**. **work**
- **Step 7:** Click the **Submit** button.

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 work 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.

Search for " Show All

Search this results for: Show All

1 - 2 of total 2 listed

Request Totals
 1 New Request
 1 Work In Progress

Status	Location	Action Taken	Complete Date
<input type="checkbox"/> WOID <input type="checkbox"/> Area <input type="checkbox"/> Area Number <input type="checkbox"/> Purpose	<input type="checkbox"/> Building <input type="checkbox"/> Description	<input type="checkbox"/> Assigned To <input type="checkbox"/> Request Date <input type="checkbox"/> Type	
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	

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Here is a video if you would like to watch on how to get logged in.

<http://help.dudesolutions.com/Content/Documentation/Maintenance/MaintenanceDirect/User%20Roles/Requester/How%20to%20Register%20Log%20in.htm>