

Quick Step Guide for Requesters

To Register as a Requester:

1. Open your Internet Browser (Internet Explorer, Netscape, etc.) and type <http://www.life.arizona.edu> in the address bar.
2. Press **Enter** or click on **Go**. You will be taken to the University of Arizona Residence Life website. On the left side of the screen there is a blue box that says "Undergrads."
3. Under the "Community Living" section, click the link titled "Maintenance-Custodial Work Orders." You will be taken to a web page titled "Online Maintenance-Custodial Requests."

Note: If you would like, you may either add this page to your favorites or create a shortcut on your desktop. To create a shortcut:

- a. Find a blank area on the page and single-click your right mouse button on it.
 - b. Select **Create Shortcut**. This will add an *icon* on your desktop that you can double-click the next time you want to sign in.
4. Read the instructions, then scroll down to the bottom of the page and click the File Work Request button. You will be asked to log into Online Student Services using your UA NetID and password.
 5. Log in using your UA NetID and password. You will be taken to the Online Maintenance-Custodial Request web page.
 6. Enter your email address and click **Submit**.



University of Arizona Residence Life
THE UNIVERSITY OF ARIZONA
Residence Life

Welcome! To begin, please enter your email address below.

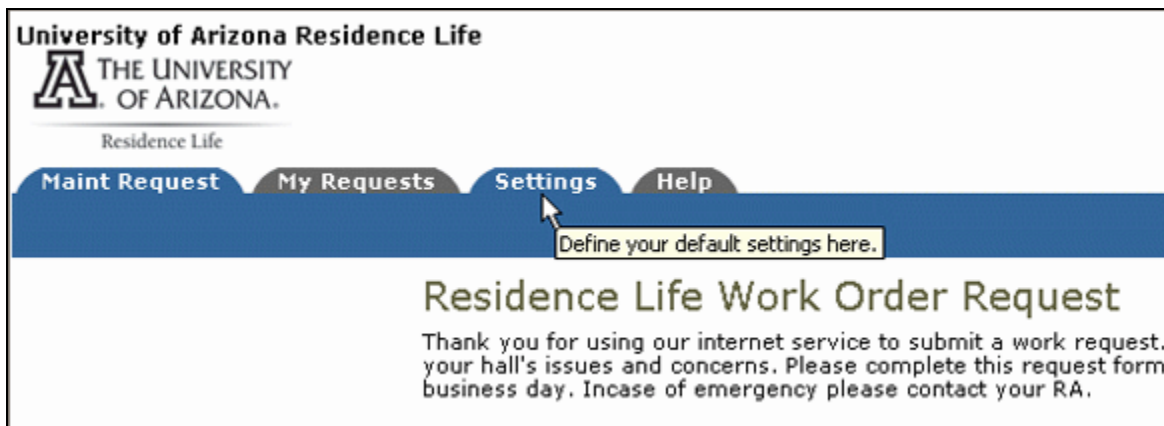
Email Address

Unless you are already registered as a user, the system will notify you that it cannot find your email address. You will be prompted to either correct your email address or enter your last name.

7. Enter your last name.
8. On the next screen, enter your first name, which is required, and contact numbers if desired. Once you have entered your information, you will come to the work request form.

Quick Step Guide for Requesters

9. If you do not need to submit a request and simply want to add yourself as a requester, click on the **Settings** tab.



10. At the bottom of the screen, enter the submittal password of **arizona** and click **Submit**. You are now entered as a requester in MaintenanceDirect.

I prefer these email notification settings.

- Send Requester Work Request Receipt Notification?
Sample
- Notify Requester of Work Request Assignment?
Sample
- Notify Requester of Work Request Change in Status? e.g. On-hold, Void, Duplicate Request, Waiting Parts, etc. Sample
- Notify Requester of Work Request Completion?
Sample

Password
●●●●●●●

To Enter a Work Request:

Note: All required fields have a red box and check mark next to them.



Click on the Work Request tab and follow these steps to submit your work order.

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** where you want the work to be done and click the mouse.

The screenshot shows a form titled "Step 2 Location" with a checked checkbox. It contains a dropdown menu for "Location" with "-- Select Location --" as the placeholder. Below it is an "Area" dropdown menu with "-- Select Area --" as the placeholder. To the right of the Area dropdown is a text input field labeled "Area/Room Number". At the bottom, there is a checkbox labeled "Yes, remember my area entries for my next new request entry."

Follow the same steps for **Building**, then for **Area**. Be sure to enter your area or room number.

Note: When entering more than one request at a time without logging out, your location will be set to a default. A red link to the right of the location will appear that says **Change Location**, should you need to enter a request for a different location. There is also a box under Step 2 that says "Yes, remember my area entries for my next new request entry." If this box is checked, the Area and Area/Room Number entries for the next request will be saved. Once you log out and log back into MySchoolBuilding, everything will be reset and you must select Locations, Area, and Area/Room Number again.

Step 3: Under *Select Problem Type*, double-click the icon that best describes your problem.

The screenshot shows a form titled "Step 3 Select Problem Type" with a checked checkbox. Below the title is a "Maintenance Help Desk" icon and the instruction: "Click on the problem type below that best describes your issue." There are 16 problem type icons arranged in a grid: Carpentry, Closed Circuit TV Systems, Custodial, Custodial Equipment Repair, Doors and Hardware, Electrical, Electronic Door Access, General Maintenance, Heating/Ventilation /Air Conditioning, IT/Technology, Key and Lock, Painting, Pest Control, and Plumbing.

A red circle with OK will appear beside the icon.

Step 4: Type in your description of the problem in the field provided.

The screenshot shows a form titled "Step 4 Please describe your problem or request" with a checked checkbox. It features a large text input field for describing the problem.

Step 5: Click on the drop-down arrow and select a purpose code. Your choices are Custodial, General Maintenance, and Key & Lock.

Step 6: Type in the submittal password (*arizona*) .

Step 7: Click **Submit**.

Step 6 Submittal Password

••••••••

[Forgot Password?](#)

Step 7

NOTE: You will receive the following notifications.

You will be notified if this request is completed.

After you click **Submit**, the screen will refresh and go to the **My Request** tab.

The screenshot shows a web interface with a navigation bar containing 'Maint Request', 'My Requests', 'Settings', and 'Help'. The main content area has a blue header with the text 'Your request has been successfully submitted.' and 'My Maint Requests'. Below this is a note: '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.' There is a search bar with the text 'Search for "' and a 'GO' button. Below the search bar, it says 'Search this results for:' followed by a search input field, a 'GO' button, and a 'Show All' button. Below that, it says '1 - 1 of total 1 listed'. There are navigation arrows for 'Previous 10' and 'Next 10'. The main content is a table with four columns: 'Status', 'WOID', 'Area', and 'Purpose' (all with expandable icons); 'Location' and 'Description'; 'Action Taken', 'Request Date', and 'Type'; and 'Complete Date'. The table contains one row with the following data: Status: 'New Request 099 Restroom (Girls) Third floor General Maintenance'; Location: 'EL PORTAL B #183'; Description: 'Toilet flushes unenthusiastically (the non-handicapped stall)'; Action Taken: 'No Action Note 5/22/2009 Plumbing'; Request Date: '5/22/2009'; Type: 'Plumbing'; Complete Date: (empty). There is a printer icon at the bottom left and another set of navigation arrows at the bottom center.

Status	WOID	Area	Purpose	Location	Description	Action Taken	Request Date	Type	Complete Date
New Request 099	Restroom (Girls)	Third floor	General Maintenance	EL PORTAL B #183	Toilet flushes unenthusiastically (the non-handicapped stall).	No Action Note	5/22/2009	Plumbing	

On this screen you will see up-to-date information on your request, including the Status, Work Order Number, and Action Taken notes. You can click on the gray box with a black dot in it next to any of the information listed in the blue bar to sort all requests in ascending or descending order by that information.

You can also 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. For example, typing *keys* would pull up any request dealing with keys.

Step 8: Click on the **Maint Request** tab to input a new request.