

# Quick Step Guide for MaintenanceDirect Requesters

## How to Register/Log in

- 1) Open your Internet Browser (Internet Explorer, Firefox, etc). Use the following link to access the login page:

<https://login.myschoolbuilding.com/msb?acctNum=707036160&productID=MD>

**HELPFUL INFORMATION:** 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.

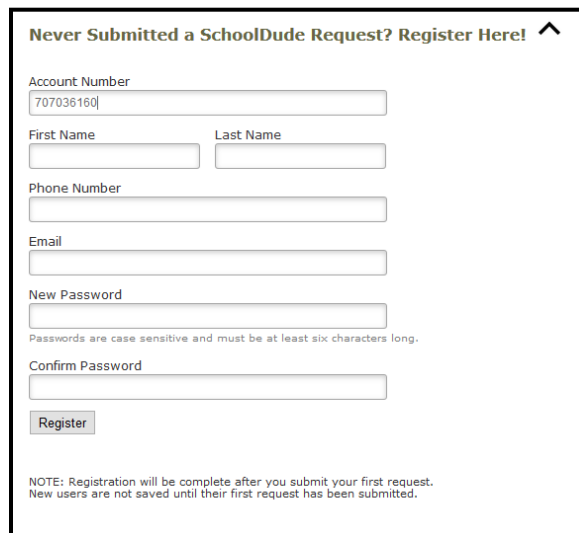
- 2) You will be prompted to enter your email address and password and then click **Sign In**. If you have been to this website before and have entered a schedule request into the system, you are already registered as a user. If you have forgot your password use the “Forget Password?” link. Enter your email address and password then proceed to page 2, “How to Submit a request”.



The screenshot shows a login form with the following elements:

- Title: **Current SchoolDude User? Login Here!**
- Input fields: **Email** and **Password**
- Buttons: **Sign In** and **Forgot Password?**

- 3) If you are a new user, the system will not recognize you right away. Click the “Never Submitted a SchoolDude Request? Register Here!” drop down arrow. **Account Number is 707036160.**



The screenshot shows a registration form with the following elements:

- Title: **Never Submitted a SchoolDude Request? Register Here!**
- Account Number:
- First Name:
- Last Name:
- Phone Number:
- Email:
- New Password:
- Confirm Password:
- Register button
- NOTE: Registration will be complete after you submit your first request. New users are not saved until their first request has been submitted.

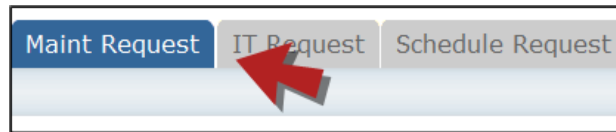
- 4) Enter your first name, last name, phone number, email and password fields (passwords are case sensitive and must be at least six characters long.) then click **Register**.



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## 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:** This will be filled in with your contact information according to how it was entered upon registration.
- Step 2:** Click on the drop down menu next to **Location** and make your selection. This will indicate where the work will be performed.
  - Follow the same steps for **Building** and **Area** (\*if selections are available).
  - Be sure to type in your **Area/Room Number**.

<b>Step 1</b>	<b>Please be yourself, click <a href="#">here</a> if you are not Requester Dude</b>	
	<b>First Name</b> <input type="text" value="Requester"/>	<b>Last Name</b> <input type="text" value="Dude"/>
	<b>Phone</b> <input checked="" type="checkbox"/> <input type="text"/>	<b>Email</b> <input type="text" value="requester@dude.nett"/>
	<b>Pager</b> <input type="text"/>	<b>Mobile Phone</b> <input type="text"/>
<b>Step 2</b>	<b>Location</b> <input checked="" type="checkbox"/> <input type="text" value="High School"/>	
	<b>Building</b> <input type="text" value="-- No Building Available --"/>	
	<b>Area</b> <input type="text" value="Classroom"/>	<b>Area/Room Number</b> <input checked="" type="checkbox"/> <input type="text" value="Room 202"/>

- Step 3:** Select in the drop down what best describes the request/issue you are reporting.

<b>Step 3</b>	<b>Select Problem Type:</b> <input checked="" type="checkbox"/>
	<b>Maintenance Help Desk:</b> Click on the problem type below that best describes your issue.
	<input type="text" value="-- Select Craft --"/>



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

**Step 4** Please describe your problem or request. ☑

- ☑ **Step 5:** Type in the best time for a technician to come by.

**Step 5** Time Available for Maintenance

- ☑ **Step 6:** Type in the Submittal Password of: **password**

- ☑ **Step 7:** Click the **Submit** button.

**Step 5** Submittal Password ☑

 [Forgot Password?](#)

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**Step 6**



## My Requests 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 request 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.

Status	WOID	Area	Area Number	Location	Description	Action Taken	Request Date	Type	Complete Date
New Request	106			Amy High School	Submittal Password?	No Action Note	11/28/2012	Event Setup	

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 of the progress of the work order.
- A **Completion Date** once the work has been completed.

### TIPS:

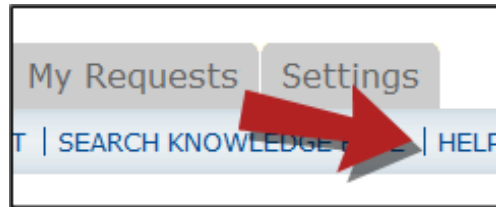
- In the **Request Totals section** (on the right hand side of the screen) you can click on the number next to the status description to see all request marked with that status.
- You can search for any work order request by typing in a keyword in the box next to **Search this results for** then click on **GO**. This will pull up any of your requests according to the keyword that you searched for. (Example: If you type in "Keys", it would have pulled up any request dealing with keys).
- Click on the **Work Request** Tab to input a new request.



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## 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.



Once you click on Help link, you will see a screen which will list a few help options. If included, you will see a listing of local phone numbers that can be used to contact someone within your organization. Additionally, you will see a link to download the MaintenanceDirect Requester Manual as well as being able to access the Online Help page.

**MaintenanceDirect**



1) For questions or problems contact or call:

Contact Name	Contact Phone
Jason Annala	906-315-1424

2) **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.

### MaintenanceDirect Requester

Requesters are only able to enter new work orders into the system. Once they have entered a request, they can view it but will not be able to change it. Requesters use the MySchoolBuilding.com page to enter requests and are the only role able to register themselves into the system when given the correct information by Administrators.

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**Questions? Contact Client Services**  
Phone: 1-877-655-DUDE (3833)  
Email: [support@dudesolutions.com](mailto:support@dudesolutions.com)

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