


**Facilities Management** allows an employee to submit and track repair requests. The link to this site is available on the district web site under the heading **Teacher Access**.

This site is designed to facilitate repairs for both maintenance and technology. It is important that requests are made to the correct department.


## Facilities Management

**Maintenance**            [Submit a Work Request](#)

[Check the Status of a Request/Work Order](#)

[Report Completing a Request/Work Order](#)


**Technology**

[Submit a Service Request](#)            **Technology**

[Check the Status of a Request/Work Order](#)

[Report Completing a Request/Work Order](#)

To request a repair click on **Submit a Service Request** for the department required. The following window will open. If you are submitting a technology request the words **IT Service Request** will appear at the top left hand side of the page. (arrow)



The screenshot shows the 'IT Service Request' form. At the top left, a red arrow points to the text 'IT Service Request'. The form includes several input fields: 'First Name', 'Last Name', 'Telephone No. (optional)', 'Email Address (required if email turned on below)', 'Site', 'Building', and 'Where in the Building'. To the right of these fields is a large text area for 'Work Description / Information / Comments'. Below this is a 'Category' dropdown menu with 'OFFICE USE' selected. A note below the category field reads: 'Dept to which request should be sent: **Information Services (IS)**'. At the bottom of the form, there is a small note: 'Please describe the location very accurately. The better the location is defined, the easier it is to address your request. Include room no., wing and/or other descriptive details.' The page footer contains 'Check here to receive email updates on your request status through the system.' and three buttons: 'Submit', 'Print', and 'Exit / Back'.

The window for Maintenance will look exactly the same but will have Work Request in the upper left hand corner.

If you are submitting a request for the first time you will need to fill in each of the areas listed.

First Name

Last Name

email Address (your email address)

[Site](#) – use the drop down menu to locate your building.

[Where in the Building](#) – Type in the location of the problem.

[Work Description / Information / Comments](#) – Give a description of the problem that is occurring. Please be as descriptive as possible.

[On the Equip. / Tag No. \(if applicable\)](#) – Computer name (label on the front upper right corner of the computer ex. SBE-Woods22.31-emacs) **\*missing label**

Do not complete anything in the [Office Use](#) section.

When you have completed the request click [Submit](#) at the bottom of the page.

An email will be sent to Technology or Maintenance per request alerting the department.

The sender will also receive an email verifying that the request has been successfully sent.

The status of the request can be tracked through a link you will receive in your email or by the Request Number that will appear on the window that opens after you have clicked submit.

Subsequent repairs will be made in the same fashion however, much of the information will already be filled in on the request form.

Please be aware that requests made through the Facilities Management site will get first priority. This will give us data on what repairs are most frequently requested and it will allow us to track how quickly we are able to respond to requests.

**\*If the label on your computer is missing and your computer will turn on – you can find the name directly under Mac OS X on your computer log in screen.**