Suffolk University
Quick Step Guide for Maintenance Requesters

• Open your Internet Browser (Internet Explorer, Netscape etc…) and type in www.myschoolbuilding.com in the address bar and press Enter or click on Go.

  • *Follow step 1 if you are a first time user or if asked to enter an Organization Account Number. Returning users can jump to step 2.*

• If it is the first time your computer has been to the website, enter the Organization Account number **456279495** and click *Submit Organization* as prompted.

![Select Organization](https://example.com)

*Step 1:* Enter your school *Email Address* to access the work request page

![Welcome Email](https://example.com)

1a. If you are not a registered user, you will be able to create an account by following instructions on the screen. Start by entering your *Last Name* in the field provided. Click “Submit” to continue.

![Welcome Last Name](https://example.com)

1b. Finish this part of the registration by entering your *First Name*, and *Phone Number*. *Note: Phone Number is required.*

![Welcome Phone](https://example.com)
**Step 2:** Use the drop down menus to select the *Location* and *Building* where the work needs to take place. Follow the same steps for *Area*, and then type in the *Area/Room Number*.

![Step 2](image)

**Step 3:** Select the icon that best describes your *Problem* and click on it. If the problem type is not listed, or you are unsure, choose the one that is closest one.

![Step 3](image)

**Step 4:** Type in a detailed *Description* of the problem you are reporting. Please be descriptive and complete. The more information you include, the better we will be able to address your needs.

**Step 5:** *Optional:* Enter the best *Time* for a technician to come by and perform the work. Enter a time when the room is unoccupied or when a technician’s presence will have the least amount of class disruption.

**Step 6:** *Optional:* You may include a *Requested Completion Date*. This will not guarantee the work will be completed by that date but will be used to help prioritize the requested work.
**Step 7:** Optional: **Attachments:** You can attach a file to your request. Attachments can be used to give the Maintenance department a better understanding of the request you are entering. You can include up to 2 screenshots, pictures, diagrams, or documents up to 3MB each.

**Step 8:** Type in the **Submit Password** for Suffolk University maintenance requests. This password is: **PASSWORD**

**Step 9:** Click **Submit** to have your request sent to the Maintenance Department.

Checking the Status of Your Requests:
After you click submit, the screen will refresh and go to the **My Request** Tab.

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 number next the to status description to see all request marked with that status. You can 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. (ex: keys would pull up any request dealing with keys).

Click on the **Work Request** Tab to input a new request.