

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

Organization Account Number

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

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

Email Address

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! To begin, please enter your email address below.

Email Address

We cannot find the indicated email address.
Please either correct the email address or enter your last name below if you are a new requester.

Last Name

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

First Name <input checked="" type="checkbox"/>	Last Name <input checked="" type="checkbox"/>
<input type="text" value="First_Name"/>	<input type="text" value="Last_Name"/>
Email Address <input checked="" type="checkbox"/>	
<input type="text" value="New_User@suffolk.edu"/>	
Phone Number <input type="text" value="555-1212"/>	Pager <input type="text"/>
Cellular Phone <input type="text"/>	
<input type="button" value="Submit"/>	

Note: This information will be saved after you submit your first request. New users are not saved until their first request has been submitted.

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 Location

-- Select Location --

Area **Area/Room Number**

-- Select Area --

Yes, remember my area entries for my next new request entry.

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 Select Problem Type:

 **Maintenance Help Desk:** Click on the problem type below that best describes your issue.

 Carpentry	 Carpet Cleaning	 Carpet Repair	 Ceiling Tile
 Ceilings	 Custodial	 Desk Repair	 Doors and Hardware
 Drywall	 Electrical	 Elevators	 Event Break Down
 Event Setup	 Fire Extinguishers	 Furniture Repair	 Glass/Window Repairs
 Graffiti	 Heating/Ventilation /Air Conditioning	 Housekeeping	 Key and Lock
 Kitchen Repair	 Lighting	 Locker Repair	 Moving
 Painting	 Pest Control	 Plumbing	 Recycling

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 4 Please describe your problem or request.

Step 5 Time Available for Maintenance

Step 6 Requested Completion Date



(A valid date is required. Text is not accepted, but you may leave it blank. Click [here](#) for assistance in date entry.)

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 **Submittal Password** for Suffolk University maintenance requests. This password is: **PASSWORD**

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

Step 7 Attachment
 Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

Step 8 Submittal Password
 [Forgot Password?](#)

Step 9

Your new requests are automatically shown as approved by you on submit.
 NOTE: You will receive the following notifications.
 You will be notified receipt of your request.
 You will be notified of status changes to your request.

Checking the Status of Your Requests:

After you click submit, the screen will refresh and go to the **My Request** Tab.

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 "

Search this results for:

1 - 10 of total 326 listed ◀ Previous 10 Next 10 ▶

Status	Location	Action Taken	Complete
WOID	Building	Request Date	Date
Area	Description	Type	
Area Number			
Complete 1469 Grounds Break room	Black Hawk College (QC) Quad Cities Building 3 Manny, Please stop and talk to Jimi in regards to heater they purchased for their break room.	needs to purchase 110 volt heater 11/27/2007 Electrical	11/28/2007 2:28:08 PM
New Request 1468 Gym	Black Hawk College (QC) Quad Cities Building 3 Ron, I have two new banners that need to be hung in the gym. A Wendy's and a Reynolds Ford Banner please see me for placement.	No Action Note 11/27/2007 Carpentry	
New Request 1467 Tennis courts	Black Hawk College (QC) Quad Cities Building 3 Remove trees and sapplings from tennis courts	No Action Note 11/27/2007 Grounds	

Request Totals

- 13 New Request
- 4 Work In Progress
- 306 Complete
- 1 Declined
- 1 Parts on Order
- 1 Duplicate Request

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 to the 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.