

# MaintenanceDirect First-time Requester Guide

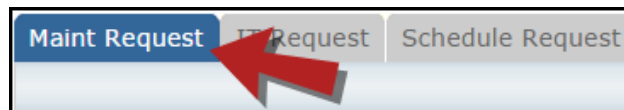
## How to Register

- If you are submitting your first request, you must enter registration information first. Click on the down arrow (▼) next to Never Submitted a Request? Register Here! to expand the registration form. *\*Note: Your registration will be complete after you submit your first work request.*
- Enter the FGCU **Account Number** **(658288128)**.
- Enter your **First** and **Last Name**, as well as your **Phone Number** and **FGCU Eagle Email Address**.
- Type the **Password** you would like to use to log into your SchoolDude account and confirm it. The password you choose must be 6 characters long.
- Click **Register** to go to the work order request form.

The screenshot shows a registration form with the following fields: Account Number (658288128), First Name, Last Name, Phone Number, Email, New Password, and Confirm Password. A 'Register' button is at the bottom. A note states: 'Passwords are case sensitive and must be at least six characters long.'

## How to Submit a Request

- Make sure you are on the **Maint Request** tab at the top of the screen.

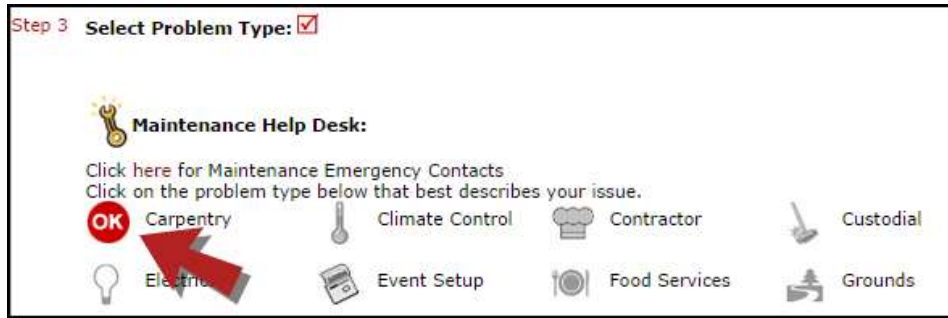


*\*Note: Any field marked with a red checkmark is a required field.*

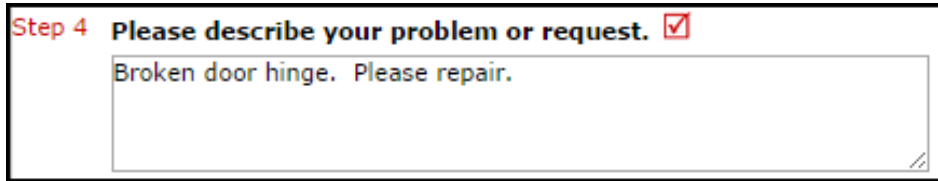
- **Step 1:** These fields will already be filled in with your contact information according to how it was entered upon registration.
- **Step 2:** Click on the drop down arrow and highlight the **Location** (North Lake Village, South Village, or West Lake Village). Do the same for **Building** and **Area** (the only option for Area is 'Room'). Also, be sure to type in your apartment/suite number in the **Area/Room Number** field. If work needs to be done in a specific bedroom, make sure to include the letter of the bedroom.

The screenshot shows the 'Step 2' registration form with the following fields: Location (North Lake Village), Building (Egret), Area (Room), and Area/Room Number (EG11-D). A checkbox is present: 'Yes, remember my area entries for my next new request entry.' Red checkmarks are visible next to the Location and Area/Room Number labels.

- **Step 3:** Select the **Problem Type** that best describes the request/issue you are reporting.



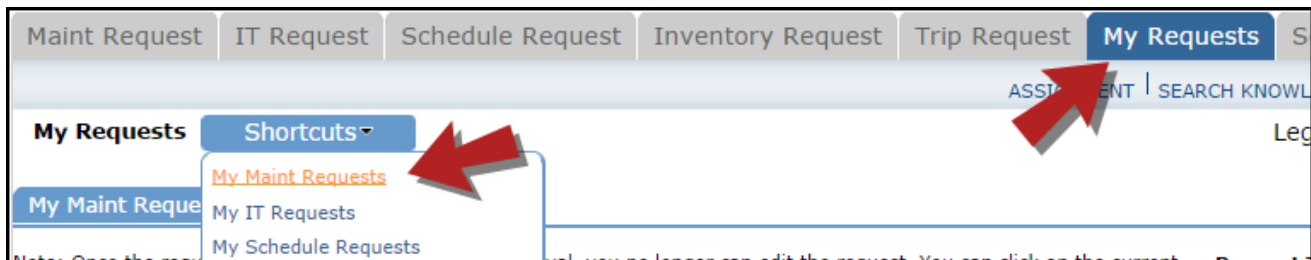
- **Step 4:** Type in a **Description** of the problem.



- **Step 5:** You also have the option to attach a picture or file, if needed.
- **Step 6:** Type in the **Submittal Password** - **fgcuhr1**
- **Step 11:** Click the **Submit** button.

## My Request 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 requests 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.



On the **My Requests** page you will see up-to-date information on your requests including the current status, work order ID number, and Action Taken notes. You can click on the number next to the status description in the **Request Totals** section to see all of your requests marked with that status. You can also search for any work order request by typing a key word into the **Search** box and clicking **Go**.

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.

**Request Totals**  
 1 New Request  
 1 Work In Progress

Search for:

Search this results for:   [Show All](#) 

1 - 2 of total 2 listed

◀ Previous 10 Next 10 ▶

<input type="checkbox"/> Status	<input type="checkbox"/> Location	<input type="checkbox"/> Action Taken	<input type="checkbox"/> Complete Date
<input checked="" type="checkbox"/> WOID	<input type="checkbox"/> Building	<input type="checkbox"/> Assigned To	
<input type="checkbox"/> Area	<input type="checkbox"/> Description	<input type="checkbox"/> Request Date	
<input type="checkbox"/> Area Number		<input type="checkbox"/> Type	
<input type="checkbox"/> Purpose			
New Request 157	ABC High School	No Action Note	
Classroom Room 125	The printer in the classroom isn't working.	5/17/2012	
Work In Progress 149	ABC High School	No Action Note	
Classroom Room 123	The heat is not working in this room. It is very cold!	2/12/2010 Heating/Ventilation /Air Conditioning	



◀ Previous 10 Next 10 ▶