



August 17, 2016

Dear Returning Resident,

As a reminder, work order requests are submitted to our office via an on-line work order system. The link to the system can be found by clicking on the "Submit a Maintenance Request" tab when you log into the Housing web portal via Gulfline. Over the summer, updates were done to the work order system, and each user now needs to create a unique password for their account in order to use the system. If you have submitted work orders in the past and are now having difficulties submitting new work orders, you will need to follow these instructions in order to create a password:

1. Select **Forgot Password** at the top of the page.
2. Enter your FGCU Eagle e-mail address and select **Submit**.
3. The screen will now say "Your email is on the way! Check your email for instructions on how to reset your password." (The email could go to your spam folder, so if you do not see an email within 2 minutes, check there.)
4. Open that email and click on the link it provides. Enter a password, confirm the password and select **Reset Password**.
5. Go back to your original screen and enter your email address and your password and select **Sign In**.
6. It will now take you to the screen you are accustomed to seeing and you may enter new requests in the same manner as always.

If you continue to have a problem accessing the system after you've followed these steps, you may need to try clearing your cookies. You can find more information about how to do that at: <https://www.school dude.com/Portals/0/Groups/40/MaintenanceDirect/Resources/Clear%20Cookies-all%20browsers.pdf>.

We hope this information will resolve any issues you may encounter. If you need further assistance, please contact our office at (239) 590-1700 or housing@fgcu.edu.

Sincerely,

Office of Housing and Residence Life