

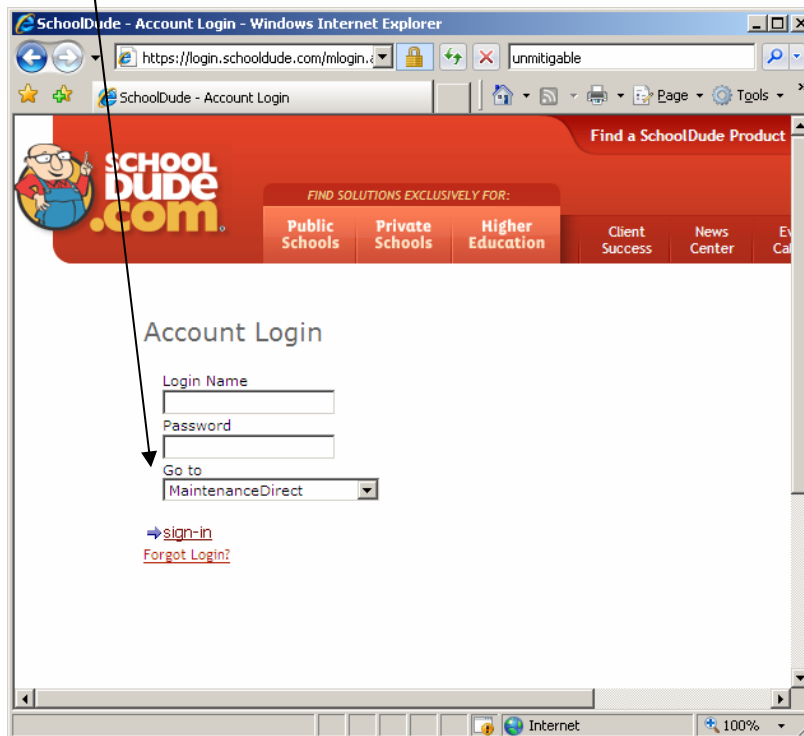
## Submitting Maintenance Work Orders for Head Custodians

The maintenance department has transitioned to a new work order system which now allows all staff to submit work orders. For example, a teacher may submit a work order request to have a lamp replaced. The request will route to you and you'll either complete the work or forward it to the maintenance department if you're unable to resolve the problem.

This document is broken into two sections, one for submitting your own work orders and another for handling work orders submitted by other site personnel. By default, you'll receive eMail notification of all work orders you submit as well as routing notifications. These settings may be changed, as desired.

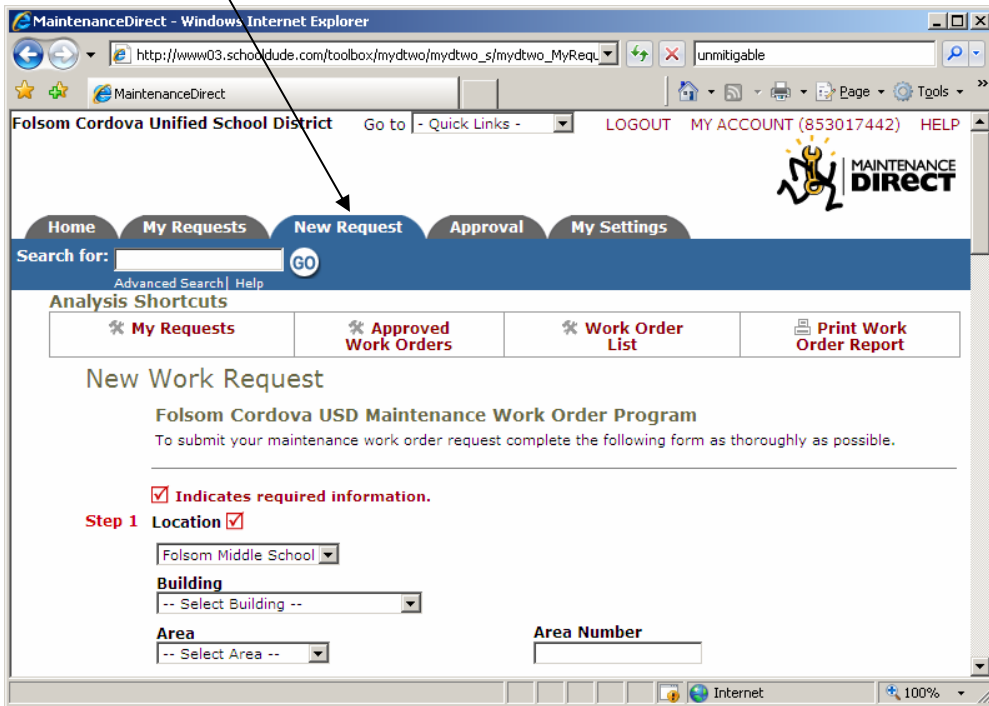
### **Part I – Submitting a New Maintenance Request**

1. In a web browser, (Internet Explorer, Firefox, etc.), open <http://www.fcusd.org/schooldude> and click the **Head Custodians – Submit a Maintenance Order** link.
2. Enter your login name (i.e., your eMail address) and password in the fields shown. Select **Maintenance Direct** from the pulldown menu and click **sign-in**.

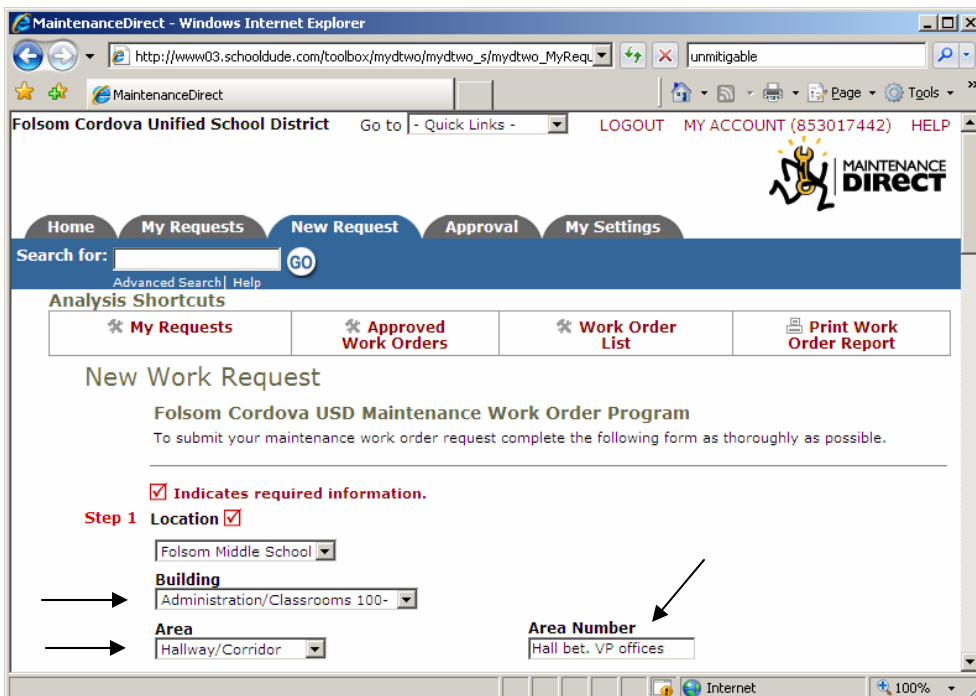


Screenshot of the SchoolDude Account Login page in Internet Explorer. The page shows the SchoolDude logo, navigation tabs for Public Schools, Private Schools, and Higher Education, and a login form with fields for Login Name, Password, and a Go to dropdown menu set to MaintenanceDirect. A sign-in button and a forgot login link are also visible.

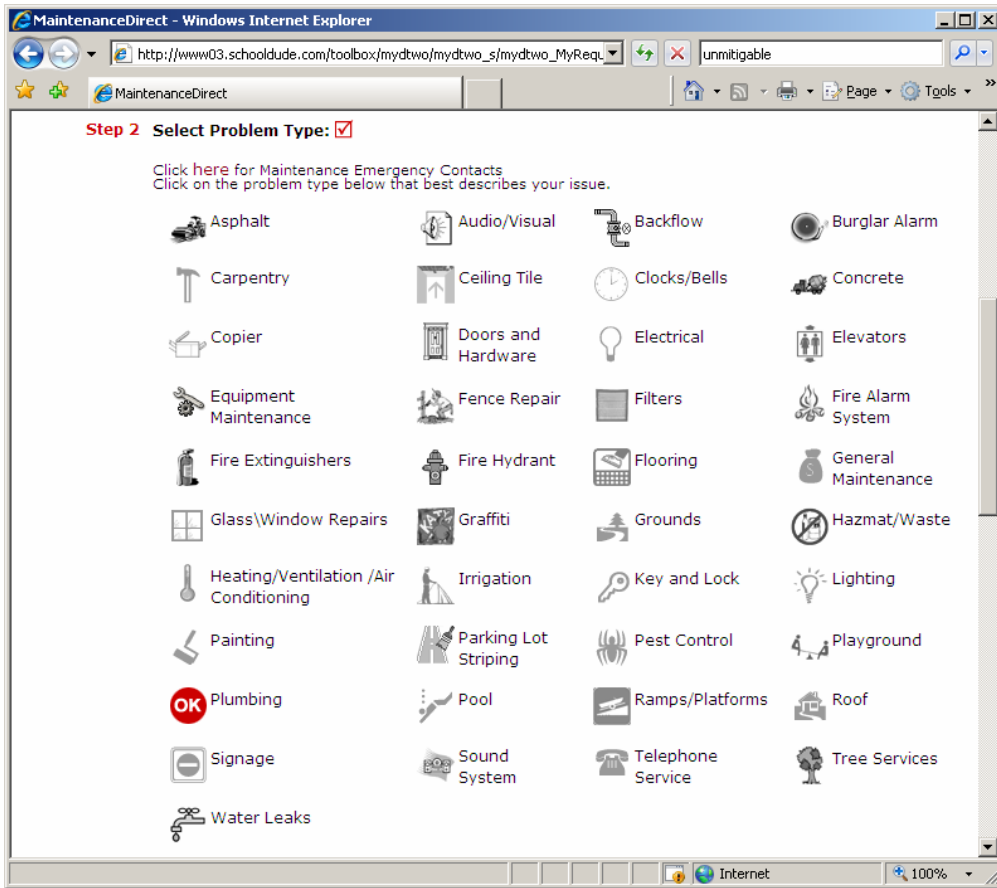
3. Click the **New Request** tab.



4. Under **Step 1**, verify the **Location** (change if necessary) and use the drop-down boxes to select the **Building**. Select the **Area** that best matches the description of the location needing service and use the **Area Number** field to specify the exact location (e.g., the room number, field name, etc.). An example appears below:



5. Scroll down to **Step 2** and select the **Problem Type** that best matches the issue you're reporting. You may only select one type. If you're unsure, please select **General Maintenance**.



6. Scroll down to **Step 3** and type the exact request, being as specific as possible.

Under **Step 4**, select the appropriate **Purpose Code** (e.g., General Maintenance, Vandalism, Health & Safety, etc.)

Under **Step 8**, list any action you've taken to resolve the problem. Steps 5, 6, and 7 are optional.

7. Click the **Submit** button to open the work order.

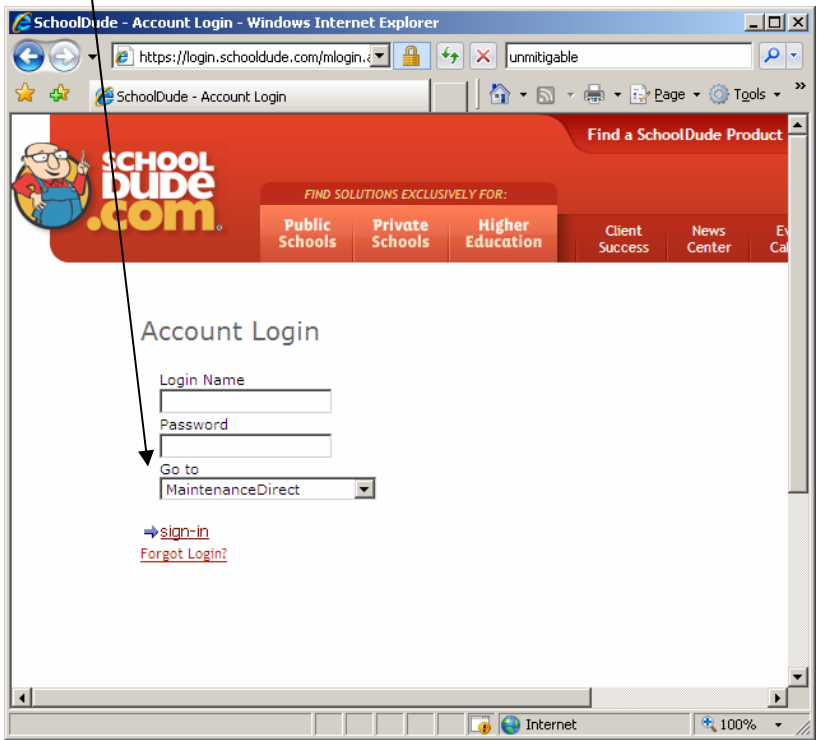
### Follow-Up

You log back into SchoolDude at any time to check the status of open or closed work orders. Just click the **My Requests** link to view work orders you've submitted or approved.

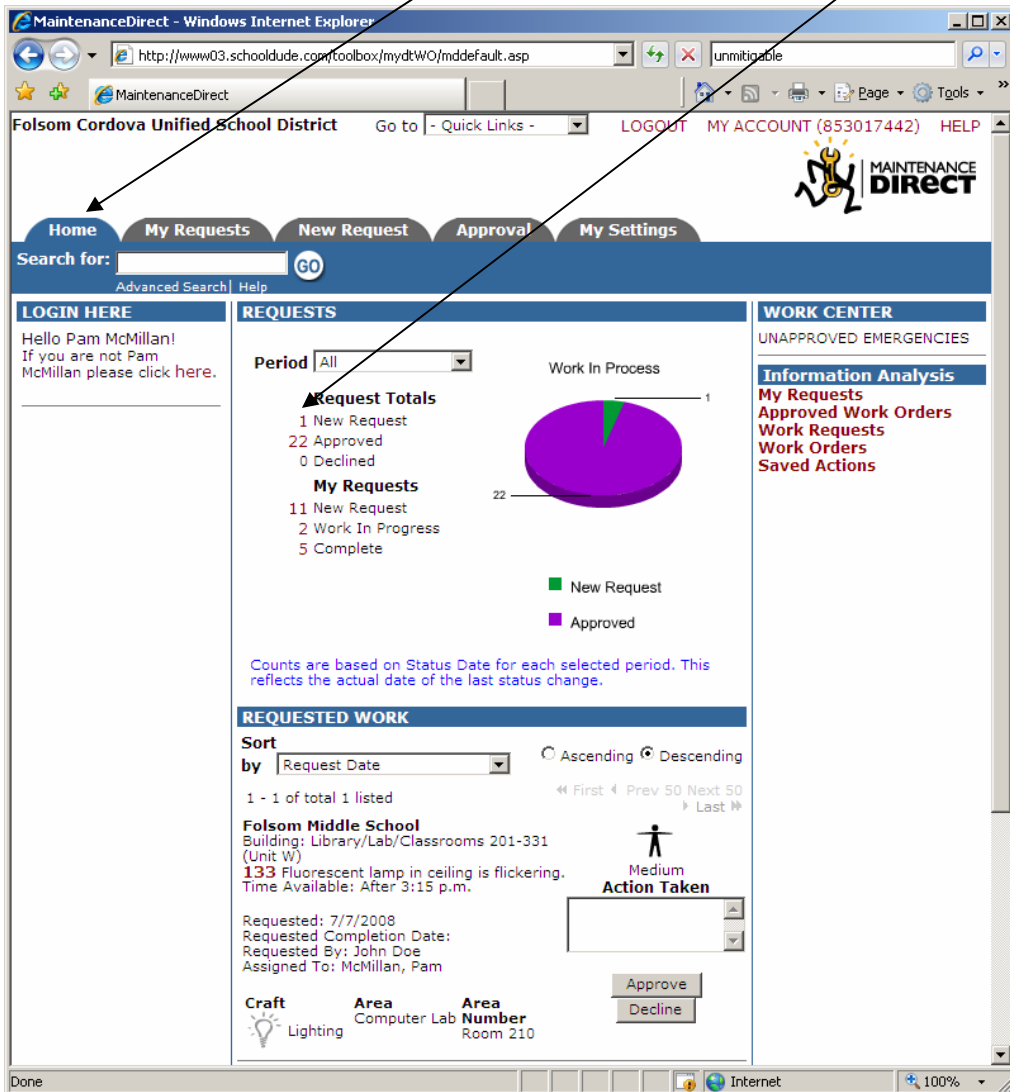
**Part II – Servicing Work Orders Submitted by Site Staff**

As mentioned in the introduction, personnel at your site may submit work orders for a variety of needs. Some of these requests will be legitimate maintenance work orders but you can take care of most of them yourself. You'll automatically receive an eMail message notifying you of any requests. The following procedure shows you how to handle those.

1. In a web browser, (Internet Explorer, Firefox, etc.), open <http://www.fcusd.org/schooldude> and click the **Maintenance Work Order – Custodian** link.
2. Enter your login name (i.e., your eMail address) and password in the fields shown. Select **Maintenance Direct** from the pulldown menu and click **sign-in**.



- The initial SchoolDude page, your **Home** page, shows that you have a new request.



The new request is shown (above) under **Requested Work**. In this example, the work order number is **133** and indicates a **Lighting** problem in **Room 210**, specifically a flickering lamp.

- If you're able to fix the problem, indicate that in the **Action Taken** field and click the **Decline** button. ("Decline" prevents it from being forwarded to maintenance – since you're already solved the problem, maintenance doesn't need to be involved.)
- If you are unable to fix the problem, type any work you attempted in the **Action Taken** field and click the **Approve** button. ("Approve" indicates your approval of the work order and forwards it to maintenance.)