

Housing Maintenance and Repairs

Maintenance Support Center's Hours of Operation are Monday – Friday, 8 AM – 5 PM. **For maintenance emergencies during regular business hours call 757-683-4600. For non-business hours emergencies, contact your RA, Graduate Assistant or the Resident Hall Director for assistance.**

On-Line Maintenance Direct (non Emergencies)

For maintenance or housekeeping services within the Housing areas (residence halls) please use Maintenance Direct (directions below or go to <http://www.odu.edu/md>). It is our on-line resource for submitting **non-emergency** work requests and is available 24/7. Maintenance Direct will track work requests you have submitted and will also automatically e-mail acknowledgements of receipt of work requests and notifications of any status changes of requests.

Non-emergency work requests are generally handled on a first in, first out basis and are addressed as soon as possible.

Types of non- emergency requests that should be submitted ON – LINE include:

- Burnt out lights
- Too hot / too cold
- Sink / tub draining slowly
- Pest control
- (When another toilet is in the suite) toilet clogged or will not flush

Examples of Emergencies

- Total loss of power to entire building / apartment / room
- Flooding
- Safety issues
- Security Issues (Locks, Doors, Windows)
- Damage to University property

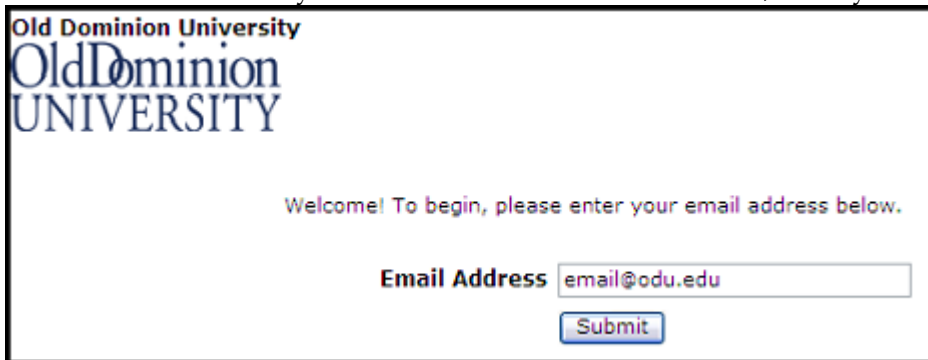
For Fire, or Medical emergencies, call 911. For ODU Police assistance call 683-4000.

NOTE: For problems with your Phone, TV cable or Internet connections contact OCCS @ 683-3192 or use Footprints.

I. **Logging into the system:** The following steps direct you through the initial setup of the work request system.

Please take a few moments to read this manual

- A. Open link . [The link and submittal password are located at the end of this manual.](#)
- B. When the screen refreshes, you will see *Old Dominion University* appear in the upper left corner. This confirms you are in the correct account. Next, enter your email address.

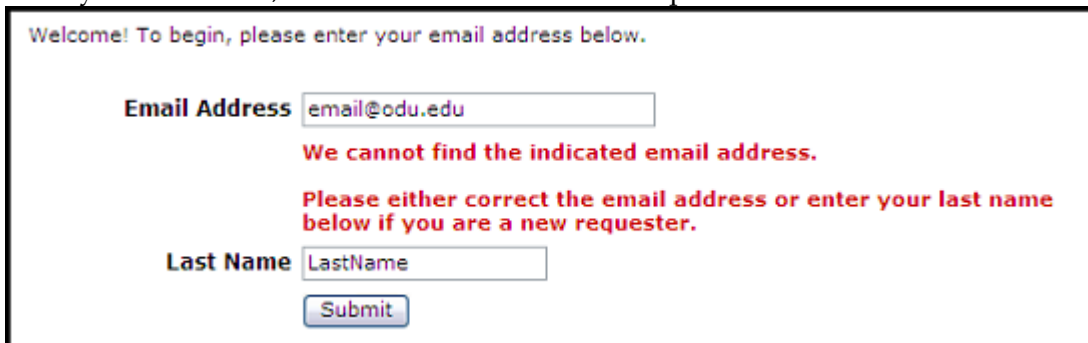


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Welcome! To begin, please enter your email address below.

Email Address

C. If the system returns an email address error, double check the email address for accuracy and enter your last name, and click *Submit*. Otherwise proceed to section II below.



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

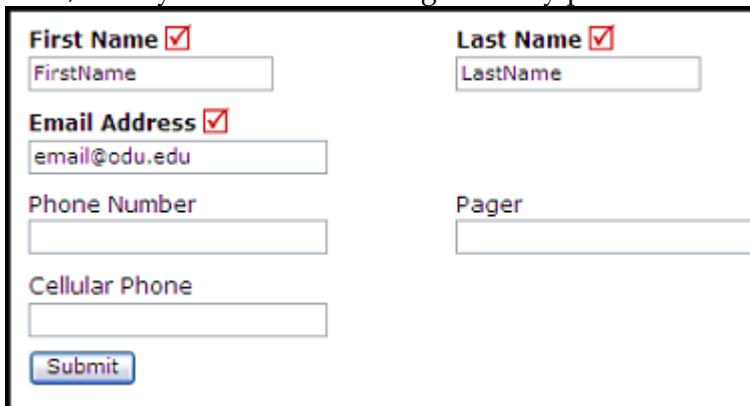
Email Address

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

D. Next, enter your first name along with any phone numbers and click *Submit*.



First Name

Last Name

Email Address

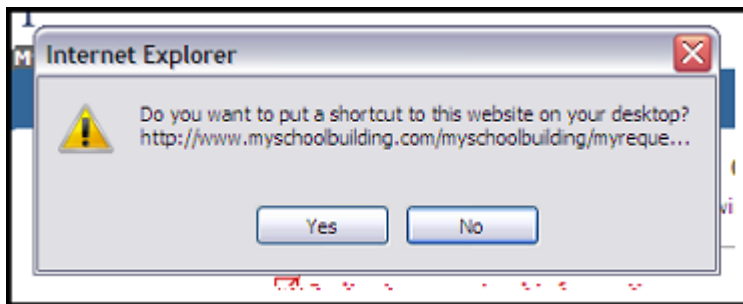
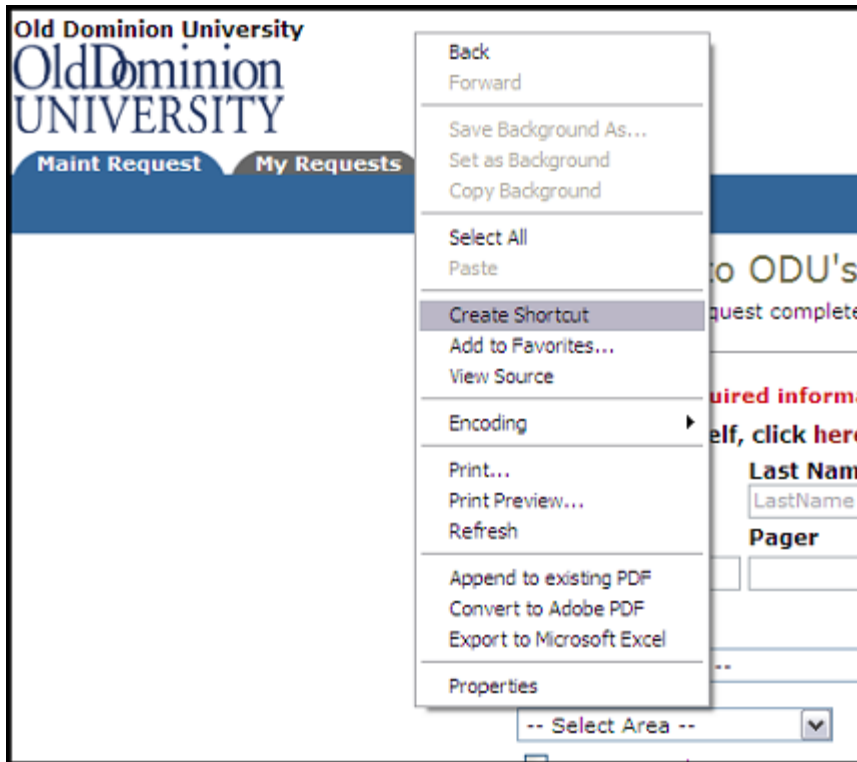
Phone Number

Pager

Cellular Phone

II. Creating a Shortcut to the work order page

- A. Place your cursor on a blank area (no text or pictures) of the “Maint Request” screen
- B. Click the right mouse button
- C. Select **Create Shortcut** from the menu
- D. Click **Yes** or **Ok** to add the shortcut to your computer



III. **Submitting Work Orders:** Complete the following steps to submit a work order. Any field marked with a red check box (☑) is a required field in order to save the work order.

Step 1: Contact information. Be sure to enter your telephone number. Once this information is entered, the system will remember your information for future requests.

Step 1 Please be yourself, click here if you are not **FirstName LastName**

First Name <input type="text" value="FirstName"/>	Last Name <input type="text" value="LastName"/>	Email <input type="text" value="email@odu.edu"/>
Phone <input checked="" type="checkbox"/> <input type="text"/>	Pager <input type="text"/>	Cellular Phone <input type="text"/>

Step 2: Indicate where the work is by selecting the building from the **Location** field and the type of room using the **Area** field. Use **Area Number** to identify the room number. Check the box for the system to remember your selections on future work requests.

Step 2 Location


-- Select Location --

















Area **Area/Room Number**

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

Step 3: Click an icon to select the **Problem Type** of the repair you are reporting.

Step 3 Select Problem Type:

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

 Carpentry	 Electrical	 Elevators	 Event Setup
 General Maintenance	 Grounds	 Heating/Ventilation /Air Conditioning	 Housekeeping
 Key and Lock	 Moving	 Plumbing	 Recycling
 Roof	 Signage	 Special Projects	 Vehicle Maintenance

REPORT ONLY ONE PROBLEM AT A TIME.

Step 4: Enter a detailed description of the problem.

Step 4 Please describe your problem or request.

Step 5: Enter the **Submittal Password**. The submittal password for ODU is **odu123**. Password is required but is for confirmation purposes only.

Step 5 Submittal Password

[Forgot Password?](#)

Step 6: Click **Submit** to save the work order and route to maintenance personnel.

Step 6

IV. Checking the status of your work orders

When you successfully submit a work request the system directs you to the **My Requests** tab. This verifies the receipt of your work order. Click the **My Requests** tab anytime to view the status of work orders. Users may also use the **Search** field to locate work orders by keywords.

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Maint Request **My Requests** Settings Help

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: GO Show All

1 - 10 of total 15 listed

Status	Location	Action Taken	Complete Date
WOID	Description	Request Date	
Area		Type	
Area Number			
Work In Progress 416 Apartment 1101	VILLAGE APT. 1 I have a light out in the bathroom on the A/B side.	No Action Note 5/22/2008 General Maintenance	
Declined 145 Apartment B3	POWHATAN APT. A CLEAN OUTSIDE IN STAIRWELL	No Action Note 3/11/2008 Housekeeping	
Complete 144 Apartment A1	POWHATAN APT. A TOILET CLOGGED	UNCLOGGED TOILET 3/11/2008 General Maintenance	3/13/2008

Request Totals
8 Work In Progress
4 Complete
1 Closed Work Orders
1 Declined
1 Void

Status Definitions (most common items):

- New Request – Request has not yet been processed by Maintenance Support Center (MSC) (not shown above)
- Work In Progress – Request has been approved and submitted to the appropriate maintenance department. Non-emergency requests and usually handled on a first in, first out basis.
- Waiting for More Information – Submitted request has been returned to sender for additional information.
- Void – Used when multiple requests for the same problem have been received by MSC.
- Complete / Closed – Work has been completed. Action taken is noted in bold, red letters.

Link to get started submitting your work request on-line. Submittal Password is odu123.

<http://www.myschoolbuilding.com/myschoolbuilding/MyGateway.asp?acctnum=744324060>