Facilities Maintenance Repairs
Hours of Operation Monday – Friday 8:00 AM – 5 PM
Phone # for Emergencies 757-683-4600

On-Line Maintenance Direct (non Emergencies)

For Maintenance or Housekeeping services within the Campus and Academic areas please use Maintenance Direct. (directions are 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.

Examples of non-emergency request that should be submitted ON-LINE:

Toilet Clogged / will not flush (when another toilet is available)
   Too hot
   Too cold
   Light out
   Pest control

Examples of Emergencies (Top 5)

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

Emergencies when the Maintenance Support Center is closed please call the ODU Campus Police @ 683-4000
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.

![Login to System](image)

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.

![Email Error](image)

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

![Submit Information](image)
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](Image)

**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](Image)

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

![Step 3](Image)

**REPORT ONLY ONE PROBLEM AT A TIME.**

**Step 4**: Enter a detailed description of the problem.

![Step 4](Image)

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

![Step 5](Image)

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

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