MaintenanceDirect Training Guide
SITE ADMINISTRATOR
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As a Site Administrator, you have view-only access to all work orders for your assigned location or physical school building. You also have the ability to enter new work requests for your location, which is routed to your assigned EBS for review once you click submit.

**How to Log in**

- Open your web browser and type or copy and paste the link below into the address bar and hit enter:  
- When the Account Login screen or federation popup screen appears, enter your **Network Username** and **Password** (if prompted for an account number enter 2078095872).
- Select **MaintenanceDirect** from the Go To dropdown box.
- Click **Proceed**.

You are encouraged to bookmark this page or [create a shortcut on your desktop](http://login.schooldude.com/sso/default.aspx?acctnum=2078095872) to make it easy to come back to this page later.

You can also access the SchoolDude login by going to the [SchoolDude CMMS Toolkit on City Schools Inside](http://login.schooldude.com/sso/default.aspx?acctnum=2078095872)

**The Home Tab**

Upon logging into MaintenanceDirect you will be directed to the home tab. The main area is the **REQUESTS** section:

- For a Site Administrator, requests that you have created or work orders where you are listed as the Requestor will display under “My Requests”.
- The **red number** represents the number of work orders you’ve created that have been marked with that specific status.
- Click the **red number** to view the maintenance request(s) marked with that specific status.
- You now see a **Work Order Summary List**. The blue ribbon, in the middle of the page, tells you what work order information is being displayed.
- You can sort your work orders by clicking any of the gray square boxes.
Viewing Work Orders for Your School Building

You can either use the **Information Analysis** section or the **Advanced Search** function to view work orders.

- To see all existing work order for your location, click “Work Orders” under the **Information Analysis** section on the Home tab and then click **Go**. That will pull up every work order ever created for the physical building.

  OR

- To search for work orders that have a specific status (i.e. New Request, Work In Progress or Complete) click on the **Advanced Search** link.

- To make a selection, click on an option in the desired field. You will see that option highlighted in blue. To make multiple selections in a single field; make the first selection, hold the CTRL key on your keyboard, and then click on the next selection.

- Once all of the necessary selections have been made, select the **Request Date** (you may choose from the dropdown options or select a custom period) and then click on the **Search Now** button at the bottom of the page.

- From these search results, you can access a work order by clicking on the work order ID number (WOID), you can print an individual work order by clicking on the printer icon next to it, or you can print the entire list as either a PDF or Excel document by using the icons at the bottom of the page.

How to Submit a New Request

- Click on the gray **New Request** tab.

- Step 1 (Required):
  - Select your **Location** – the location name is not necessarily your school/program name, but rather the physical building name according to the State Inventory (the dropdown will only have one location for you to choose).
  - From the **Building** field, select the address.
  - Choose the general **Area** type that best fits the location of the work request. Enter the specific area in the **Area Number** field. (The Area Number field is alphanumeric and is where you can enter specific room names or numbers.)

- Step 2 (Required): Select the **Problem Type** that best identifies the work being requested.
• Step 3 (Required): Please describe your problem or request in the open text box

• Step 4 (Autofill): This will auto fill with your contact information

• Step 5 (Optional): You may attach photos or documents

• Step 6 (Optional): If your custodian(s) tried to resolve please note the actions they took

• Step 7 (Required): Click Submit at the bottom of the form to save and submit your request.