

# ***Welcome to School Dude Work Order Requests***

You now can request routine work to be done such as lights out, hang a picture, leaky faucet, broken glass in a parking lot, repair and paint a wall , and all other minor repairs on-line at My School Building.

***As always, any emergency situations should be called immediately to:***

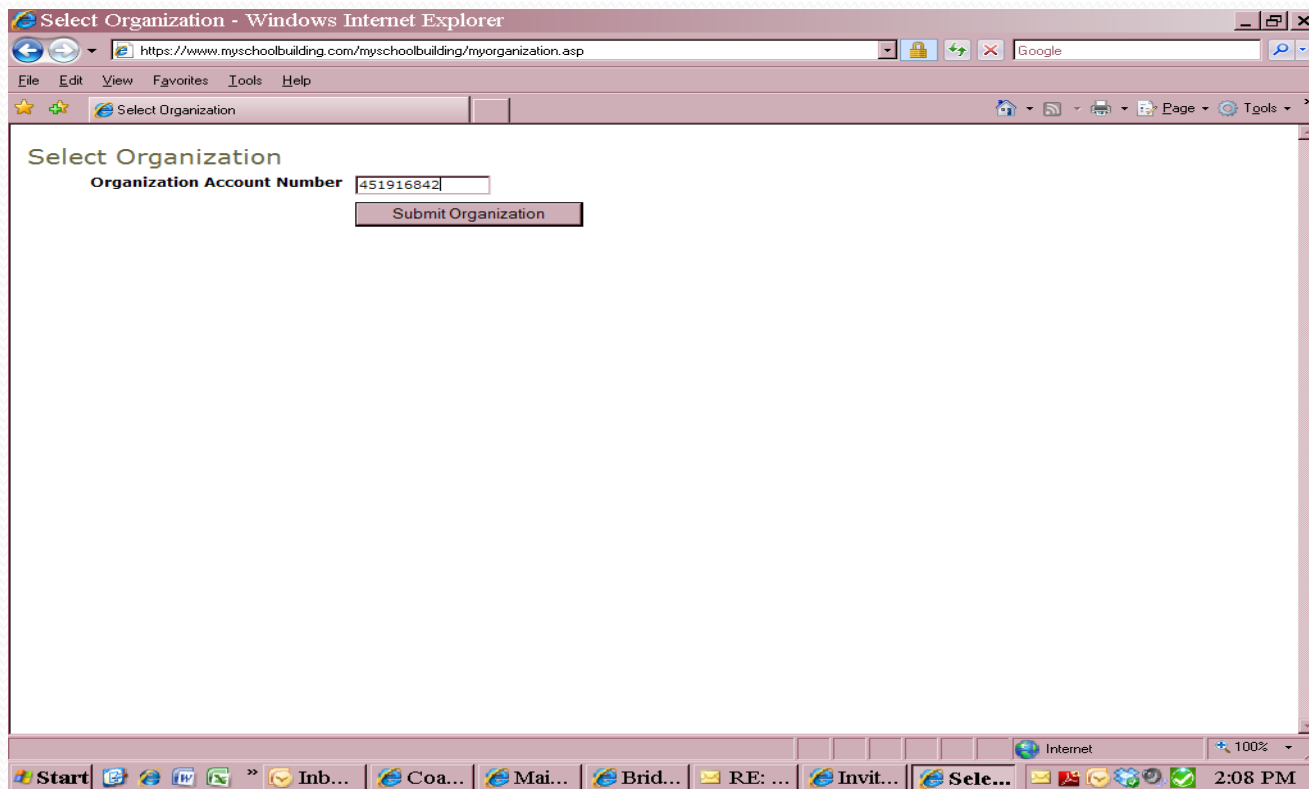
***\* Facilities Management & Planning - Customer Service at ext.1296***

***\* If related to Residence Halls, Residence Life & Housing at ext. 1277***

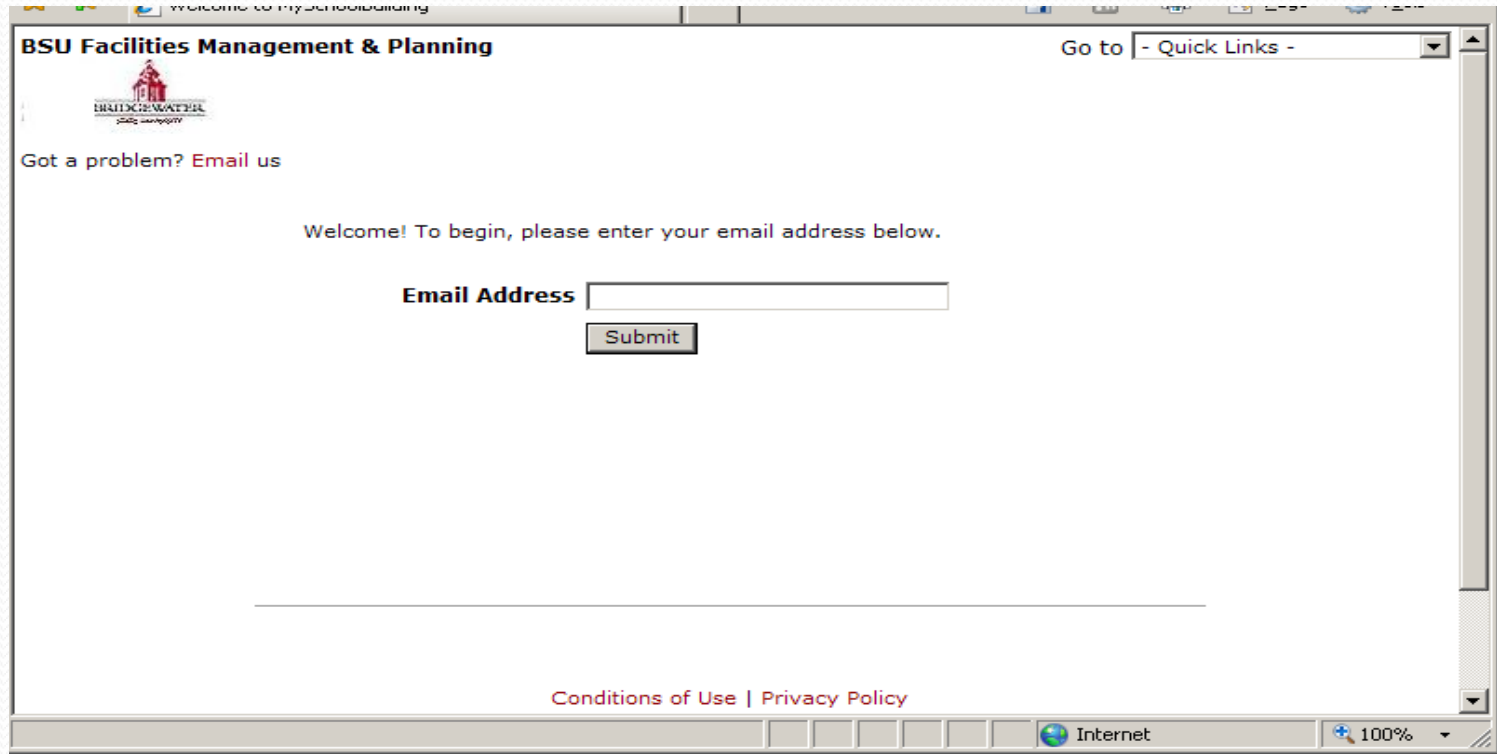
To use the School Dude Work Order Request for Bridgewater State University, log on at:

**[www.myschoolbuilding.com](http://www.myschoolbuilding.com)**.

- At the prompt, enter the Account #: 451916842.



**Insert your e-mail address in the space provided and click submit.**




The image shows a screenshot of a web browser window. The browser's address bar contains the text "welcome to my subscrib...". The page title is "BSU Facilities Management & Planning". In the top right corner, there is a "Go to" dropdown menu with the text "- Quick Links -". On the left side, there is a logo for "BRIDGEWATER STATE UNIVERSITY" and the text "Got a problem? [Email us](#)". The main content area features a welcome message: "Welcome! To begin, please enter your email address below." Below this message is a form with the label "Email Address" followed by a text input field. Underneath the input field is a "Submit" button. At the bottom of the page, there are links for "Conditions of Use" and "Privacy Policy". The browser's status bar at the bottom shows "Internet" and a zoom level of "100%".

**All New Users** will receive this error message. Just proceed to enter your last name and click submit.

**Please note:** This message will only appear on your first time logging into the system.

BSU Facilities Management & Planning MD LOGIN

  
Got a problem? [Email us](#)

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

Email Address

**We cannot find the indicated email address.**

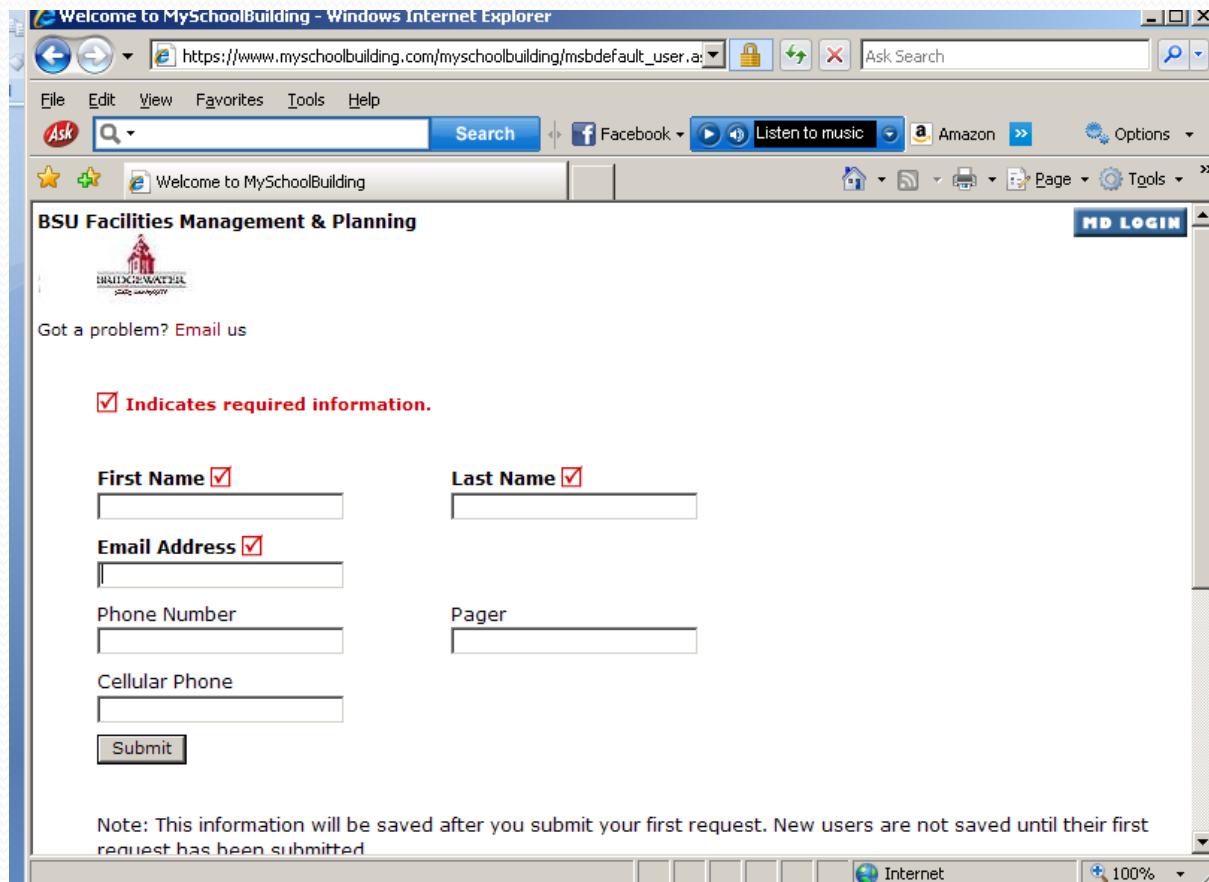
**Please either correct the email address or enter your last name below if you are a new requester.**

Last Name

Internet 100%

Your last name and e-mail address should already be filled in. Fill in your phone number in the format below and click submit.

**Please note:** The format for entering your phone # is: (508)531-1296. You will only have to enter this information once.



The screenshot shows a Windows Internet Explorer browser window displaying the website 'Welcome to MySchoolBuilding'. The page title is 'BSU Facilities Management & Planning'. The browser's address bar shows the URL 'https://www.myschoolbuilding.com/myschoolbuilding/msbdefault\_user.a...'. The page content includes a logo for 'BSU FACILITIES MANAGEMENT & PLANNING' and a 'MD LOGIN' button. Below the logo, there is a link 'Got a problem? Email us'. A legend indicates that a red checkmark icon 'Indicates required information.' The registration form consists of several text input fields: 'First Name' (required), 'Last Name' (required), 'Email Address' (required), 'Phone Number', 'Pager', and 'Cellular Phone'. A 'Submit' button is located at the bottom of the form. A note at the bottom of the page states: 'Note: This information will be saved after you submit your first request. New users are not saved until their first request has been submitted.'

BSU Facilities Management & Planning

MD LOGIN

Got a problem? [Email us](#)

Indicates required information.

First Name

Last Name

Email Address

Phone Number

Pager

Cellular Phone


Submit

Note: This information will be saved after you submit your first request. New users are not saved until their first request has been submitted.

This is the point where all Requesters start once they're in the system.

The Work Request Page serves as your Home Page for [myschoolbuilding.com](http://myschoolbuilding.com). Across the top of the page, you'll notice tabs labeled “**Maint Request**”, “**Inventory Request**”, “**My Requests**”, “**Settings**”, and “**Help**”. These tabs are how you will navigate through the work request process. The only tab that will **NOT** be used during this work request process is the “**Inventory Request**” tab.

**BSU Facilities Management & Planning** Go to - Quick Links - LOGOUT HELP

  
Bridgewater State College  
Got a problem? Email us

Maint Request Inventory Request My Requests Settings Help

HELP

Welcome to BSC Facilities Management & Planning Request Page....  
To submit your request complete the following form. If you have any questions please call 508-531-1296.

Indicates required information.

**Step 1** Please be yourself, click [here](#) if you are not Janet Cartwright

<b>First Name</b>	<b>Last Name</b>	<b>Email</b>
<input type="text" value="Janet"/>	<input type="text" value="Cartwright"/>	<input type="text" value="jcartwright@bridgew.edu"/>
<b>Phone</b> <input checked="" type="checkbox"/>	<b>Pager</b>	<b>Mobile Phone</b>
<input type="text" value="508-531-1291"/>	<input type="text"/>	<input type="text"/>

**Step 2** Location

Internet 100%

# Requesting Work using the “Maint Request” Tab

**Step 1** is all your contact information that you have entered during your initial log-in.

**Please note:** This information is automatically entered every time you are requesting work to be done.

The screenshot shows a web browser window with the URL <https://www.myschoolbuilding.com/myschoolbuilding/myrequest.asp>. The page title is "Welcome to BSC Facilities Management & Planning Request Page...". The form contains the following fields and instructions:

- Indicates required information.**
- Step 1 Please be yourself, click [here](#) if you are not Janet Cartwright**
  - First Name**: Janet
  - Last Name**: Cartwright
  - Email**: jcartwright@bridgew.edu
  - Phone** : 508-531-1291
  - Pager**: [Empty]
  - Mobile Phone**: [Empty]
- Step 2 Location** 
  - Location**: -- Select Location --
  - Building**: -- Select Building --
  - Area**: -- Select Area --
  - Area/Room Number** : [Empty]
- Yes, remember my area entries for my next new request entry.
- Step 3 Select Problem Type:**

# Step 2 is the Location Tab

- Click the **Select Location** box and choose Attleboro Campus, BSU Main Campus, or New Bedford Airport. Next, select the building you are requesting work to be performed in.
- **Select Area** - Please choose from the list provided (example: 1<sup>st</sup> floor, 2<sup>nd</sup> floor, conference room, etc...)
- **Area/Room Number** – You will have to fill in this information yourself with the room number or other information that indicates where you are requesting work to be performed. *(It is a required field.)*

**Please note: If you check “Yes, remember my area entries for my next new request entry.”, the same Location and Area will come up on the screen every time you enter a work request. This is only useful for multiple work orders in the SAME location.**

http://www.myschoolbuilding.com/myschoolbuilding/myrequest.asp

Welcome to MySchoolBuilding

### Welcome to BSC Facilities Management & Planning Request Page....

To submit your request complete the following form. If you have any questions please call 508-531-1296.

Indicates required information.

**Step 1 Please be yourself, click here if you are not Janet Cartwright**

<b>First Name</b> Janet	<b>Last Name</b> Cartwright	<b>Email</b> jcartwright@bridgew.edu
<b>Phone</b> <input checked="" type="checkbox"/> 508-531-1291	<b>Pager</b>	<b>Cellular Phone</b>

**Step 2 Location**

-- Select Location --  
**Building**  
-- Select Building --  
**Area**  
-- Select Area --

**Area/Room Number**

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

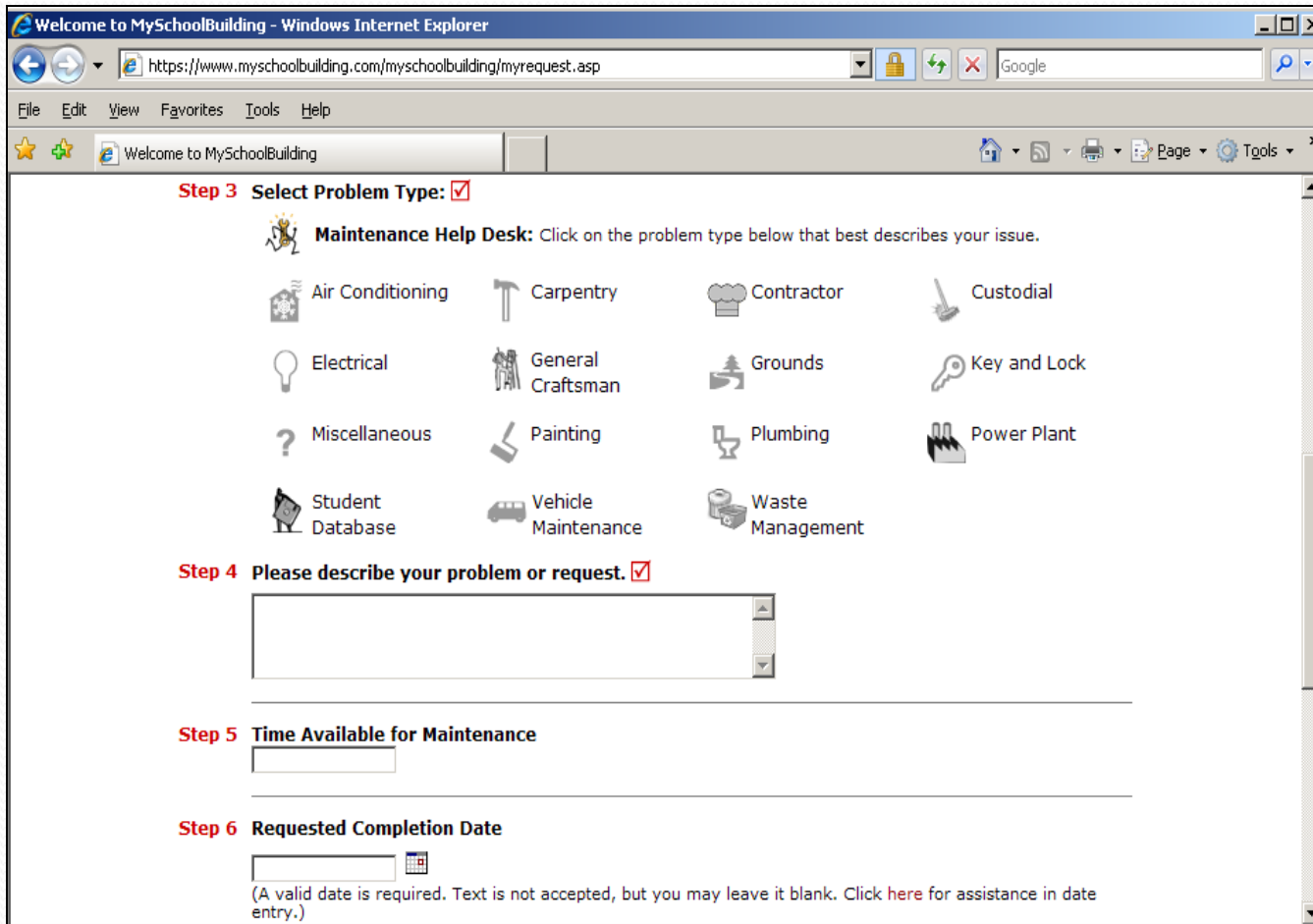
**Step 3 Select Problem Type:**

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

Air Conditioning	Carpentry	Contractor	Custodial
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Internet 100%
















**Step 3** – Click the **Select Problem Type** that best describes your issue. Once selected, the screen will refresh and the craft will be highlighted with a **red OK** circle. **If you are unsure which craft applies, use the Miscellaneous category and Customer Service will select the craft.**



The screenshot shows a web browser window titled "Welcome to MySchoolBuilding - Windows Internet Explorer". The address bar shows the URL "https://www.myschoolbuilding.com/myschoolbuilding/myrequest.asp". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The page content is as follows:

**Step 3 Select Problem Type:**


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

 Air Conditioning	 Carpentry	 Contractor	 Custodial
 Electrical	 General Craftsman	 Grounds	 Key and Lock
 Miscellaneous	 Painting	 Plumbing	 Power Plant
 Student Database	 Vehicle Maintenance	 Waste Management	

**Step 4 Please describe your problem or request.**

**Step 5 Time Available for Maintenance**

**Step 6 Requested Completion Date**



(A valid date is required. Text is not accepted, but you may leave it blank. Click [here](#) for assistance in date entry.)

**Step 4 - Please describe your problem or request in the box provided.**

**Please give as much detail as possible. It will allow us to speed up the process of completing the work request you have submitted.**

**Welcome to MySchoolBuilding - Windows Internet Explorer**

https://www.myschoolbuilding.com/myschoolbuilding/myrequest.asp

File Edit View Favorites Tools Help

Welcome to MySchoolBuilding

**Step 3 Select Problem Type:**

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

Air Conditioning	Carpentry	Contractor	Custodial
Electrical	General Craftsman	Grounds	Key and Lock
Miscellaneous	Painting	Plumbing	Power Plant
Student Database	Vehicle Maintenance	Waste Management	

**Step 4 Please describe your problem or request.**

**Step 5 Time Available for Maintenance**

**Step 6 Requested Completion Date**

(A valid date is required. Text is not accepted, but you may leave it blank. Click [here](#) for assistance in date entry.)

**Step 5** - Please use this **“Time Available for Maintenance”** to indicate when a space can be accessed (ex: a classroom or office that is only accessible for certain hours of the day).

**Step 6** - Please use **“Requested Completion Date”** sparingly. This applies if something is needed for Commencement, for a dedication, or other major occasions only.

The screenshot shows a web browser window titled "Welcome to MySchoolBuilding - Windows Internet Explorer". The address bar shows the URL "https://www.myschoolbuilding.com/myschoolbuilding/myrequest.asp". The page content includes the following steps:

- Step 3 Select Problem Type:**  Maintenance Help Desk: Click on the problem type below that best describes your issue. A grid of 16 icons with labels is provided: Air Conditioning, Carpentry, Contractor, Custodial, Electrical, General Craftsman, Grounds, Key and Lock, Miscellaneous, Painting, Plumbing, Power Plant, Student Database, Vehicle Maintenance, and Waste Management.
- Step 4 Please describe your problem or request:**  A large text input field with a scroll bar.
- Step 5 Time Available for Maintenance** A text input field.
- Step 6 Requested Completion Date** A date picker icon and a text input field. Below it, a note reads: "(A valid date is required. Text is not accepted, but you may leave it blank. Click [here](#) for assistance in date entry.)"

**Step 7** - Attachment can be used to add a picture or document to the work order and is done the same way as adding an attachment to e-mail.

**Step 8** - Enter submittal password “gobears”

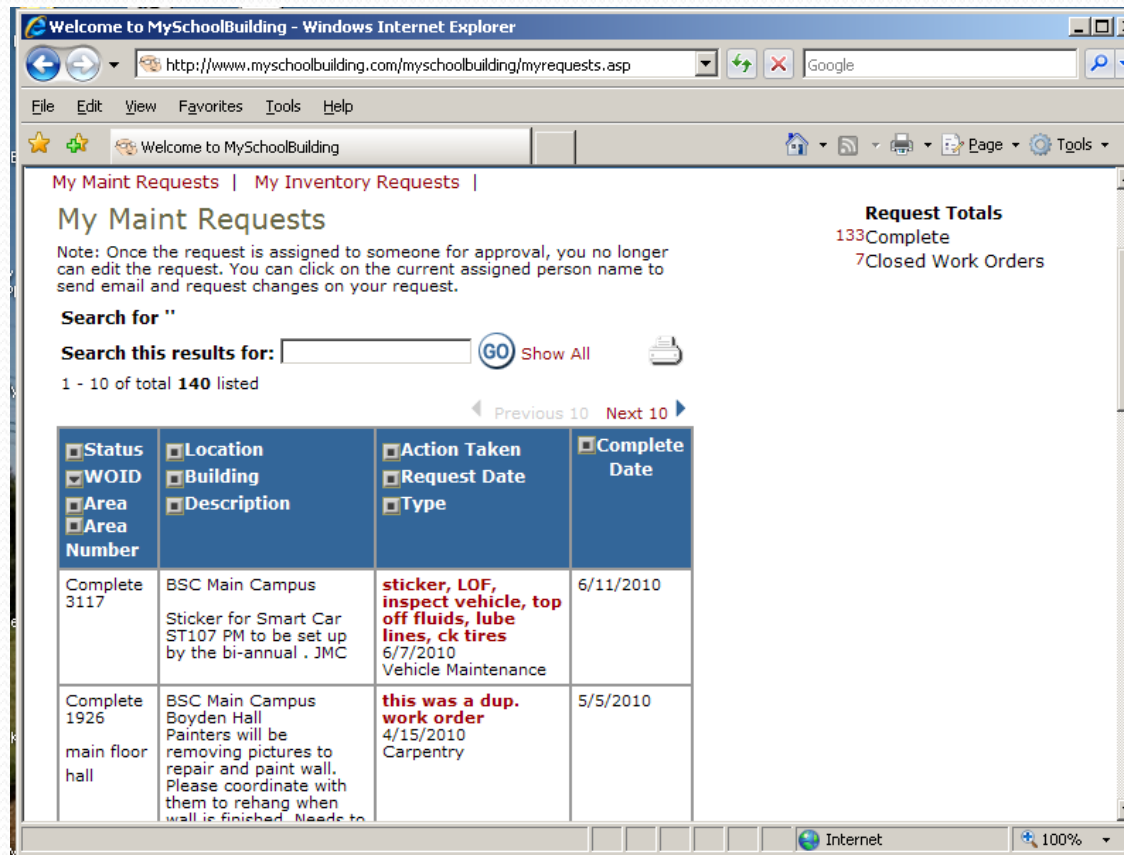
The screenshot shows a Windows Internet Explorer browser window titled "Welcome to MySchoolBuilding - Windows Internet Explorer". The address bar shows the URL "https://www.myschoolbuilding.com/myschoolbuilding/myrequest.asp". The page content includes the following steps:

- Step 5 Time Available for Maintenance**: A text input field.
- Step 6 Requested Completion Date**: A date picker icon and a text input field. Below it, a note reads: "(A valid date is required. Text is not accepted, but you may leave it blank. Click [here](#) for assistance in date entry.)"
- Step 7 Attachment**: A section with the text "Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)". This step is highlighted with a red border.
- Step 8 Submittal Password**: A text input field with a checkmark icon to its right and a "Forgot Password?" link. This step is highlighted with a red border.
- Step 9**: A "Submit" button.

At the bottom of the page, there is a "NOTE: You will receive the following notifications. You will be notified receipt of your request. You will be notified if this request is completed."

# “My Maint Requests” Tab

- This tab will show the new work request you just entered. Each request you create will be added to this list and you can check on its current status at anytime.
- You can **Search** requests by entering a **Key Word** or by clicking on the **Show All** link.
- **Request Totals** - (located on top right corner) is a quick link to view the number of requests entered by status.
- **Please note:** You can filter and sort requests by any of the information located in the blue header box by clicking the word in each category.



Welcome to MySchoolBuilding - Windows Internet Explorer

http://www.myschoolbuilding.com/myschoolbuilding/myrequests.asp

File Edit View Favorites Tools Help

Welcome to MySchoolBuilding


My Maint Requests | My Inventory Requests |

## 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.

**Request Totals**  
133 Complete  
7 Closed Work Orders

Search for "

Search this results for:  [GO Show All](#) 

1 - 10 of total 140 listed

Previous 10 Next 10

Status	Location	Action Taken	Complete Date
Complete 3117	BSC Main Campus Sticker for Smart Car ST107 PM to be set up by the bi-annual . JMC	sticker, LOF, inspect vehicle, top off fluids, lube lines, ck tires 6/7/2010 Vehicle Maintenance	6/11/2010
Complete 1926 main floor hall	BSC Main Campus Boyden Hall Painters will be removing pictures to repair and paint wall. Please coordinate with them to rehang when wall is finished. Needs to	this was a dup. work order 4/15/2010 Carpentry	5/5/2010

Internet 100%

# ***WORK ORDER STATUS DEFINITIONS***

- 1. New Request** - All work orders initially are set to New Request.
- 2. Work in Progress** - Any work order assigned or scheduled to be completed would be considered as work in progress.
- 3. Complete** - A complete status signifies that all the actual work has been done. This will alert requesters that the work order has been done.
- 4. Declined** - The declined status defines any work orders that will not be done.
- 5. Parts on Order** - This defines any work order waiting for parts before continuing.
- 6. Duplicate Request** - Any work order entered twice or previously requested.
- 7. On Hold** - Work placed on hold for any reason besides waiting on parts would have this status.
- 8. Waiting for Information** - You may encounter this status if we need more information from you, the requester.

# ***Thank you for your participation!***

*We hope that you will enjoy this new method for requesting work and that you will take advantage of the ability to track the progress of it.*

*If you have any questions, please feel free to call:*

- Facilities Management & Planning - Customer Service ~ ext. 1296*
- If related to Residence Halls, Residence Life & Housing ~ ext. 1277*

*Also, if you feel the need, we would be glad to set up one-on-one training at your computer or here in our office at the Operations Center.*