



Frequently Asked Questions

1. *When and where can I submit a work order?*

Effective October 26, 2015 work orders can be submitted via web accessible software application called MaintenanceDirect. The software can be accessed from any device with web browsing capabilities, from any location!

2. *What type of Work Orders should be submitted through this portal?*

All work requests, small or large should be submitted using this process. Requests can range from installing a pencil sharpener, replacing light bulbs, HVAC issues, and even plumbing problems! (Technology issues will NOT be submitted through this portal)

3. *How will I know the work order has been submitted?*

Whenever a new work order has been entered, or when an existing work order is updated or closed, an e-mail will be automatically sent to notify you and the supervisor of the status update.

4. *How often will the work order system be checked?*

Maintenance staff will check the system frequently throughout the day to retrieve work orders. When the work order is completed they will record the date and time completed, and who did it. If the work order cannot be completed immediately, Maintenance will indicate the status (parts ordered, service vendor contacted, etc).

5. *How do I check the status of a work order?*

You can log in anytime with your email address to check the status of a work order that you have submitted.