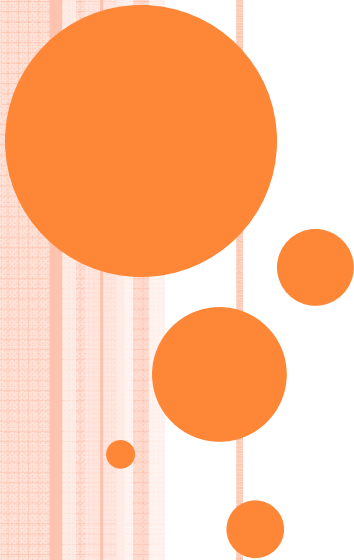
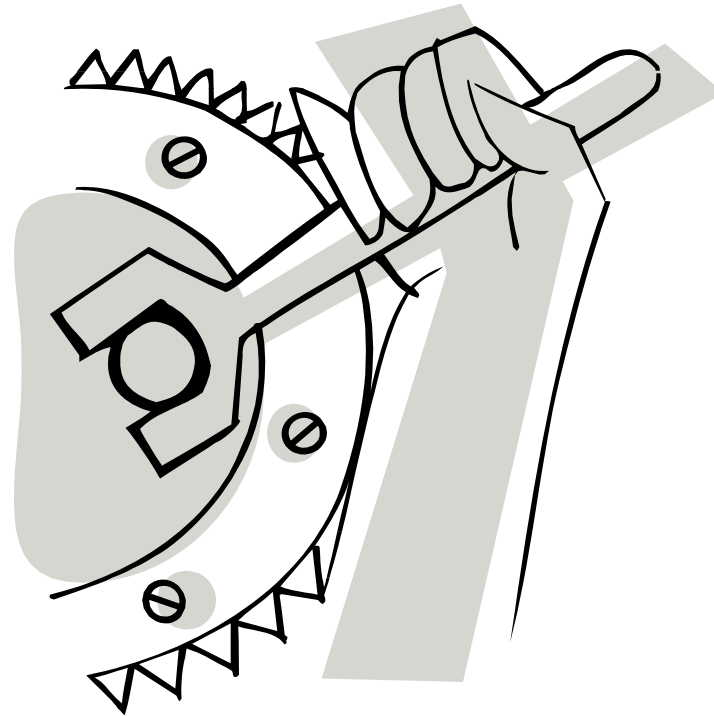
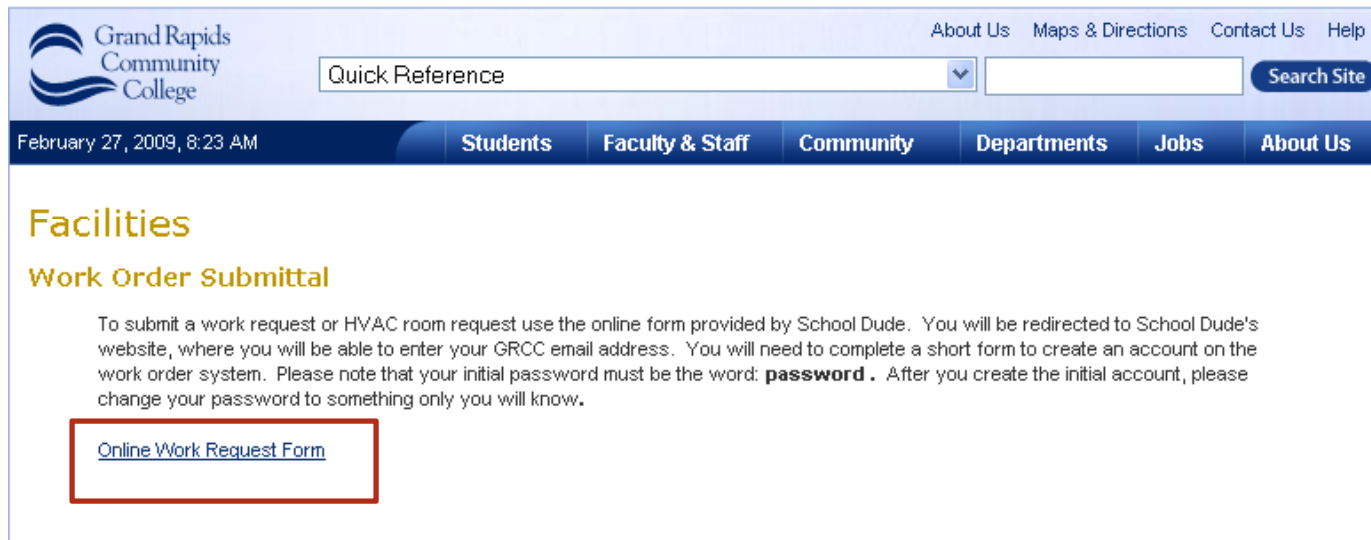




SCHOOL DUDE WORK ORDER REQUEST SYSTEM



TO ACCESS THE WORK ORDER SYSTEM NAVIGATE TO THE FACILITIES WEBPAGE (WWW.GRCC.EDU/FACILITIES) AND CLICK ON THE LINK FOR THE ONLINE WORK REQUEST FORM AT THE TOP OF THE PAGE



The screenshot shows the Grand Rapids Community College website. At the top left is the college logo. To the right are navigation links: About Us, Maps & Directions, Contact Us, and Help. Below these is a search bar with a dropdown menu set to "Quick Reference" and a "Search Site" button. A dark blue navigation bar contains links for Students, Faculty & Staff, Community, Departments, Jobs, and About Us. The date and time "February 27, 2009, 8:23 AM" are displayed on the left. The main content area is titled "Facilities" and "Work Order Submittal". A paragraph of text explains the process of submitting a work request. A red rectangular box highlights the link "Online Work Request Form" at the bottom of the text.

Grand Rapids Community College

About Us Maps & Directions Contact Us Help

Quick Reference Search Site

February 27, 2009, 8:23 AM

Students Faculty & Staff Community Departments Jobs About Us

Facilities

Work Order Submittal

To submit a work request or HVAC room request use the online form provided by School Dude. You will be redirected to School Dude's website, where you will be able to enter your GRCC email address. You will need to complete a short form to create an account on the work order system. Please note that your initial password must be the word: **password**. After you create the initial account, please change your password to something only you will know.

[Online Work Request Form](#)



**YOU WILL BE TAKEN TO THE LOGIN PAGE WHERE YOU AS A REQUESTOR
WILL ENTER YOURSELF INTO THE SYSTEM.
INSERT YOUR GRCC E-MAIL ADDRESS IN THE SPACE PROVIDED AND CLICK
SUBMIT**



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

Email Address

[Conditions of Use](#) | [Privacy Policy](#)

Copyright © 1999-2009 SchoolDude.com, Inc. All Rights Reserved.



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.



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



YOUR LAST NAME AND EMAIL ADDRESS SHOULD ALREADY BE FILLED IN. FILL IN THE REMAINING FIELDS AND CLICK SUBMIT. PLEASE NOTE: YOU WILL ONLY HAVE TO ENTER THIS INFORMATION ONCE AND ANY REQUIRED FIELDS WILL HAVE A CHECK MARK.



Indicates required information.

First Name

Last Name

Email Address

Phone Number

Pager

Cellular Phone

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



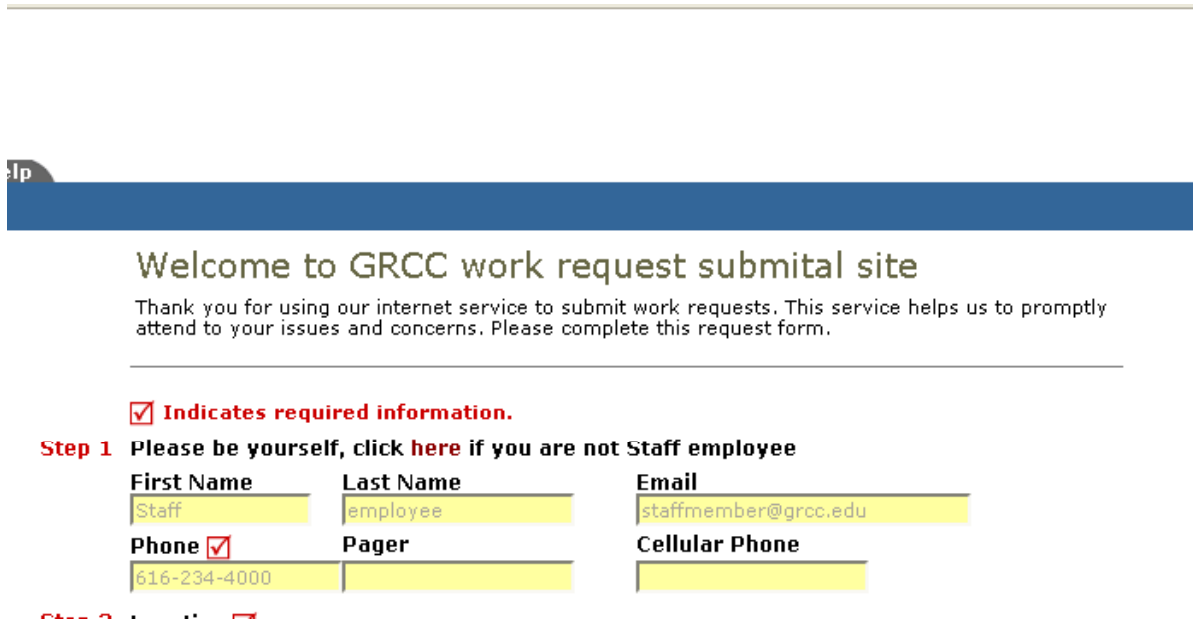
THIS IS THE POINT WHERE ALL REQUESTORS START ONCE THEY ARE IN THE SYSTEM. THE WORK REQUEST PAGE SERVES AS YOUR HOME PAGE FOR REQUESTS. ACROSS THE TOP OF THE PAGE YOU'LL NOTICE 5 TABS LABELED "MAINT REQUEST", "INVENTORY REQUEST", "MY REQUESTS", "SETTINGS" AND "HELP" THESE TABS ARE HOW YOU WILL NAVIGATE THROUGH THE WORK REQUEST PROCESS.

The screenshot shows a web browser window displaying the Grand Rapids Community College (GRCC) work request submission site. The page has a blue header with the college logo and navigation tabs: "Maint Request", "Inventory Request", "My Requests", "Settings", and "Help". A "HELP" button is also visible in the top right corner. The main content area is titled "Welcome to GRCC work request submittal site" and includes a welcome message. Below this, there are seven steps for submitting a request:

- Step 1:** "Please be yourself, click here if you are not Staff employee". It includes fields for First Name, Last Name, Email, Phone, Pager, and Cellular Phone. A checkbox indicates required information.
- Step 2:** "Location". It includes dropdown menus for Location, Building, and Area, and a text field for Area/Room Number. A checkbox indicates required information.
- Step 3:** "Select Problem Type". It includes a dropdown menu for Craft and a checkbox indicating required information.
- Step 4:** "Please describe your problem or request." It includes a large text area for the description.
- Step 5:** "Time Available for Maintenance". It includes a text field for the time available.
- Step 6:** "Submittal Password". It includes a text field for the password and a "Forgot Password?" link.
- Step 7:** "Submit". It includes a "Submit" button.

At the bottom of the page, there is a "Done" button and a note: "NOTE: You will receive the following notifications." An orange circle is visible in the bottom right corner of the browser window.

SELECT THE “MAINT REQUEST “ TAB TO COMPLETE THE WORK REQUEST OR HVAC NEED :
STEP 1 CONTAINS THE CONTACT INFORMATION THAT YOU HAVE ENTERED DURING YOUR
INITIAL LOG-IN.



Help

Welcome to GRCC work request submittal site

Thank you for using our internet service to submit work requests. This service helps us to promptly attend to your issues and concerns. Please complete this request form.

Indicates required information.

Step 1 Please be yourself, click [here](#) if you are not Staff employee

First Name	Last Name	Email
<input type="text" value="Staff"/>	<input type="text" value="employee"/>	<input type="text" value="staffmember@gccc.edu"/>
Phone <input checked="" type="checkbox"/>	Pager	Cellular Phone
<input type="text" value="616-234-4000"/>	<input type="text"/>	<input type="text"/>

Step 2



Step 2 Location tab

- THE SELECT LOCATION BOX ALLOWS YOU TO CHOOSE THE BUILDING ON CAMPUS YOUR REQUEST RELATES TO. REPEAT THIS SELECTION FOR THE BUILDING DROPDOWN LIST.
 - THE SELECT AREA BOX ALLOWS YOU TO BE MORE SPECIFIC ABOUT WHICH AREA OF THE BUILDING YOU ARE REFERRING TO.
 - THE AREA/ROOM NUMBER ALLOWS YOU TO NARROW THE AREA OF YOUR REQUEST EVEN FURTHER.
- NOTE: IF YOU CHECK YES, REMEMBER MY ENTRIES FOR MY NEXT NEW REQUEST, THE SAME LOCATION AND AREA WILL COME UP ON THE SCREEN EVERY TIME YOU ENTER A WORK REQUEST.

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 Problem Type

SELECT THE PROBLEM TYPE THAT BEST DESCRIBES YOUR REQUEST.

Step 3 Select Problem Type:



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

Step 4 request.

-- Select Craft --

- Select Craft --
- Boiler
- Carpentry
- Contractor
- Custodial
- Electrical
- Elevators
- Fire Protection
- General Craftsman
- Grounds
- Heating/Ventilation /Air Conditioning
- Key and Lock
- Operations
- Painting
- Plumbing
- Refrigeration
- Welding

Step 5

Step 6

[Forgot Password?](#)



Step 4 Description

DESCRIBE YOUR PROBLEM OR REQUEST DETAILS IN THE BOX PROVIDED. PLEASE PROVIDE AS MUCH DETAIL AS POSSIBLE. IT WILL ALLOW US TO SPEED UP THE PROCESS OF COMPLETING THE WORK REQUEST YOU HAVE SUBMITTED.

Step 4 Please describe your problem or request.



Step 5 Time Available

THE TIME AVAILABLE BOX ALLOWS YOU TO IDENTIFY TIMES THAT WOULD BE MOST CONVENIENT TO HAVE THIS REQUEST COMPLETED. FOR EXAMPLE: TIMES THAT A CLASSROOM OR OFFICE IS UNOCCUPIED

Step 5 Time Available for Maintenance



Step 6 Password

ENTER THE SUBMITTAL PASSWORD . THIS WILL BE
“PASSWORD” UNLESS YOU HAVE BEEN IN THE SYSTEM PREVIOUSLY
AND CHANGED YOUR PASSWORD TO SOMETHING DIFFERENT

Step 6 Submittal Password

[Forgot Password?](#)



Step 7 Submit

CLICK THE SUBMIT BOX

YOU WILL RECEIVE THE FOLLOWING NOTIFICATIONS VIA EMAIL

- WHEN THE REQUEST IS RECEIVED.
- WHEN THERE IS A STATUS CHANGE TO YOUR REQUEST (EXAMPLE: COMPLETE, ON-HOLD, WAITING FOR PARTS, ETC.)

Step 7

NOTE: You will receive the following notifications.
You will be notified receipt of your request.
You will be notified if this request is completed.

[Maint Request](#) [Inventory Request](#) [My Requests](#) [My Settings](#) [Help](#)

[Conditions of Use](#) | [Privacy Policy](#) | [Help](#)


Copyright © 1999-2009 SchoolDude.com, Inc. All Rights Reserved.



My Requests

THIS TAB WILL SHOW THE NEW WORK REQUEST YOU JUST MADE. EACH REQUEST YOU MAKE WILL BE ADDED TO THIS LIST AND YOU CAN CHECK ON IT'S CURRENT STATUS AT ANYTIME.

- YOU CAN SEARCH REQUESTS BY ENTERING A KEY WORD OR CLICK ON 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.



Grand Rapids Community College
Grand Rapids Community College Home Page

Maint Request
Inventory Request
My Requests
Settings
Help

Your request has been successfully submitted.

[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.

Search for "

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

1 - 1 of total 1 listed

◀ Previous 10 Next 10 ▶

<input type="checkbox"/> Status <input type="checkbox"/> WOID <input type="checkbox"/> Area <input type="checkbox"/> Area Number	<input type="checkbox"/> Location <input type="checkbox"/> Building <input type="checkbox"/> Description	<input type="checkbox"/> Action Taken <input type="checkbox"/> Assigned To <input type="checkbox"/> Request Date <input type="checkbox"/> Type	<input type="checkbox"/> Complete Date
New Request 2869 1st Floor Conference Room	Lyon St Ramp (Facilities Office) Lyon St Ramp (Facilities Office) Request for Heating in this room on 1-1-09 from 8:00am until 10:00am. Time Available: n/a	No Action Note Rowe, Mike 2/27/2009 Heating/Ventilation /Air Conditioning	

◀ Previous 10 Next 10 ▶

Request Totals

1 New Request



Settings

CLICK ON THE SETTINGS TAB AND SELECT MAINTENANCE TO EDIT YOUR PERSONAL INFORMATION OR CHECK OR CHANGE YOUR PREFERENCE ON EMAIL NOTIFICATIONS. IF YOU MAKE CHANGES, REMEMBER TO ENTER THE SUBMITTAL PASSWORD (PASSWORD) AND THEN CLICK SUBMIT.

NOTE: IF YOU'VE MADE CHANGES, THE PAGE WILL REFRESH TO BRING UP THE SAME SCREEN ONLY NOW, THE WORDS " MY SETTINGS SAVED" WILL APPEAR IN RED AT THE TOP OF THE PAGE

Grand Rapids Community College Home Page

Maint Request Inventory Request My Requests **Settings** Help

My Settings

Please be yourself, click [here](#) if you are not Staff employee

Indicates required information.

First Name
Last Name

Email Address

Phone Number Pager

Cellular Phone

Use these generic email notification settings.

- Send Requester Work Request Receipt Notification?
[Sample](#)
- Notify Requester of Work Request Assignment?
[Sample](#)
- Notify Requester of Work Request Change in Status? e.g. On-hold, Void, Duplicate Request, Waiting Parts, etc. [Sample](#)
- Notify Requester of Work Request Completion?
[Sample](#)

Staff employee prefers these email notification settings.

- Send Requester Work Request Receipt Notification?
[Sample](#)
- Notify Requester of Work Request Assignment?
[Sample](#)
- Notify Requester of Work Request Change in Status? e.g. On-hold, Void, Duplicate Request, Waiting Parts, etc. [Sample](#)
- Notify Requester of Work Request Completion?
[Sample](#)

Password



Help

FOR QUESTIONS OR ASSISTANCE PLEASE CONTACT THE FACILITIES OFFICE AT 234-4057.

YOU CAN ALSO DOWNLOAD A COPY OF THE REQUESTOR MANUAL.

Grand Rapids Community College



Grand Rapids Community College Home Page

Maint Request

Inventory Request

My Requests

Settings

Help

HELP

MaintenanceDirect



1) For questions or problems contact or call:

Contact Name	Contact Phone
No MaintenanceDirect contacts listed.	

2) [Download MD Requester Manual](#)

InventoryDirect



1) For questions or problems contact or call:

Contact Name	Contact Phone
--------------	---------------

2) [Download IND Requester Manual](#)



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.

