

# SchoolDude Work Order Portal Instructions

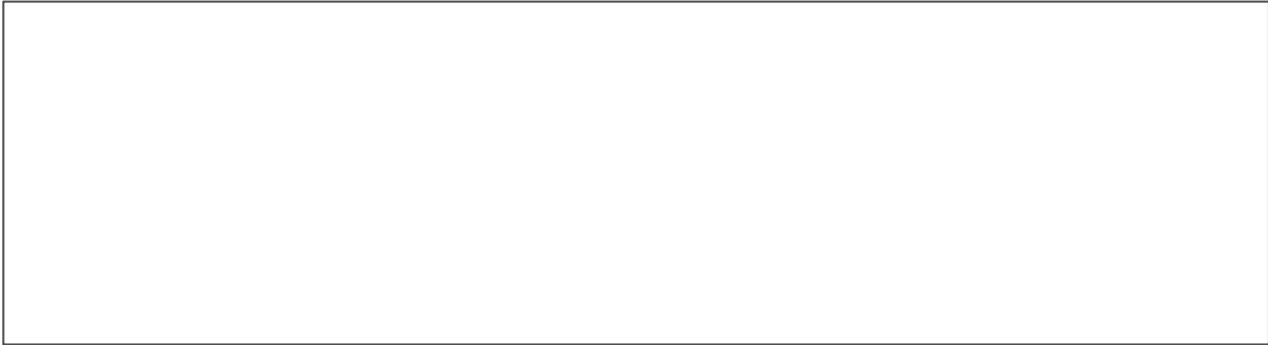
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Facilities Management customers now have the ability to submit their work requests electronically via our SchoolDude Customer Portal. Please use the link below to begin the automated work request submission process.

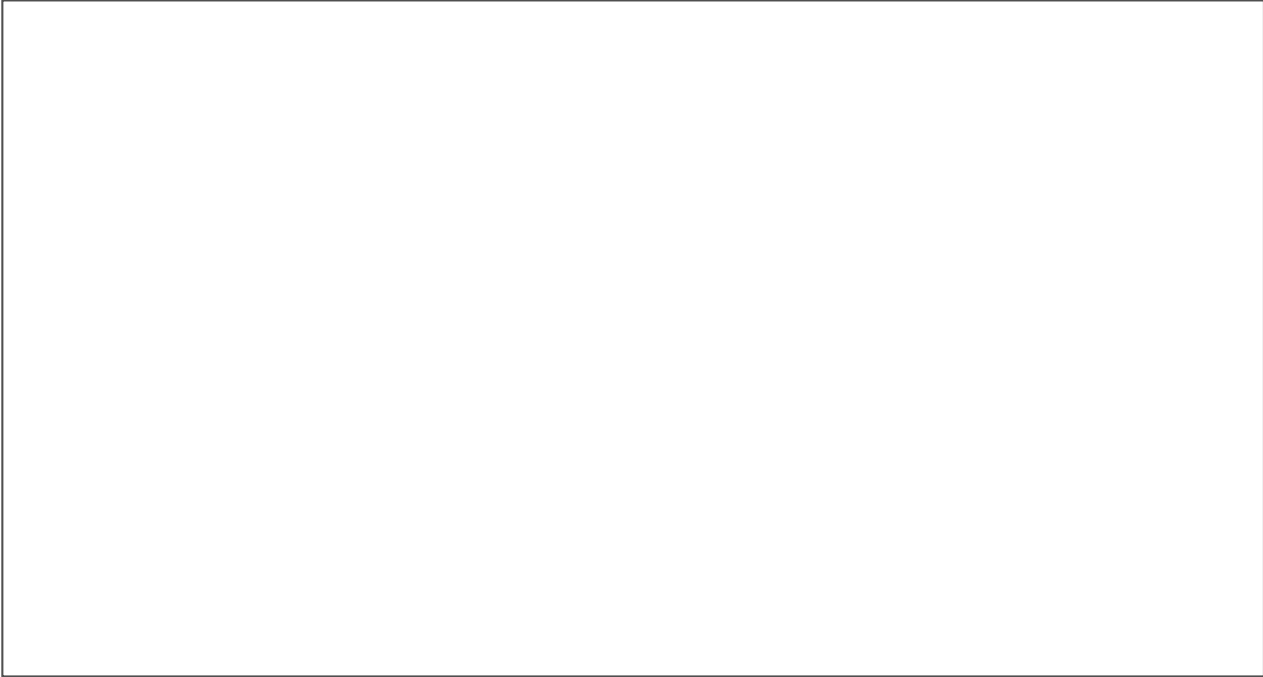
<https://www.myschoolbuilding.com/>

To begin, complete the appropriate information on the Login Screen. If you do not remember your password, click Forgot Password to request a temporary password. You will be required to set a new password when completing the log in process.

Please contact the Facilities Management office ( 450-1348) for assistance completing the process.

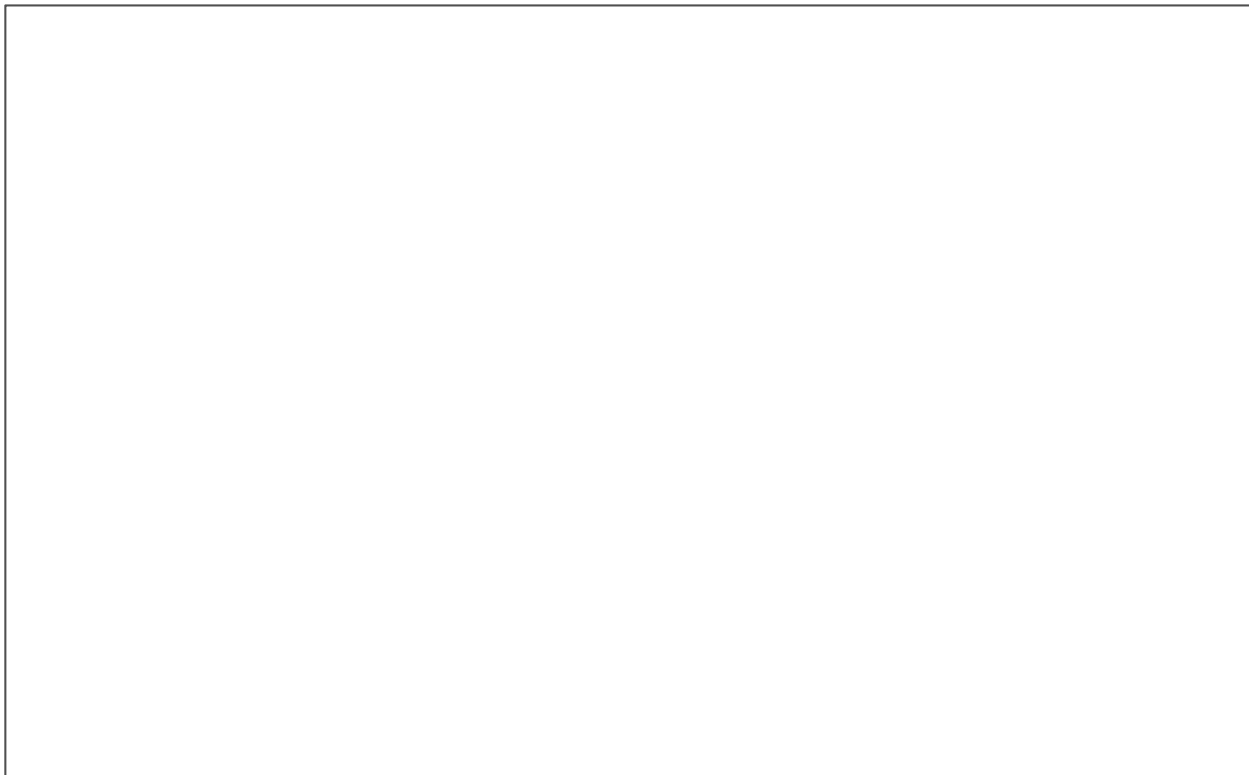


New users must first register in order to submit their requests: click "Register Here!" to open the registration form. Hendrix's account number is 211737843. When completing the form, you must use your Hendrix email address. You may choose a separate SchoolDude password or use your email password. Click the Register button at the bottom of the form to complete the process.



You should now be at the “MySchoodBuilding” home screen. The work request form should be displayed with your user information displayed. Drop down lists are provided for your convenience to simplify data entry. Click the “chevron” at the right hand side of the field box to display the list. To choose an item from the list, drag your cursor down the list and left click your selection. Fields with the red checkmark are mandatory and must be filled in order to submit your request.

When choosing a location (Step 2) select one of the following: 1) College East; 2) College West; 3) College North; 4) College South; or 5) College Main. The other locations are for Facilities Management use only. After entering the building and area information, you will need to type the room number or description if no room number is assigned.

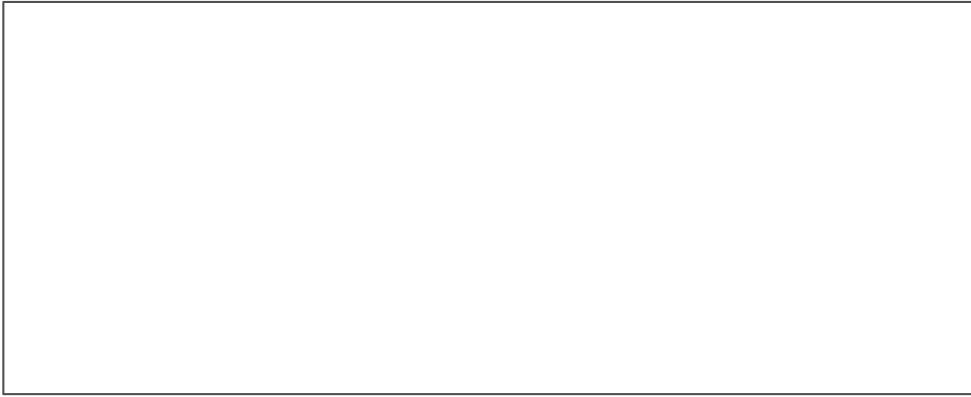


Please select the appropriate craft (carpentry, plumbing, etc.) so that your work request can be routed to the proper technician. If this any emergency, please check the box below the craft field. When this box is checked, your request is highlighted in the system to alert Facilities Management when processing the work order.

When describing the problem or service being requested included sufficient details to aid the technician in locating and correcting the problem. For example, “The classroom temperature exceeds 80F degrees during afternoon classes.” or “Hot water for the 2<sup>nd</sup> sink will not shut off.”

If the requested action must be completed by a specific date, please indicate the date in the requested completion date box. If no requested date is provided Facilities Management will schedule the work based upon priority and technician schedules.

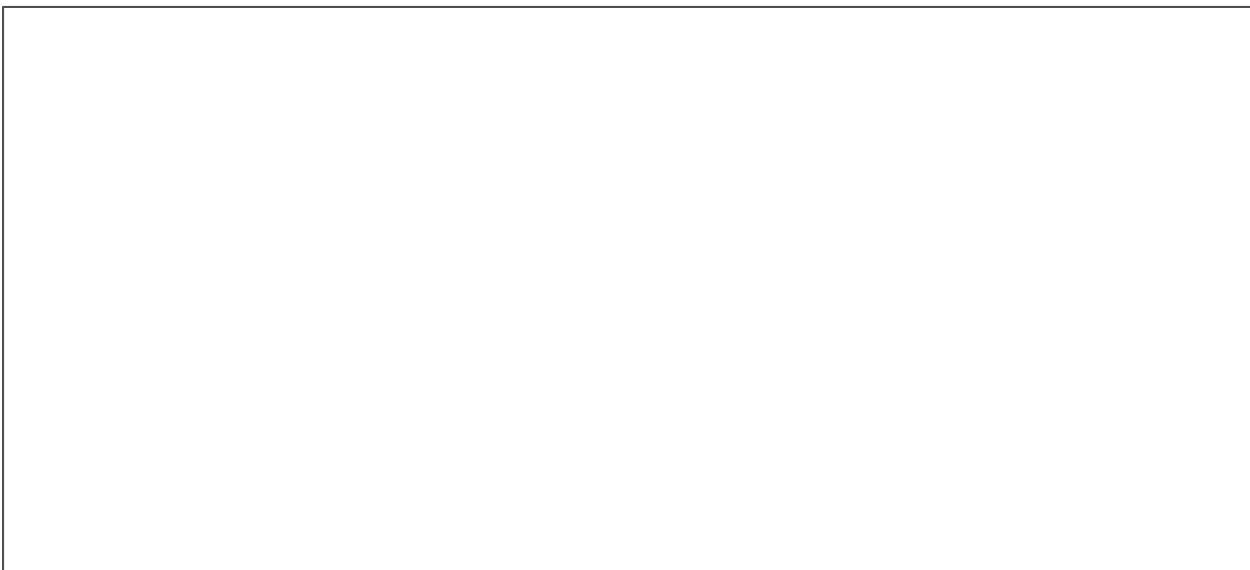
To submit your request, enter “Hendrix” in the submittal password field and click the “submit” button. Shortly after submitting your requests, you will receive a confirmation email that your request has been received. Please advise Facilities Management if you would like to receive additional work order status alerts.



The portal also provides additional information regarding any previously submitted work request. Additionally limited user information is also available.

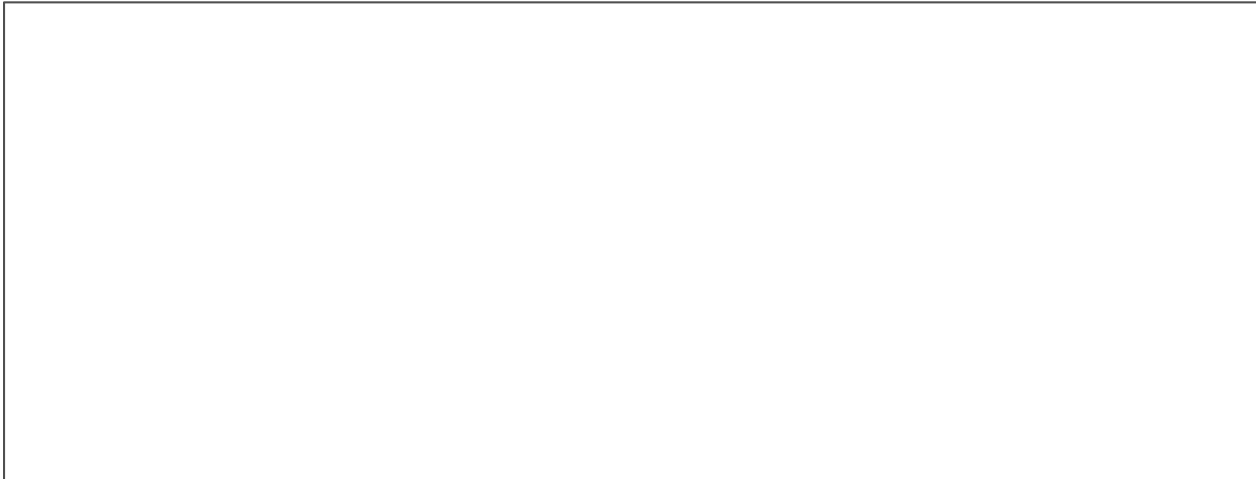


The My Request tab displays all previous work order requests in a searchable table format. Information may be sorted by clicking any of the fields in the blue header of the table. To sort all records by work order number, click the WOID field to display all record by sequential



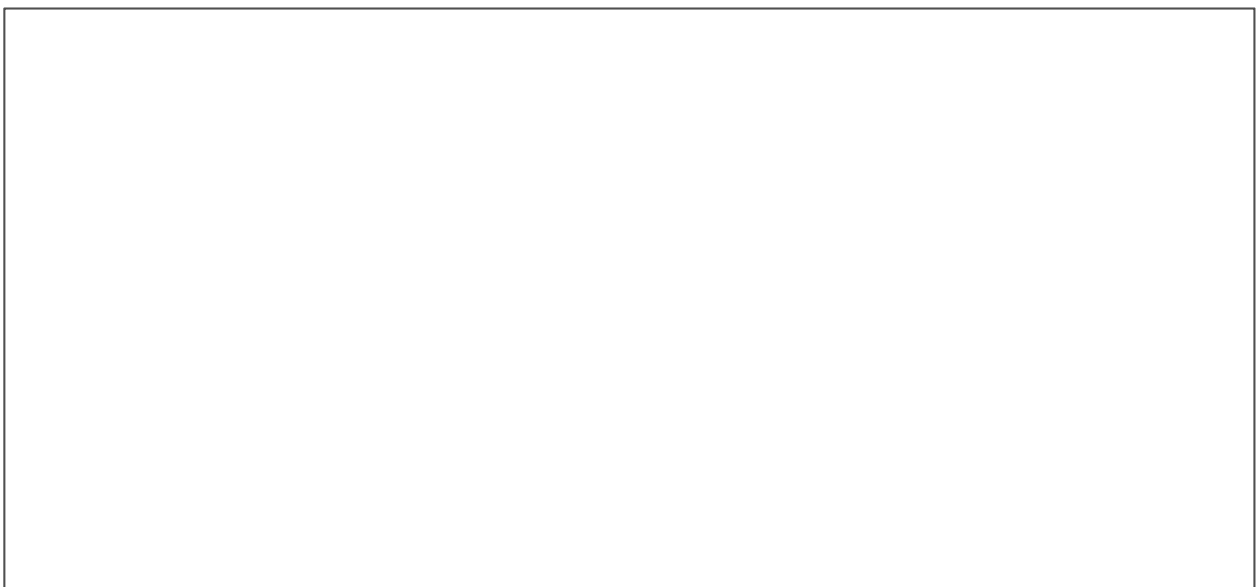
number. Another helpful sort is by Status. This option groups works by status code, i.e., Work in Progress, Completed, Closed etc.

Another way to quickly find a specific work request is to use the search feature. Simply enter a date or text in the box and click the GO icon. A new table is displayed with all records containing your search criteria. For example, to view all orders associated with restroom, enter the search phrase in the search field. The search returns records that contain the criteria in any of the table fields.



Search results may also be sorted using any of the header fields describe above.

Work order totals by various status codes are provided in the upper right hand corner of the screen. This information provides the requester with a snapshot of their work orders. To view records simply click the number for the desired category. Records are displayed in a table which may again be sorted or searched for specific information.



Please contact the Facilities Management office should you encounter a problem submitting your work requests. You may reach us at (501) 450-1348 or email [facilities@hendrix.edu](mailto:facilities@hendrix.edu) during normal business hours. Our office hours are 7:30 AM – 4:30 PM weekdays.