How to Register/Log in

- Open your Internet Browser (Internet Explorer, Firefox, etc). Type the following into the web address bar: www.myschoolbuilding.com. Press the Enter key or click on Go. Enter the account number (Insert account #) then click on Submit Organization. Or you can use the following link to access the login page: https://www.myschoolbuilding.com/myschoolbuilding/mygateway.asp?acctnum=(Insert account #)

The Dude Says:

You can create a shortcut to your desktop, find a blank area on this screen and right click on your mouse. You will have the option to create a shortcut or add to your favorites. Creating a shortcut will add an icon to your desktop. You can double click it the next time you want to sign in.

- You will be prompted to enter your email address then click Submit. *Note: If you have been to this website before and have entered a maintenance request into the system, you are already registered as a user. Enter your email address then proceed to page 2, “How to Submit a request”.

- If you are a new user, the system will not recognize you right away. Enter your first name and last name on the next screen to proceed with the registration process. The Phone Number, Cell Number, and Pager fields are optional; however you may be required to enter your phone number when entering a request. Click Submit to continue.

- You will now be on the MaintenanceDirect Request form.
How to Submit a Request

- Make sure you are on the **Maint Request** tab at the top of the screen.

*Note: Any field marked with ☑ is a required field.*

- **Step 1:** These fields will already be filled in with your contact information according to how it was entered upon registration.

- **Step 2:** Click on the drop down arrow and highlight the **Location** where the work needs to be done. Do the same for **Building** (if available) and **Area**. Also, be sure to type in the area description or room number in the **Area/Room Number** field.

- **Step 3:** Select the **Problem Type** that best describes the request/issue you are reporting.

- **Step 4:** Type in a description of the problem.
• Depending on how your account was set up, the remaining steps on your form may vary. You may see some, all, or none of the following steps. Be sure to complete any required steps indicated with a red check box ✓.

  • **Time Available for Maintenance**: Type in the best time for a technician to come by.
  • **Purpose**: Click on the drop down box and select a Purpose Code that best describes why this work is needed.
  • **Requested Completion Date**: Use the calendar to select a date that you wish for the work to be completed by.
  • **Budget**: Select the budget code that will be used for costs allocated to complete the request.
  • **Attachment**: Click the *Attach New File* link to attach a photo or document detailing the issue.

![Step 5-9](image)

• **Final Step**: The last step of the request form is to enter the **Submittal Password**. Contact your administrator, if you have not been given this password. Click **Submit** at the bottom of the form to submit your request.

![Step 10-11](image)

**My Request Tab**

You can view any requests that you have entered into the system by clicking on the **My Requests** tab. Hover your mouse over the **Shortcuts** link and click on **My Maint Requests**. You will see a listing of any requests that you have entered into the system. You are also able to print out a listing of your requests by clicking on the printer icon.
On the My Requests page you will see up-to-date information on your requests including the current status, work order ID number, and action taken notes. You can click on the number next to the status description in the Request Totals section to see all of your requests marked with that status. You can also search for any work order request by typing a key word into the Search box and clicking GO.

![Image of My Requests section]

**Need Help?**

There are several ways to get help for any questions that you may have. Click on the Help link located in the upper right hand corner of your screen.

This screen will list a few help options. You may see a listing of local phone numbers to contact someone within your organization. You will also see a link to download the MaintenanceDirect Requester Manual as well as a link to access the Online Help page.

If you select the MD Requester Online Help option you can click on the links under the Table of Contents heading. These headings will explain further how to navigate through the MySchoolBuilding.com page. In the User Guides section you will find an interactive help movie which will walk you through the steps of entering in a new request.

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**CONTACT US**

Got questions? Answers are what we’re here for.
Phone: 877.868.3833 – 8:00 am to 6:00 pm EST
Email: support@schooldude.com