

MaintenanceDirect Requester Guide



Welcome Faculty, Staff and students returning and new. We are glad to have you here at Ringling College of Art + Design.

There are some things you MUST do in order to be able to submit work orders to Facilities Operations. In this Requester Guide you should find all the information that is needed in order for you to submit Facilities Work Order Requests.

As always, if there is an emergency, i.e. people trapped in an elevator, etc., please contact Facilities Operations immediately during normal business hours.

Please contact Public Safety (941) 359-7500 after normal business hours.

Thank you,

Facilities Operations
Ringling College of Art + Design
Office: 941-359-7635 Fax: 941-359-7556

Normal Business Hours
Monday – Friday
8:30 am to 4:30 pm

MaintenanceDirect Requester Guide



New to School Dude Start Here

[How to Register as a New Requester](#)

Returning to School Dude Start Here

[Returning Requester Login Instructions](#)

Already Submitted Requests this School Year? Start Here

[Returning Requester Login In](#)

Now I'm Logged in... What Do I Do Next?

[How to Submit a Request](#)

[My Request Tab](#)

[My Settings Tab](#)

MaintenanceDirect Requester Guide



How to Register as a New Requester

Go to the Ringling Portal, click on the “Red Tool Box” School Dude and click on the log in button and follow the directions below to register.

If you are submitting your first request to School Dude, you must register as a Requester. If you have submitted requests in the past, no need to register, just follow the instructions for a returning requester.

- Click on the down arrow (∨) next to Never Submitted a Request? Register Here! To expand the registration form.

****Note: Your registration will be complete after you submit your first work request.***

- Enter the **Account Number** **1682530816**
- Enter your **First** and **Last Name**, as well as your **Phone Number** and **Ringling Email Address**.
- Type the **Password** you would like to use to log into your SchoolDude account and confirm it. The password you choose must be at least 6 characters long.
- Click **Register** to go to the work order request form.
- You will use this login information every time you need to submit a work order request.
- ***In order to submit your request you will need to use a submittal password: **facilities2013*****
- Please contact support@schooldude.com if you have any trouble receiving your individual password or logging into your account.

Never Submitted a Request? Register Here! ^

Account Number

First Name Last Name

Phone Number

Email

New Password

Passwords are case sensitive and must be at least six characters long.

Confirm Password

[Login Here](#)

[Top of the Document](#)

MaintenanceDirect Requester Guide



Returning Requester Login Instructions

New Password required for SchoolDude Requesters

In order to provide another layer of security, your “Requester” role now requires an individual password to log into MySchoolBuilding and submit requests. You will only need to do this once. Once you have set up your individual account you will be able to just sign in as normal.

- *This individual password is in addition to the Submittal Password used to submit requests.*
- *If you have previously submitted requests in the past, you DO NOT need to register.*

Please follow the directions below:

1. Click on the log in button
2. Select **Forgot Password** at the top of the page.
3. Enter your email address and select **Submit**.
4. The screen will now say “Your email is on the way! Check your email for instructions on how to reset your password.” (The email could go to your spam folder so if you don’t see it, check there.)
5. Open that email and click on the link it provides. Enter a password, confirm the password and select **Reset Password**.
6. Go back to your original screen and enter your email address and your password and select **Sign In**.
7. It will now take you to the maintenance request tab where you can submit your work order requests.

You are required to login with your Ringling email address and the password that you choose every time you need to submit a request.

You will still be required to use the submittal password: facilities2013

Everything else has remained the same.

Please contact support@schooldude.com if you have any trouble receiving your individual password or logging into your account.

[Login Here](#)

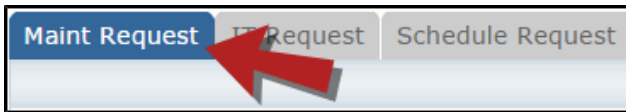
[Top of the Document](#)

MaintenanceDirect Requester Guide



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 a red checkmark 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 2 **Location**

Dude High School ▼

Building

-- No Building Available -- ▼

Area

-- Select Area -- ▼

Area/Room Number

Room 113

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

MaintenanceDirect Requester Guide



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

Step 3 Select Problem Type:

Maintenance Help Desk:

Click on the problem type below that best describes your issue.

Carpentry Climate Control Contractor Custodial

Electric Event Setup Food Services Grounds

- **Step 4:** Type in a description of the problem.

Step 4 Please describe your problem or request.

Broken door hinge. Please repair.

- **Step 5:** Select a Purpose for the work necessary.
- **Step 6:** Attach a file to your request if necessary (i.e. a picture of damage or setup diagram).
- **Step 7:** Type in the **Submittal Password**. **facilities2013**
- **Step 8:** Click the **Submit** button.

[Login Here](#)

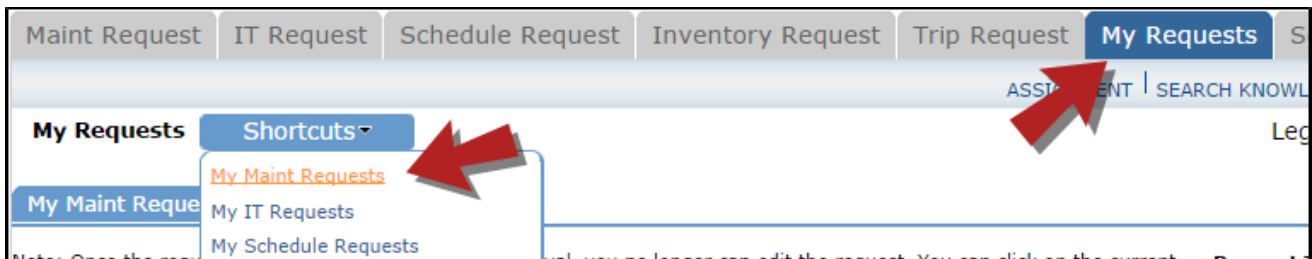
[Top of the Document](#)

MaintenanceDirect Requester Guide



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 work into the **Search** box and clicking **Go**.

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
1 New Request
1 Work In Progress

Search for " **GO** Show All

Search this results for: **GO** Show All

1 - 2 of total 2 listed

Status	Location	Action Taken	Complete Date
WOID	Building	Assigned To	
Area	Description	Request Date	
Area Number		Type	
Purpose			
New Request 157	ABC High School Classroom Room 125	No Action Note 5/17/2012	
Work In Progress 149	ABC High School Classroom Room 123	No Action Note 2/12/2010 Heating/Ventilation /Air Conditioning	

Previous 10 Next 10

[Login Here](#)

[Top of the Document](#)

MaintenanceDirect Requester Guide



My Settings Tab

If you need to change your personal information or email settings, click on the **Settings** tab.

Once you are on the My Settings page, you can:

- Change your **First Name, Last Name, Email Address, or Phone Number** information.
- You can also change your email preferences. To leave your email notification to the ones set by the system administrators, select **Use these generic email notification settings**. To choose your own email notifications, select **User prefers these email notification settings** and check the boxes next to the emails you would like to receive.

When you have finished making your changes, enter your **Submittal Password** at the bottom of the page and click **Submit**.

[Login Here](#)

[Top of the Document](#)