SERVICE REQUESTER INSTRUCTIONS
www.Maintenanceconnection.com
Click Log In
Click on the link to sign up for the first time.
Click on the first option – Not a member of MC and then click OK
Click on “I have been provided with a connection key” (C701120)
Enter the Connection Key and click on OK
• Fill in the required fields
• Be sure to ONLY USE your campus email or your leomail address. If you do not use one of these, your account will not be granted access to the work order system.

• Your member ID will need to be something easy to remember; i.e. – “JohnDoe” “JDOE”

• Your password must be at least 6 characters long

• You are given many questions to choose from in case you forget your password; BE SURE TO USE SOMETHING YOU WILL NOT FORGET.

• Change the Repair Center to “MAIN”

• Read and accept the terms of use and click OK to continue.
This message will appear letting you know you have submitted your request to be a requester.

An account administrator will approve your request in the system and then you can begin requesting repairs or service.
You can now enter your Member ID and password and Click Ok to access the Service Requester Page once your member request has been approved.
This will be the screen to enter your service/repair request.
Sample Repair Problem Descriptions

- Lights Not Working
- Temp too low or too high
- Door closer not working
- Window broken
- Ceiling leak
- Broken or missing ceiling tile
- Broken on/off switch
- Cannot latch or lock door
- Toilet/urinal will not flush or overflowing
- Broken or missing paper/soap dispenser
Follow drop down box fields to choose your appropriate location, floor, room, area, etc.

Type a simple description of your service/repair request.

Click submit.
You will then be given a screen that indicates your service request was successfully been submitted.
When you log back in and want to check the status of your request, you will click on the second link “Service Request Status”. This example does not have a request shown but when there is one listed, click on that WO# to view the status.

Service Request Status

If you would like to get more details on a particular Service Request, simply click the Request # of the Service Request you would like to view. To see if there has been any updates to these Service Requests since this page loaded, click the REFRESH button.

Filter by: All Request Status

<table>
<thead>
<tr>
<th>Request/WO #</th>
<th>Reason</th>
<th>Target Date</th>
<th>Location / Asset</th>
<th>Status</th>
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</thead>
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There are no service requests to view.
An account administrator will:
1  Review your request
2  Assign the request to a technician to complete
3  Issue the request making it a work order.

You will receive an email notification of the issued Work Request including the Work Order #

You will receive an email notification when the work is Completed.

Work orders are assigned a priority for completion.
1. Emergency (Do it now)*
2. Urgent (Same day)*
3. Routine (Within 3 days)*
4. Deferred (At a later time such as a school break period)*
5. Declined

* Priority times are established by Maintenance Department Management and School Administration.
Maintenance Connection

Questions or problems?
Contact Mark Glover (903-468-3244)
or Brittany Fisher (903-468-8629).

All service/repair requests should now be submitted via the WEB.

Thank You!