Quick Step Guide for Requesters – School Dude

To Submit a Work Request:

Log into Cascade
Select “Facilities Work Request” from the Cascade menu. You will be redirected to SchoolDude and asked to enter your email address.

Congratulations, you are now in the system!
To enter a work request:

Note that all required fields have a red box and check mark next to them.

![Check mark]

**Step 1:** This will be automatically populated with your information from the email address you entered at the sign in screen.

**Step 2:** Click on the drop down arrow and highlight a **Location** (building or grounds area) that you want the work to be done at and click the mouse. Follow the same steps for **Area** (type of room). Under **Area/Room Number**, you must enter a room number if available or a room description (i.e. Professor Smith’s office).

**Step 2** Location

- **Location:** WHEELOCK STUDENT CENTER
- **Area:** 1st Floor
- **Area/Room Number:** 101
- **Yes, remember my area entries for my next new request entry.**

*Note* When entering more than one request at a time without logging out, your location will be set to default. A red link to the right of the location will appear that says **Change Location** should you need to enter a request for a different location. There is also a box under step 2 that says **Yes, Remember my area entries for my new request entry.** If this box is checked, the Location and Area/Room Number entries will be saved for the next request. Once you log out and back in, everything will be reset and Locations, Area, and Area/Room Number will need to be selected again.

**Step 3:** Select the craft icon that best describes your problem and click on it. The icon will change to a red OK.
If the request is an emergency, please call the Facilities Services Help Desk or if after hours, call Security Services. Also, you can select the box under Maintenance Emergency, this will flag the work request as an emergency.

**Maintenance Emergency**

Check here if this is an emergency or call any of the emergency contacts below.

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Contact Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Services</td>
<td>253-879-3311</td>
</tr>
<tr>
<td>Facilities Services Help Desk</td>
<td>253-879-3713</td>
</tr>
</tbody>
</table>

**Step 4:** Type in your description of the problem. **Please include an Index and Account Number if applicable.**

**Step 4**

Please describe your problem or request.

**Step 5:** Type in a requested completion date. This field is optional, and it is only a **desired** completion date. You can enter a date manually using the MM/DD/YY format or choose from the calendar icon. If the work request is for an event and therefore time sensitive, enter the setup time in Step 4 and the date in Step 5.

**Step 5**

Requested Completion Date

(A valid date is required. Text is not accepted, but you may leave it blank. Click [here](#) for assistance in date entry.)

**Step 6:** Add an attachment if desired. You may only add 2 attachments, no larger than 3MB each.

**Step 6**

Attachment

[Attach New File](#) (Maximum allowed is two attachments with a size of 3MB or less per file.)
**Step 7:** Type in your submittal password of: facilities

**Step 8:** Click Submit

Your work request has now been submitted. The screen will refresh and go to the My Request Tab where all of your submitted work orders will be listed:
Personal Account Settings – change contact information and email notifications

- Go to the My Settings tab
- Click Maint Request (You will not be able to use any of the Inventory Request functions)

Here, you can edit contact information and email preferences. There is a Generic email setting which you cannot edit. The second option is customizable; you can choose any combination of the four options given.

My Settings

Please be yourself, click here if you are not Sabrina Shepherd

- Indicates required information.

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sabrina</td>
<td>Shepherd</td>
</tr>
</tbody>
</table>

- Email Address

- Phone Number

- Pager

- Mobile 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

- Sabrina Shepherd 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

Submit