How to Log in

- Log in to myPugetSound.
- Select “Facilities Work Requests” under the Campus Operations tab on the left hand side.

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 **MaintRequest** tab at the top of the screen.

  ![Maint Request Tab](image)

  *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 1](image)

- **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](image)

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

  ![Step 3](image)

- **Step 4:** Type in a description of the problem. **Please include Index and Account Number, if applicable.**

  ![Step 4](image)
*Note: If the request is an emergency, please call Facilities Services Help Desk at 253.879.3713 during normal business hours. If it is outside business hours, please call Security Services at 253.879.3311.

- **Step 5:** Use the calendar to select a **Requested Completion Date** that you wish for the work to be completed by. This field is optional, and it is not guaranteed that the request will be completed by this date. *Note: If the work request is time sensitive (e.g. event setups), enter the setup time in Step 4 and the date in Step 5.

- **Step 6:** Click the **Attach New File** link to attach a photo or document detailing the issue.

- **Final Step:** The last step of the request form is to enter the **Submittal Password**: `facilities`

- **Click Submit** at the bottom of the form to submit your request.

**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.

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 will see a listing of local phone numbers of who to contact first 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.