Access to Service Requester Page

Once the Facilities Services Department has approved your membership, click on the following link https://www.maintenanceconnection.com/mcv18/online/mc_login.htm or enter into your browser’s address bar

Enter your login ID and password that you signed up for previously

**Important:** You only have 3 attempts to enter your password correctly. It is recommended that after the 2nd attempt you select “Forgot your Password?” and choose “What is your all-time favorite sports team?” and respond with “Thoroughbred”. If you enter the incorrect password on the 3rd attempt, you will be locked out of the application. Please contact your Facilities Services Department to reset.
Submit Service Request

To submit a request, select “Submit Service Request” under **Select an option:** fill in all required fields: Location, Problem and Short Description.

**Location / Asset:** The Location / Asset field is the closest location to where the work for the request will be performed.

Clicking the arrow on the drop-down control shows you the possible Buildings/Floors/Rooms you have access to. After making a selection, if there are more Locations ‘under’ the selected item - another drop-down control will be presented.

**Problem:** Clicking the arrow on the drop-down control shows you the possible Problem descriptions you have access to. Locate the problem that closest matches your issue. If you cannot locate the correct one, select “Other”.

**Reason:** The Reason field is for a brief description of why you are requesting maintenance or repairs. It is recommended that you enter the Building and Room for where the request is for.

Select the **Submit** button.

You will then be able to view the information you specified for the request and the assigned request number.
**Service Request Status**

To obtain status for a particular request or a history of all requests, click the Service Request Status link on the left under **Select an option**. All of your requests will be listed.

Clicking this button refreshes the page which pulls the most recent data from the InSite.

Clicking this button will print the status detail page.

Users are able to determine how the requests are displayed by selecting the filter options. Select desired filters by clicking on the dropdown arrow beside the filter field.

To see detailed information on a specific request, click on the Request/WO #.
Service Request Status Detail

The Service Request Status Detail page shows details for a particular request. You have the following options on this page:

- **Back**
  - Clicking this button returns to the Service Request Status page.

- **Refresh**
  - Clicking this button refreshes the page which pulls the most recent data from the Maintenance Connection.

- **Create Note...**
  - Clicking this button allows the requester to attach additional notes to the request.

**Important:** The notes section is for the Requesters to make personal notes. This will not send a notification to the facilities department that you have updated any pertinent information for your work order! If you need your work order updated, please contact the Facilities Service Department.

- **Print**
  - Clicking this button will print the status detail page.
The Service Request Status Detail page has the following data elements:

**Request #:** The Request # refers to the number associated with the Work Request. This is a unique number given to the Request for tracking purposes. When speaking with a technician, it is a good idea to have this number available for reference.

**Reason:** The Reason field is for a brief description of why you are requesting maintenance or repairs. This information is printed on the Work Order and should give a technician the necessary information to perform any necessary maintenance or repairs.

**Type:** The Type field refers to the type of Work for the Request. This is used to categorize Work Orders for maintenance reports.

**Priority:** The Priority field determines the urgency of Request. Requests can then be sorted by Priority to determine the order in which they should be assigned to a technician.

**Status:** The Status field will contain one of the following status icons:

- ![Requested](image1)
  - Request is waiting to be approved / issued
- ![Issued](image2)
  - Request has been approved / issued
- ![Issued/Completed](image3)
  - Request has been issued and the work completed
- ![Denied](image4)
  - Request has been denied
- ![On-Hold](image5)
  - Request is on-hold
- ![Canceled](image6)
  - Request is canceled
- ![Closed](image7)
  - Request is closed

**Assigned:** The Assigned field is a Yes/No indicator informing you if the request has been assigned to a technician.

**Target Date:** The Target Date is the scheduled date in which work will be completed.

**Location / Asset:** The Location / Asset field displays a hierarchy of the Location or Asset you specified for the request. If you did not specify a Location and/or Asset, you will not see this displayed.

**Outcome:** The Outcome field is a description of work performed by the technician.