



Service Requester

[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

Welcome.

Please enter your Member ID and Password.

Member ID:

Password:

Version 6.0 / 7.0

Having trouble logging in? [Click here.](#)

Forgot Your Password? [Click Here](#)

Want to Sign Up? [Click Here](#)

Want to View Our Website? [Click Here](#)

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.

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Select an option: [Submit Service Request](#) [Service Request Status](#) [Profile](#) [Change Password](#) [Help](#) [Log-off](#)

Submit Service Request

Please fill out the form below. When you are finished, click the **Submit** button below (you may need to scroll the page down with your mouse). Click on a field name for more information.

If possible, please specify the closest Location or Asset that relates to your request. [If you know the Location or Asset ID, click here.](#) (This is not required)

Location / Asset: [Skidmore College](#) More...(if needed)

Problem: Select... (Required)

Short Description: (Required)

Submit

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  button.

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Select an option: [Submit Service Request](#) [Service Request Status](#) [Profile](#) [Change Password](#) [Help](#) [Log-off](#)

Submit Service Request

Your request was submitted successfully. You may review your service requests [here](#).

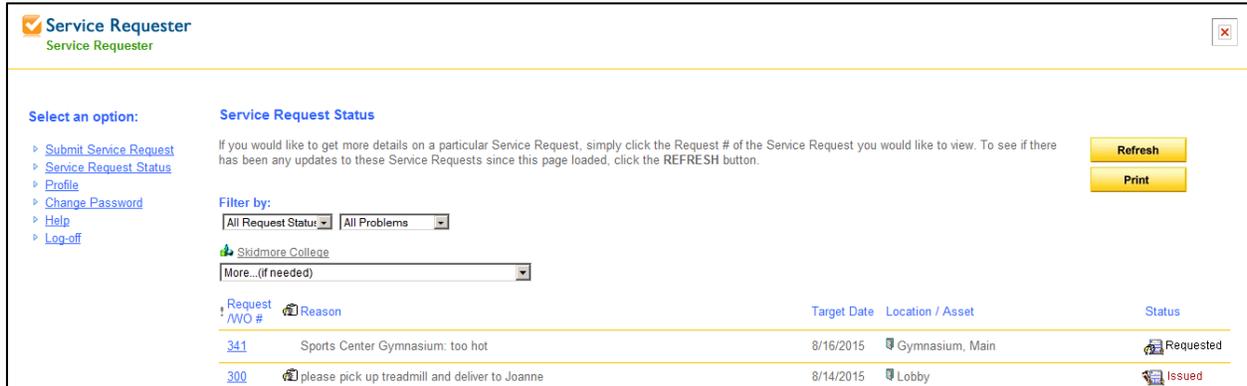
Request #: 341
Type: Reactive Maintenance
Priority: Routine
Location / Asset: Gymnasium, Main
Short Description: Sports Center Gymnasium: too hot

Log-off **Print**

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.



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Select an option:

- Submit Service Request
- Service Request Status
- Profile
- Change Password
- Help
- Log-off

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.

Refresh
Print

Filter by:

All Request Status: [v] All Problems: [v]

Skidmore College
More...(if needed) [v]

Request /WO #	Reason	Target Date	Location / Asset	Status
341	Sports Center Gymnasium: too hot	8/16/2015	Gymnasium, Main	Requested
300	please pick up treadmill and deliver to Joanne	8/14/2015	Lobby	Issued

Refresh

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

Print

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.



Filter by:

Facilities [v] All Request Status [v] Trainer, Sodexo [v]

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



Request /WO #	Reason	Target Date	Location / Asset	Status
441	Test Document	1/26/2012	19 Bennett St	Closed

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Service Request Status Detail

The screenshot shows a web application window titled "Service Requester" with a sub-header "Service Requester". On the left, there is a "Select an option:" menu with links: "Submit Service Request", "Service Request Status", "Profile", "Change Password", "Help", and "Log-off". The main content area is titled "Service Request Status Detail" and contains the following information:

- Work Order # 292
- Reason: Tang - Clean up poop in sink JD
- Type: Corrective Maintenance
- Priority: Routine
- Status: Issued Tuesday, August 11, 2015
- Assigned?: Yes: Birdsall, James Tuesday, August 11, 2015
- Target Date: Friday, August 14, 2015
- Location or Asset: Skidmore College, Tang Museum, Roof
- Outcome: Completed as requested.

At the bottom of the main content area, there is a table with columns "Author" and "Timestamp", and a "Create Note..." button. Below the table is a "Print" button. On the right side of the page, there are "Back" and "Refresh" buttons.

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	Request is waiting to be approved / issued
 Issued	Request has been approved / issued
 Issued / Completed	Request has been issued and the work completed
 Denied	Request has been denied
 On-Hold	Request is on-hold
 Canceled	Request is canceled
 Closed	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.