Generating a New Work Order:

Not all items inside your residency will be handled by one person during a single visit. Plumbers do not handle electrical work and carpenters do not handle plumbing issues. Please submit individual work orders for each maintenance request you may have.

- 1. Go to http://go.uis.edu/schooldude
- 2. Enter your UIS NetID and password

Sign In			
UIS Federation Ser	vice		
Type your user name ar	nd password.		
User name:	kmcel2	Example: Domain\username	
Password:	•••••		
		Sign In	
	node: uisadfs1		

3. Complete the request form (red checkmarks indicate a required field)

# Step 1 Enter your Personal Information in the provided fields

- a. First Name
- b. Last Name
- c. Email
- d. Phone Number

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## Step 2 Enter the location information in the provided fields

- a. Select your location: i.e. Bluebell, Larkspur, Clover etc.
- b. Click on the binoculars icon next to the word Building and select your room/apartment/townhouse number. i.e. Bluebell 141/Founders 127.
- c. Area: Use the dropdown menu to select the area the problem is located in. i.e. Bedroom/Bathroom/Kitchen, etc.
- d. In the Area/Room Number Box type the specific room
  - 1. For Bedroom, type in your bedroom letter: A,B,C,D for residence halls us the letter A
  - 2. For bathroom, type the corresponding number for your bathroom
    - a. Townhomes: Downstairs 1/Upstairs 2
    - b. Apartments: Nearest A/B bedrooms 1; Nearest the C/D bedrooms 2
    - c. Residents Halls: 1
  - 3. For all other spaces including residence hall rooms type in NA

Step 2	Location 🗹		
	Select Location V		
	Building		
		d 🔁 🔁	
	Area		Area/Room Number 🗹
	Select Area 🗸		
	$\Box$ Yes, remember my area entries for my r	next new request entry	
Step 3	Select Problem Type: 🗹		
	Kaintenance Help Desk:		
	Click here for Maintenance Emergency Conta	acts	
	Click on the problem type below that best d	escribes your issue.	
	Select Craft V		
	Maintenance Emergency		
	Check here if this is an emergency or ca	Il any of the emergenc	y contacts below.
	Contact Name	Contact Phone	
	Campus Police Department	217-206-7777	
Step 4	Please describe your problem or reques	, <b>∀</b>	
Step 5	Time Available for Maintenance		
Step 6	Requested Completion Date		
	(A valid date is required. Text is not accepted	ed, but you may leave i	t blank. Click here for assistance in date entry.)
Step 7	Attachment Attach New File (Maximum allowed is two at	tachments with a size	of 3MB or less per file.)
Step 8	Submit		

## Step 3 Select the problem type that best describes the issue

a. Using the drop down menu select General Maintenance

## Step 4 Please describe your problem or request

- a. Using the text box describe the problem or maintenance concern
- b. When you submit a work order, simply describe the problem as accurately as possible. It is important you provide accurate details so facilities staff will know how to respond. Some examples of how to describe a problem are listed below:

"Commode in upstairs bathroom is not flushing when you use the handle. Handle appears to be broken."

*"Front door deadbolt lock is not working properly. I cannot lock the door from the outside."* 

"Kitchen light above the stove appears to be burnt out"

## Step 5 Time Available

Maintenance Staff are available on campus between 8:30AM-4:00PM.
Submitting a time available does not guarantee staff will be in your unit to complete work during that time.

## **Step 6 Requested Completion Date**

a. Work Orders are prioritized based on the urgency of the situation. Some items will require a greater amount of attention, thus taking more time. Submitting a completion date does not guarantee staff will be able to accommodate your completion date request.

## Step 7 Attachment

a. You may submit a photo of the damage if you wish to do so

Step 8 Click the 'Submit' button

Select Location 🗸	
Building	
	atta 🔁
Area	Area/Room Number 🗹
Select Area 🗸	
Yes, remember my area entries for n	ny next new request entry.
Select Problem Type: 🗹	,
K Maintenance Help Desk:	
Click here for Maintenance Emergency Co Click on the problem type below that bes	ontacts st describes your issue.
Select Craft 🗸	
Maintenance Emergency	
Check here if this is an emergency or	r call any of the emergency contacts below.
Contact Name	Contact Phone
Campus Police Department	217-206-7777
Nights & Weekends -Call Campus Police	217-206-6690
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