



Logging into MaintenanceDirect

- Open your web browser and type md.schooldude.com into the address bar and hit the Enter key. Bookmark this page or create a shortcut on your desktop to make it easy to come back to this page later.
- On the Account Login screen, enter your **Login Name** and your **Password**.
- Make sure that **MaintenanceDirect** is selected in the Go To box.
- Click **Sign In**.

Processing Work Orders

- On the home page, your **Assigned Work** section will list all of the work orders that are assigned to you and are not yet completed.
- For any New Requests status work orders, you can click the **Mark in Progress** button to change the status of the work order to Work In Progress.
- You may enter the **Action Taken**, the **Labor Hours** for that day, and also mark the work order as **Complete**, all at the same time. **Note: You must click the Mark Complete button to save any information typed into the Action Taken or Today's Labor Hours fields.*
- When you click the **Mark Complete** button, the current date will be listed as the Actual Completion Date on the work order and the work order status will change to Complete.
- If you need to enter additional work order details, click on the Work Order ID number in red to go to the full work order form.

ASSIGNED WORK

Note: Action Taken is saved when Mark Complete button is clicked.

Sort by Request Description Ascending Descending

Filter -- Select Status --

1 - 2 of total 2 listed « First ‹ Prev 50 Next 50 › Last »

A Campus 1
Building: Building 1
Area: 1st Floor
Area Number: classroom 102
33398
window is cracked and door is loose

Print This! Email Supervisor Make a Note

Request Age: 224 (in days)
Assigned to: Tech2, Karen
Contact: Karen Tech2

Medium
Action Taken
[Text Input Field]

Mark in Progress

Today's Labor Hours [Text Input Field]

Mark Complete

New Request

Entering Multiple Labor Transactions

In MaintenanceDirect, you can enter labor hours for multiple days on multiple work orders at one time.

- Click on the **Labor Hours** link in the Quick Launch section of the home page.
- This page lists all work orders that are assigned to you. You can filter the list for a particular status by using the Status drop down box at the top of the page.
- Enter the **Action Taken** information into the field below the Work Order ID number.
- Enter **Regular Labor Hours** under each date that you worked on this work order.
- Other time, such as Overtime, can be added by clicking on the **OT** link for that date.
- Enter the **Actual Completion Date** in the field.
- You can mark the work order complete by checking the box under **Work Complete?**
- Click the **Save** button to save the information entered for all work orders.

Work Order ID/Location	Work Complete?	Tue Feb 17	Wed Feb 18	Thu Feb 19	Fri Feb 20	Sat Feb 21	Sun Feb 22	Mon Feb 23	Total Hours
33398 A Campus 1	<input type="checkbox"/>	0	4	0	1.5	0	0	0	5.5
Repaired leak		Actual Comp. Date: 2/20/15		Enter Materials Enter					
Note									
25024 Andrews High School	<input checked="" type="checkbox"/>	0	0	8	0	0	0	0	8
Repainted room		Actual Comp. Date: 7/3/2014		Enter Materials Enter					
Note									

The Dude Says:



If you need to add Labor Hours to a work order that is not assigned to you, type the Work Order ID number into the **Search For** box from the Labor Entry page, and click **Go**. This will add that work order to the list where you can add your labor hours as shown above.

Entering a new Work Order

- Click on the **New Work Order** tab to begin entering a work request.
- Identify where the work needs to be done by choosing the **Location**.
- If your organization utilizes the **Building** field, select one from the drop down box.
- Choose the general **Area** type that best fits the location of the work request.
- Enter the specific area in the **Area Number** field. (The Area Number field is alphanumeric and is where you can enter specific room names or numbers.)

Step 1 Location

Dude High School

Building

-- Select Building --

Area


Classroom















Area Number

1234

- Select the appropriate **Craft/Problem Type** to identify *what* type of work is being requested.
- **Please describe your problem or request** in the open text box.

Step 2 Select Problem Type:

 **Maintenance Help Desk:** Click on the problem type below that best describes your issue.

 Carpentry	 Climate Control	 Contractor	 Custodial
 Electrical	 Event Setup	 Food Services	 Grounds
 Moving	 Painting	 Photography	 OK Plumbing
 Roof	 Vehicle Maintenance		

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

Contact Name	Contact Phone
Dude	556-6203

Step 3 Please describe your problem or request.

Please check the sink in my classroom, there is a leak.

- If available, choose the **Purpose Code** that best describes *why* the work order is requested.
- If applicable, enter the **Requested Completion Date**.
- **Contact Information** will automatically populate based on your participant information.
- You will be prompted to answer **Will you perform this work?** Selecting **Yes** will automatically assign the work order to you. Selecting **No** will send the work order through the automatic routing rules.
- Click **Submit** to save the work order.

Step 4 Purpose
Reactive Maintenance

Step 5 Requested Completion Date

Step 6 Please provide contact information for follow-up questions and notifications.

First Name <input checked="" type="checkbox"/> ISU	Last Name <input checked="" type="checkbox"/> Service_Dude	Email <input checked="" type="checkbox"/> isuservicedude@smtp.schooldude
Phone <input type="text"/>	Pager <input type="text"/>	Cellular Phone <input type="text"/>

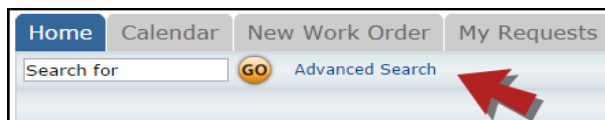
Step 7 Will you perform this work?
 Yes No

Step 8

Using the Advanced Search

The Advanced Search feature gives you a quick and easy way to search for Work Orders, Equipment, Transactions, and Equipment Usage Transactions.

- To run an Advanced Search click on the **Advanced Search** link located next to the Search For box in the upper left hand corner of the page.



- The Advanced Search defaults to the **Work Order Search**. To search for Equipment, Transactions, or Equipment Usage Transactions, hover your mouse over the **Shortcuts** menu and click on the appropriate link.
- On the Advanced Search page, you will see the possible filter selections. (Locations, Status, Craft, etc.) You can select any combination of items from each of the fields. You can also select multiple items from within some of the fields by holding down the CTRL key on your keyboard. The more items that are selected, the more specific your search will be. **Note: When selecting multiple items from a criteria box, the "Include All" option should **not** be highlighted.*
- Under the criteria boxes, you can identify a date range for the search from the **Custom Period** drop down box or by entering a specific begin and end date. A date range is **not** required when running an advanced search. **Note: There are six different "types" of dates to search by: Request Date, Date of Last Status Change, Requested Completion Date, Target Start Date, Completion Date, and Target Completion Date.*
- Click the **Search Now** button at the bottom of the page.

CONTACT US

Got questions? Answers are what we're here for.

Phone: 877.868.3833 – 8:00 am to 6:00 pm EST

Email: support@schooldude.com