

✓ Page 1: Facilities Work Order Submittal (“Landing page”)

You just left Page 1, the “landing page” for submitting a maintenance work request through SchoolDude. The information below describes the rest of the steps for submitting a work order request.

To view Maintenance [Zone Map](#)

✓ Page 2: SchoolDude Login/Registration page

Account holders will **log in** on this page each time they want to submit a new work order request.

Current SchoolDude User? Login Here!

Email Password
[Forgot Password?](#)

Never Submitted a SchoolDude Request? Register Here! ▼

***First time users** of this request system will need to register from this page by clicking the black “down arrow” next to the words: “**Never Submitted a SchoolDude Request? Register Here!**” (shown above)

The first box (**Account Number**) is LU’s account number for the SchoolDude software. It is pre-filled and must **NOT** be changed. Fill in the rest of the blanks and create YOUR OWN password, which you will use every time you log in to submit a new request. (shown above)

Never Submitted a SchoolDude Request? Register Here! ^

Account Number

First Name Last Name

Phone Number

Email

New Password

Passwords are case sensitive and must be at least six characters long.

Confirm Password

Do not change from “275290185”

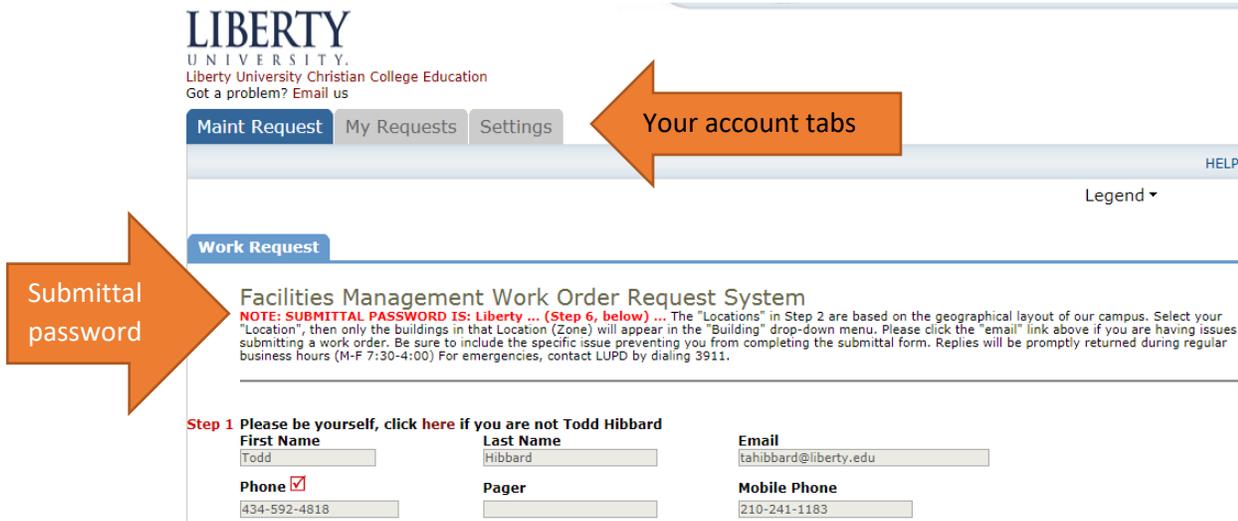
Create your “Login password” (different from “submittal password” on next page)

NOTE: Registration will be complete after you submit your first request. New users are not saved until their first request has been submitted.

NOTE – There is a SECOND password on the actual 7-step submittal form (next page)

Once you have registered or logged in, you will be on the third and final page, the actual 7-step submittal form. The three tabs at the top of the page give you access to other features in your account.

✓ **Page 3: Maintenance Work Order Request (“WO submittal form”)**



Notice the “Got a problem? **Email us**” link at top of the page! Feel free to email us for any login issues.

Step 1 Is always pre-filled from your registration information and allows auto-notifications to be sent to the email address you registered with. To change/correct any information, click on the **Settings** tab at the top of the page to check for status updates and Action Notes regarding your requests, you can also login and check the **“My Requests”** tab (next to **Settings** tab). You may receive a call or email from our team if they need clarification or want to verify information from the submittal form.

Step 2 Helps our Maintenance teams be as efficient as possible, so please be accurate and thorough when making selections from the drop-down boxes on this step. The **“Area”** drop-down has many choices that may be very specific and more helpful than just a **floor number**. Using more specific info in the **“Area / Room Number”** box is very beneficial to our maintenance teams as well.

Step 2 Location

-- Select Location --

Building If there is no building to choose, please contact your administrator.

-- Select Building --

Area

-- Select Area --

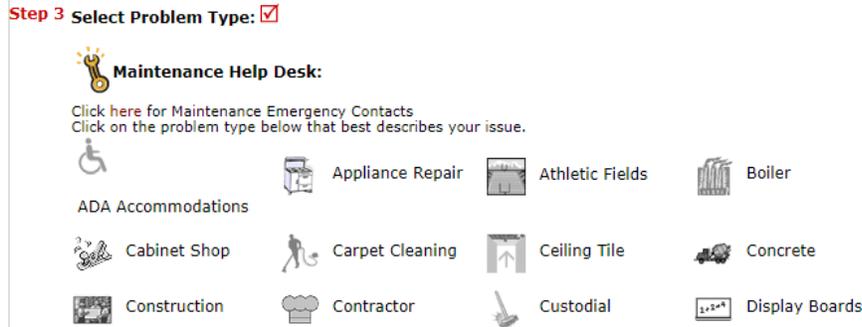
Area/Room Number

Yes, remember my area entries for my next new request entry.

Change Location

- Checking **this box** will pre-fill your **Location** next time. To submit a request for a different Location, you will need to click the **“Change Location”** link which will **appear here** (in red print).

Step 3 Has a large selection of icons/problem types to choose from (about 50). Your selection will send the work order directly to a department that will address that type of problem. **Please read the description** of each problem type below this sample picture to ensure that you are selecting the department that will most likely perform the work:



All **Craft** choices for problem type (**Step 3**):

- ADA Accommodations**-all handicap-related issues
- Appliance Repair**- ONLY for Dorm/Residential Appliances *select **Kitchen Equipment** for Commercial equipment (Sodexo facilities)
- Athletic Fields**-grass/turf care for athletic facilities
- Boiler**-Industrial HVAC equipment
- Cabinet Shop**- custom-built cabinets, counters, etc.
- Carpet Cleaning**-cleaning carpets in LU buildings
- Ceiling Tile**-installation/replacement of ceiling tiles
- Concrete**-exterior sidewalks, curbs, stairs
- Construction**-pre-approved renovation projects by LU Facilities Management Division (FMD)
- Contractor**-outside contract companies / Rentals
- Custodial**-cleaning, trash removal, toiletries inside of designated buildings and restrooms
- Design Group**-ONLY pre-approved FMD projects/CAD
- Display boards**-bulletin/cork/dry-erase boards
- Doors and Hardware**-handles, hinges, closers, stops
- Electrical**-switches, receptacles, outages, breakers
- Electronic Door Access**-badge reader, electronic locks
- Elevators**-buttons, lights, workability
- Energy Management System**-automated climate and lighting systems
- Fabrication**-welding, metal structures
- Fire Alarm System**-trouble alarms and panels
- Fire Extinguishers**-broken, missing, expended, etc.
- Fire Sprinkler System**-sprinkler heads/pipes, leaks
- Floor Care**- cleaning, stripping, waxing (select **General Maintenance** for trip hazards, repairs)

- Furniture**-repair, assembly, bunking/debunking beds
*for Loft Kits, select **Housing**
- General Maintenance**-most repairs, decoration, and installations not specifically listed otherwise
- Generators**-Industrial back-up power supply
- Glass/Window Repairs**-broken glass, alignment/locks, etc.
- Grounds**-maintain roads, walkways, parking lots, snow removal, mowing
- Health/Safety**-Office of Environmental Health & Safety
- Heating/Ventilation/Air Conditioning (HVAC)**-issues with temperature, leaks from HVAC units, fans/exhaust
- Housing**-Office of Residence Life
- Inspections**-(Internal Use Only) routine certifications and inspections (select **General Maint.** for other problems)
- Key and Lock**-issues with any locks or keys
- Kitchen Equipment**-ONLY Commercial kitchens (Sodexo) *select **Appliance Repair** for dorms and residential-style
- Landscaping**-trimming, horticulture maintenance
- Lighting**-light bulbs, lighting issues
- Miscellaneous**-other maintenance issues not listed
- Modular Furniture**-cubicles and related parts
- Moving**-office relocation, remove excess furniture
*select **Recycling** for boxes, tape, etc.
- Painting**-miscellaneous touch ups
*For bigger painting projects please submit a [Project Inquiry Form](#)
- Pest Control**-ants, spiders, mice, roaches, bees, etc.

Plumbing-faucets, drains, leaks, pipes, toilets
Pressure Washing-facility exteriors, walkways, etc.
Recycling-white, color, news, confidential paper, shredding, cardboard, bottles, cans, metal, etc.
 *Boxes, tape, packing material for office relocations
Refrigeration-Commercial (Sodexo) units le.- ice machines, walk-in coolers, freezers (select **Appliance Repair** for dorms and residential units)
Roof-leaks, gutters, downspouts, items stuck on roof
Signage-doors, rooms, streets, directional, parking

Special Events-staging setups, tables and chairs setups, curtain setups, event breakdown
 *All events must make arrangements through the University Events Office: events@liberty.edu or (434)592-3511
Trash Removal-dumpsters, outside trash, excessive trash
Walls-patching and repair
Warranty-ONLY outside Contractors via FMD protocol

Below the craft choices is Emergency Contact information. If your request is urgent and not an actual emergency, please specify in **Step 4**. Maintenance personnel may contact you via phone or email if you select the “maintenance emergency” checkbox. Please call LUPD if you are not certain or for after-hours emergencies.

 Roof
 Walls

 Signage
 Warranty

 Speci

Maintenance Emergency

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

Contact Name	Contact Phone
Liberty University Police Department	3911
Facilities Management Division	434-592-3500

Step 4 Please take a moment to assess the situation and be accurate describing the type of problem, specific location, and deadline, if required. This helps our technicians be as efficient as possible.

Step 4 Please describe your problem or request.

See examples below:

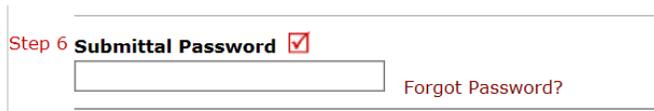
- 1) *“Ripped floor between Room 1 and 2, causing trip hazard”* More accurate than *“Broken walkway”*
- 2) *“2nd shower in bathroom A will not drain at all”* More accurate than *“clogged pipe”*
- 3) *“Window in room C will not shut completely or lock”* More accurate than *“Cracked window”* AND *“Broken glass in window near bed in room 210”* More accurate than *“Cracked window”*
- 4) *“Stairway near room 3510 has fist-sized hole behind door”* More accurate than *“Dent in hallway”*
- 5) *“After rain last night, water seems to be leaking in around window and dripping down wall causing puddle on floor”* More accurate than *“Floor is wet”*

Step 5 Allows you to attach up to two files (less than 3MB each). Sometimes a picture or map, etc. helps our teams better understand a problem or find the issue.

Step 5 Attachment

Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

Step 6 The Submittal Password is: **Liberty**



Step 6 **Submittal Password**

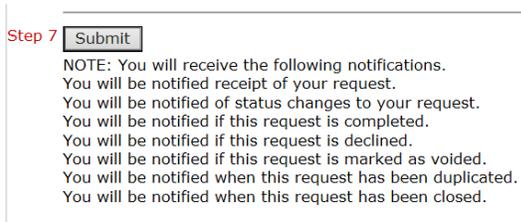
[Forgot Password?](#)

It is NOT case sensitive, so you can also type in **LIBERTY** or **liberty** or **LiBeRtY** 😊 (Don't type the smiley)
It can NOT be changed.

***It is different from the login password you created and use to sign in each time you want to submit a work order. (see section “Page 2: SchoolDude Login/Registration page” on page 2 above)

Clicking the “**Forgot Password?**” link sends immediate email stating the password is: **Liberty**

Step 7 Submit button and email notification information.



Step 7

NOTE: You will receive the following notifications.
You will be notified receipt of your request.
You will be notified of status changes to your request.
You will be notified if this request is completed.
You will be notified if this request is declined.
You will be notified if this request is marked as voided.
You will be notified when this request has been duplicated.
You will be notified when this request has been closed.

Click Submit! If an error message occurs, please check all steps to ensure nothing is missing. If you are still receiving an error message that you do not understand, please click the

“Got a problem? **Email us**” link at the top left of the submittal form or call Facilities Management (434-592-3500) during regular business hours for assistance.



LIBERTY
UNIVERSITY.
Liberty University Christian College Education
Got a problem? Email us

Maint Request My Requests Settings

Work Request

Facilities Management Work Order Request System
NOTE: SUBMITTAL PASSWORD IS: Liberty ... (Step 6, below) ... The "Locations" in Step 1 are your "Location", then only the buildings in that Location (Zone) will appear in the "Buildings" you are having issues submitting a work order. Be sure to include the specific issue preventing the work order from being promptly returned during regular business hours (M-F 7:30-4:00) For emergencies, contact the Facilities Management Department at 434-592-3500.

Step 1 Please be yourself, click here if you are not **Todd Hibbard**
First Name Last Name Email

[Submit new request](#)