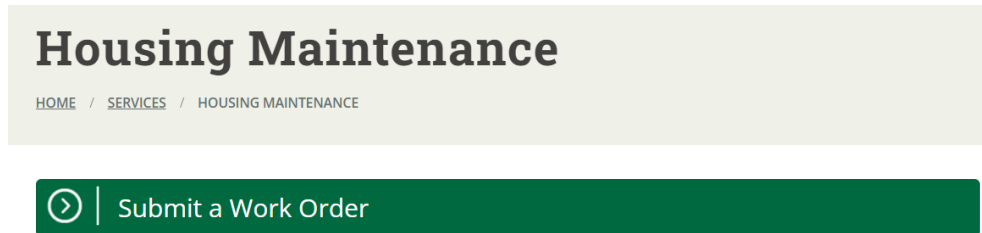


Submitting Maintenance and Housekeeping Requests Guide

Housing and Residence Life now uses the School Dude system to submit and track maintenance and housekeeping requests. Because these requests can only be entered using your GMU NetID and password, we recommend students submit their own requests, so they have all the up-to-date information on their requests.

1)The Request website is <https://facilities.gmu.edu/housing-maintenance>. Students should bookmark this page for use, but can also find it by going to google and searching “housing maintenance gmu”.



2)By clicking on “Submit a work order” Students will enter the School Dude Portal (by logging in with their NetID and Password).

3)Complete the required fields. Make sure that Zone 4 Housing and Dining is selected for the Location, “Corrective Maintenance” or “Housekeeping” is the purpose, and fill out the rest of the fields according to the building, room number and problem being reported.

☒ = Required Field

1. Click **Submit a Work Order** button and login

2. **Step 2**

- ☒ Location = Zone 4 – Housing and Dining
- ☒ Building = Select the Building
- Area = Select the Best Area
- ☒ Area/Room Number = Enter in as much information as possible, Unit Number, etc.

3. ☒ **Step 3**, select **General Maintenance** or **Housekeeping**

4. ☒ **Step 4**, describe the problem, issue, or need.

5. ☒ **Step 5**, select **Corrective Maintenance** or **Housekeeping**

6. Step 6 is optional, select date

7. Step 7 is optional, attach file

8. Click the **Submit** button

4) When you submit, if any fields are missing you will be required to enter them before the work order is submitted.

Important Notes:

Work orders can take between 24-72 hours to be completed.

If the work order is for emergencies, such as active flooding, broken glass, doors not working properly, or other such items, please submit the work order AND call to report to our 24 hour housing desks, so we can contact Maintenance or Housekeeping directly.