

Maintenance Connection Help

To get help on a particular topic, please click one of the following links below:

[Submit Service Request](#)

[Service Request Status](#)

[Service Request Status Detail](#)

[Submit Service Request](#)

[<return to top of page>](#)

To submit a request for service click on the Submit Service Request link on the left. Fill out the Submit Service Request form and click the Submit button at the bottom.



Clicking this button sends the information you specified for the request to the Maintenance Connection.

The Submit Service Request page has the following data elements:

Needed By: The Needed By field is the date in which you need the work for the request completed. A maintenance technician sees this as the Target Date and can adjust this after the request has been submitted.

Clicking the arrow on the drop-down control shows you the next 7 days. You may click the Select... option in the dropdown to bring up a calendar. The default Needed By date is tomorrow, and it is required that you specify a Needed By date.

Location / Asset: The Location / Asset ID field is the ID of the Location or Asset that you are requesting work for. This information is printed on the Work Order and allows a technician to quickly find which Asset to perform any necessary maintenance or repairs on.

There is no default Asset, and it is NOT required that you specify an Asset.

Location / Asset ID: The Location / Asset ID field is the ID of the Location or Asset that you are requesting work for. This information is printed on the Work Order and allows a technician to quickly find which Asset to perform any necessary maintenance or repairs on.

There is no default Asset, and it is NOT required that you specify an Asset.

Location for Service: The Location for Service field is the closest location or asset where the work for the request will be performed. This information is printed on the Work Order and allows a technician to quickly find where to go to perform any necessary maintenance or repairs.

You may put your physical address, office number, or area number in this field.

It is NOT required that you specify a Location for Service.

Problem: The Problem field refers to the problem surrounding the service request. This is used to allow a maintenance technician details of what needs to be serviced.

Clicking the arrow on the drop-down control shows you the different problems. If you have selected an Asset / Location, only the problems associated with this will appear in the Problem list. It is not required that you specify a Problem for this Service Request.

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.

It is required that you specify a Reason.

Service Request Status

[<return to top of page>](#)

To obtain status for a particular request or a history of all requests, click the Service Request Status link on the left. You will see a list of all your requests. Click on the request to see detail information for the selected request. You have the following options on this page:



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

Service Request Status Detail

[<return to top of page>](#)

The Service Request Status Detail page shows details for a particular request. You have the following options on this page:









Clicking this button returns to the Service Request Status page.



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

The Service Request Status Detail page has the following data elements:

- Request #:** The Request # refers to the # associated with the Work Request. This is a unique # given to the Request for tracking purposes. When speaking with a technician, it is a good idea to have this # 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
 -  Denied Request has been denied
 -  On-Hold Request is on-hold
 -  Canceled Request is canceled
 -  Closed Request is closed
- Authorization:** The Authorization field determines if approval is needed for this Request. If approval is needed, either the level of approval will be displayed (meaning the request has not been approved), or the word 'Approved' will be displayed (meaning the request has been approved).
- 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 field is the same as the Needed By field used when submitting requests. It is the target date in which work will be completed. A maintenance technician adjusts your Needed By date on the request and this becomes the Target Date for the work to 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 the Labor Report or work performed for the request.

Delete Request

Note: If the status of the Request is Requested, you have the ability to Delete the request by click the Delete Request button at the bottom of the Service Request Status Detail page.

[Close Window](#) [Print](#)