

SchoolDude Work Order Portal Instructions

Facilities Management customers now have the ability to submit their work requests electronically via our SchoolDude Customer Portal. Please use the link below to begin the automated work request submission process.

<https://www.myschoolbuilding.com/>

To begin, complete the appropriate information on the Login Screen. If you do not remember your password, click Forgot Password to request a temporary password. You will be required to set a new password when completing the log in process.

Please contact the Facilities Management office (450-1348) for assistance completing the process.

Hendrix College Facilities Management



[Hendrix College Home](#)
Got a problem? [Email us](#)

Current SchoolDude User? Login Here!

Email Password

[Forgot Password?](#)

Never Submitted a SchoolDude Request? Register Here! ▼

New users must first register in order to submit their requests: click "Register Here!" to open the registration form. Hendrix's account number is 211737843. When completing the form, you must use your Hendrix email address. You may choose a separate SchoolDude password or use your email password. Click the Register button at the bottom of the form to complete the process.

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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

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

You should now be at the "MySchoodBuilding" home screen. The work request form should be displayed with your user information displayed. Drop down lists are provided for your convenience to simplify data entry. Click the "chevron" at the right hand side of the field box to display the list. To choose an item from the list, drag your cursor down the list and left click your selection. Fields with the red checkmark are mandatory and must be filled in order to submit your request.

When choosing a location (Step 2) select one of the following: 1) College East; 2) College West; 3) College North; 4) College South; or 5) College Main. The other locations are for Facilities Management use only. After entering the building and area information, you will need to type the room number or description if no room number is assigned.

Work Request

Welcome to the Hendrix College Work Order System

We will be happy to accept your request for Facilities services using the following form. If you have any trouble using the system, or don't find what you need, please call us at 450-1348, or at 450-7711 after hours or on weekends. When prompted for password, type hendrix in lower case letters.

Step 1 Please be yourself, click [here](#) if you are not Skip Dir - Hartsell

First Name	Last Name	Email
<input type="text" value="Skip"/>	<input type="text" value="Dir - Hartsell"/>	<input type="text" value="hartsell@hendrix.edu"/>
Phone <input checked="" type="checkbox"/>	Pager	Mobile Phone
<input type="text" value="501-450-3823"/>	<input type="text"/>	<input type="text"/>

Step 2 **Location**

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

Area

Area/Room Number

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

Step 3 Select Problem Type:

Maintenance Help Desk:

Click [here](#) for Maintenance Emergency Contacts
Click on the problem type below that best describes your issue.

Maintenance Emergency

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

Contact Name	Contact Phone
After Hours / Weekends Public Safety	501 450-7711
Daytime - Sherry Cockrell	450-1348

Please select the appropriate craft (carpentry, plumbing, etc.) so that your work request can be routed to the proper technician. If this any emergency, please check the box below the craft field. When this box is checked, your request is highlighted in the system to alert Facilities Management when processing the work order.

When describing the problem or service being requested included sufficient details to aid the technician in locating and correcting the problem. For example, "The classroom temperature exceeds 80F degrees during afternoon classes." or "Hot water for the 2nd sink will not shut off."

If the requested action must be completed by a specific date, please indicate the date in the requested completion date box. If no requested date is provided Facilities Management will schedule the work based upon priority and technician schedules.

To submit your request, enter "Hendrix" in the submittal password field and click the "submit" button. Shortly after submitting your requests, you will receive a confirmation email that your request has been received. Please advise Facilities Management if you would like to receive additional work order status alerts.

Step 7 Submittal Password

[Forgot Password?](#)

Step 8

NOTE: You will receive the following notifications.
 You will be notified receipt of your request.
 You will be notified of request assignment to a technician.
 You will be notified if this request is completed.

The portal also provides additional information regarding any previously submitted work request. Additionally limited user information is also available.



Hendrix College Home
 Got a problem? [Email us](#)

[Maint Request](#) [My Requests](#) [Settings](#)

[Work Request](#)

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The My Request tab displays all previous work order requests in a searchable table format. Information may be sorted by clicking any of the fields in the blue header of the table. To sort all records by work order number, click the WOID field to display all record by sequential

Maint Request **My Requests** Settings

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My Requests Shortcuts Legend

My Maint Requests

Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the current assigned person name to send email and request changes on your request.

Search for " Show All

1 - 10 of total 159 listed

Status	Location	Action Taken	Complete
WOID	Building	Request Date	Date
Area	Description	Type	
Number			
Purpose			
Work In Progress 107119 Grounds	College Main Campus - no specific building Before Alumni weekend or certainly before Graduation >> Convert all Galloway lights to LED.	No Action Note 3/28/2017 Lighting (Outdoor)	
General Maintenance Closed Work Orders 106767 Restroom Maintenance Shop General Maintenance	College East Physical Plant Replace Lamps for Ceiling Fixture	No Action Note 3/15/2017 Lighting (Indoor)	3/16/2017

Request Totals
 299 Work In Progress
 93391 Closed Work Orders
 1 Parts on Order
 150 Duplicate Request
 1034 Void
 1 On Hold
 1 Open Extended
 2 Waiting Funding
 130 Deferred

number. Another helpful sort is by Status. This option groups works by status code, i.e., Work in Progress, Completed, Closed etc.

Another way to quickly find a specific work request is to use the search feature. Simply enter a date or text in the box and click the GO icon. A new table is displayed with all records containing your search criteria. For example, to view all orders associated with restroom, enter the search phrase in the search field. The search returns records that contain the criteria in any of the table fields.

My Maint Requests

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Search for " Show All

Search this results for: Show All

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WOID	Building	Request Date	
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General Maintenance Closed Work Orders 106767 Restroom Maintenance Shop General Maintenance Closed Work Orders 106718 Conference Room	College East Physical Plant Replace Lamps for Ceiling Fixture	No Action Note 3/15/2017 Lighting (Indoor)	3/16/2017
	College East Physical Plant PPlant conference room >> Meeting with Skip.	No Action Note 3/14/2017 Miscellaneous	3/14/2017

Search results may also be sorted using any of the header fields describe above.

Work order totals by various status codes are provided in the upper right hand corner of the screen. This information provides the requester with a snap shot of their work orders. To view records simply click the number for the desired category. Records are displayed in a table which may again be sorted or searched for specific information.

HENDRIX COLLEGE

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Request Totals

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- 93391 Closed Work Orders
- 1 Parts on Order
- 150 Duplicate Request
- 1034 Void
- 1 On Hold
- 1 Open Extended
- 2 Waiting Funding
- 130 Deferred

Please contact the Facilities Management office should you encounter a problem submitting your work requests. You may reach us at (501) 450-1348 or email facilities@hendrix.edu during normal business hours. Our office hours are 7:30 AM - 4:30 PM weekdays.