SUBMITTING WORK ORDER AND FACILITY USE REQUEST PROCEDURE
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SUBMITTING WORK ORDER PROCEDURE

All facility modifications, changes and or requests require a work order. Examples of facility modifications include and are not limited to electrical work, installation of shelving, speakers and or other equipment, removal and or hanging of whiteboards, etc. Essentially any change to the existing facility throughout the school district.

Administrator authorization is required prior to any changes to buildings, and or a district owned facility, and the work is only to be performed by maintenance, grounds, custodial staff unless otherwise directed by the Facilities Supervisor and or Assistant Superintendent for Business, Operations and Safety.

There are two types of work orders, Maintenance work orders, and Technology work orders. In addition, two types of requests and they are Facility use requests and Transportation vehicle requests.

Steps for processing a work order (and or usage request):

1. Employee proposes change(s) needed with request of a work order to the building Administrator.
2. The Administrator, or designee will approve or deny the request and will advise the secretary of their decision.
3. Only after receiving approval from the Administrator, or designee will then enter the work order request.

*Please note any requests submitted from persons other than an Administrator or designee will be denied.*
The following pages are instructional guides for submitting work orders in School Dude Work Orders (Maintenance, Facilities & Transportation), and BMC Track-It for Technology Work Orders.

SchoolDude is a multifunctional website for submitting work orders and facility use requests for the following departments: Transportation, Maintenance, Grounds, Custodial, Employee Facility Use, Transportation vehicle Requests, Surplus, and Archiving.

If you have a special request that requires assistance in submitting a work order, please contact the department directly for assistance.

- **SchoolDude**
  - **Maintenance Work Orders:**
    - John Christian
    - christianj@orting.wednet.edu
    - 360-893-2302 Ext. 230

- **Facility Use Requests:**
  - Mikayla Cailing
  - cailingm@orting.wednet.edu
  - 360-893-2246 Ext. 475

- **Transportation Vehicle Requests:**
  - Barb Woolery
  - wooleryb@orting.wednet.edu
  - 360-360-2302 Ext. 227

(For all special requests and or assistance in placing a vehicle use request, please contact Barbara Woolery, Transportation Supervisor)

- **BMC Track-It**
  - **Technology Work Orders:**
    - Technology Department
    - 360-893-6500 Ext. 230

(Please contact the Technology Department, if you cannot submit a request due to website restrictions)
Accessing the Websites to Submit the Work Order:

Go to www.ortingschools.org and select staff links, as shown below.

Then you will select the staff link for the appropriate work order you are submitting. BMC Track-It is for all Technology Work Orders and can be found on our website.

School Dude is for all Maintenance Work Orders and you will access it by accessing the following link:

https://login.myschoolbuilding.com/msb?acctNum=65961984&productID=MD
Submitting a Maintenance Work Order:

First, access the SchoolDude website at:

https://login.myschoolbuilding.com/msb?acctNum=65961984&productID=MD

, and create an account (Never Submitted a SchoolDude Request? Register Here!) in SchoolDude, if you do not already have one.

Log in and you will see the below screen.

Register as shown below with OSD Code – 65961984, and then click “Register”.

Never Submitted a SchoolDude Request? Register Here!  

Forgot Password?
Never Submitted a SchoolDude Request? Register Here!

Account Number
65961984

First Name Last Name
Holly Mortenson

Phone Number
3609935000

Email
mortensonh@ortling.wednet.edu

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

Confirm Password
******

Register

NOTE: Registration will be complete after you submit your first request.
New users are not saved until their first request has been submitted.
After you complete your registration, you will see the following screen.

Step 1 should auto-populate with your information, complete Steps 2 through 10, and click “Submit”. 
Please note you will receive the following notifications:

- You will be notified of receipt of your request
- You will be notified of the status changes to your request
- You will be notified if this request is completed
- You will be notified if this request is declined

Please note all requests will be completed in order of urgency, and as time allows. Please be patient, as these departments make every effort to respond to all requests in a timely fashion.

Please contact John Christian with any special requests, and or for assistance in processing a work order.
Submitting a Technology Work Order:

First, click on the “Follow Link” as shown above and create an account (Log in using your Windows account) in BMC Track-It, if you do not already have one.

Log in and you will see the below screen. From the home screen, you can Search for Solutions, Add a New work order, View My Work Orders and Manage My Profile.

Then you will click “Add a New Work Order” and the following screen will appear. You will then complete all of the fields with the following information, as requested:

- Summary
- Call Back Number
- Priority
- Type
- Subtype (if necessary)
- Category
- Note (Please be as specific as possible)
- File Name
- Room Number
- Device type
- School Name
- Computer Type

Please note all requests will be completed in order of urgency, and as time allows. Please be patient, Technology makes every effort to keep everyone in “working order”.
After completing all fields, click “Submit”.

You will get the following review of your work order submitted and the work order number, as shown below.
You will also receive an email confirmation for your work order.

---

Re: Work Order 32048

Dear Mortenson, Holly A.,

Work order number 32048, has been created for Work Order Test, on Friday, September 01, 2017 2:49:37 PM.

The Assigned Technician is, the Priority is Low and the Due Date is .

Work Order Type: Work Order
Summary: Work Order Test
Priority: Low
Requestor: Mortenson, Holly A.
Description: Friday, September 01, 2017 2:49:36 PM by ORTING!MortensonH test

Please contact the help desk if you have any questions.

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Click on this link to submit additional information related to this Work Order.
Click on this link to request an updated status for this Work Order.
Click on this link to request an updated status for all of your recent Work Orders.

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Lastly, you will receive an email when your work order has been completed.
Submitting a Staff Facility Use Request:

First, access the SchoolDude website at: https://login.myschoolbuilding.com/msb?acctNum=65961984&productID=MD, and create an account (Never Submitted a SchoolDude Request? Register Here!) in SchoolDude, if you do not already have one.

Log in and you will see the below screen.

Register as shown below with OSD Code – 65961984, and then click “Register”.

NOTE: Registration will be complete after you submit your first request. New users are not saved until their first request has been submitted.
After you complete your registration, you will see the following screen.

Click “Schedule Request”, you will then see the following screen.
Select the “schedule” type for the request. For this example, we will use “Irregular Schedule” for a single use request. Click your schedule preference, again for this example we will use “Single date”. After clicking your request frequency, you will see the following screen.

Your contact information should populate in the “Booked by” information fields. You will then complete all of the requested information marked by red check marks for the request. Please include the organization information, contact name and insurance information (if applicable).
In the Events portion of the page, you will indicate the facility requested, and check availability, as shown below.

If the facility is available during your requested date, and time you will continue with your request indicating your start and end times, and click save. Include “Number Attending” and “Other Needs” if necessary. Click save to complete your request.

Please note you will receive the following notifications:

- You will be notified of receipt of your request
- You will be notified of the status changes to your request
- You will be notified if this request is completed
- You will be notified if this request is declined

Please note all requests will be completed in order of urgency, and as time allows. Please be patient, as these departments make every effort to respond to all requests in a timely fashion.

If you need assistance and or have a special request, you cannot submit online, please contact Mikayla Cailing, Facility Coordinator at 360-893-2246 Ext. 475
Submitting a Vehicle Use Request:

First, access the SchoolDude website at:


Log in and you will see the below screen.

Register as shown below with OSD Code – 65961984, and then click “Register”.

NOTE: Registration will be complete after you submit your first request. New users are not saved until their first request has been submitted.
After you complete your registration, you will see the following screen. Click “Trip Request as shown below.

Step 1 “Booked By” should auto-populate with your information, complete the following steps:

- Booking Details
- Transportation Type
- Trip Contact
- Attendees
- Notes
- Security (submittal password)
Important reminders for your initial request:

- Please be as detailed as possible, with address of intended location and location name
- Specific number of attendees
- Please include any other information in the “Special Needs and/or Trip Requirements” relevant to the trip, that the Transportation supervisor should know about the trip and or request

Please note you will receive the following notifications:

- You will be notified of receipt of your request
- You will be notified of the status changes to your request
- You will be notified if this request is completed
- You will be notified if this request is declined
Please note all requests will be completed in order of urgency, and as time allows. Please be patient, as these departments make every effort to respond to all requests in a timely fashion.