

How to Submit a Work Order

Facilities Operations uses the web-based work order management system SchoolDude.

Please submit ALL work order requests online at www.mvschoolbuilding.com.

If you are having trouble as an existing user, or you are a new user that has never submitted an online request, please click [here](#) for assistance.

When prompted, please enter account number 67353486.

Please use the submittal password

workorder

Emergency Work Orders: Check the box that says *Maintenance Emergency* when filing your [work order requests online](#). You can call the office at 440-775-8445 to follow up on your work order after submitting it online, or send an email to facilops@oberlin.edu. **If you are experiencing an emergency and it is outside the regular hours of 8:00am–4:30pm please contact the Office of Safety and Security at 440-775-8444.** Remember to please be as specific as possible when reporting an issue.

Event Set-Ups: Set ups are done by Transportation and include requests for tables, chairs, podiums, etc. for departmental events, student union activities, special speakers, concerts, open houses, etc. Please [submit](#) these through SchoolDude also.

Please remember to include a **set up date and time as well as a tear down date and time**. A **departmental FOAP number** is also mandatory for these types of work requests. These should be noted in “Step 4 – Please describe your problem or request.”

For the [MaintenanceDirect Requestor Guide](#) for SchoolDude Requestors, please click [here](#).

Please see the next section for tips on submitting a good request that will not be declined, allowing us to provide fast, efficient service.

Writing a Good Work Order Request

Please see examples on the following page of below of **good work order requests** VS. requests that will be **declined** due to lack of necessary information.

DECLINED:

- Service dish machine.

TRY THIS INSTEAD!

- Hobart dish machine (OC# 0689) leaking from right side door onto floor. Rinse cycle of washing lasts very short period of time and is not at adequate temperature for wash cycle (only getting up to 112 degrees when supposed to be minimum 180 degrees).

DECLINED:

- Pick up box and deliver to mail room.

TRY THIS INSTEAD!

- Time sensitive: please pick up a box in our office and deliver it to the mail room - UPS will be picking up on Monday 12/12. I'll put a sign on it so it's clear what it is if I'm not here. USE FOAP 10010-0000-xxxx-00.

DECLINED:

- I need a table and some chairs at the Science Center.

TRY THIS INSTEAD!

- SET UP (date / time): 12/17 by 11am
- STRIKE (take down date / time): Pick the tables & chairs up after 1pm same day.
- EVENT: Selling tickets for the Fat Baby and the Girls concert
- SET UP (date / time):
- FOAP: 10010-0000-xxxx-00
- Directions: Deliver (1) 8ft table, (4) chairs to the Science Center Commons.

DECLINED:

- I need to rent a car for a conference on Monday, December 12th.

TRY THIS INSTEAD!

- Type of vehicle: Intermediate
- Date and time of departure: 7:30 am Monday, December 12
- Date and time of return: 5:30 pm, Monday, December 12
- FINAL DESTINATION CITY/STATE: Westerville, OH
- First and Last Name of **MVR approved driver/s**: John Doe
- Department and phone number: Facilities Operations, 58445
- FOAP : 10010-0000-xxxx-00

DECLINED:

- My bike lock needs to be cut off.

TRY THIS INSTEAD!

- I lost the key to my bike lock and need the lock cut off. 1991 Miyata road bike with a white seat and black handlebar tape. Located outside Mudd main entrance. I am available to claim the bike after 2:30pm or anytime on Saturday. My name is Jane Doe; my cell number is 555-555-1234.

[Click here to submit a WORK ORDER now.](#)