USC Sumter

Quick Step Guide for MaintenanceDirect Requesters

How to Register/Log in

1) Open your Internet Browser (Internet Explorer, Firefox, etc). Type the following into the web address bar: www.myschoolbuilding.com. Press the Enter key or click on **Go**. Enter the account number **445183691** then click on **Submit Organization**. Or you can use the following link to access the login page:

   https://www.myschoolbuilding.com/myschoolbuilding/mygateway.asp?acctnum=445183691

   HELPFUL INFORMATION: **You can create a shortcut to your desktop, find a blank area on this screen and right click on your mouse. You will have the option to create a shortcut or add to your favorites. Creating a shortcut will add an icon to your desktop. You can double click it the next time you want to sign in.**

2) You will be prompted to enter your email address then click **Submit**. **If you have been to this website before and have entered a schedule request into the system, you are already registered as a user. Enter your email address then proceed to page 2, "How to Submit a request".**

   > Welcome! To begin, please enter your email address below.
   >
   > **Email Address** requester@dude.nett
   >
   > [Submit]

3) If you are a new user, the system will not recognize you right away. Enter your last name to proceed with the registration process. Click **Submit** to continue.

   > **Email Address** requester@dude.nett
   >
   > **We cannot find the indicated email address.**
   >
   > **Please either correct the email address or enter your last name below if you are a new requester.**
   >
   > **Last Name** Smith
   >
   > [Submit]

4) Enter your first name then click **Submit**. The Phone, Cell Number, and Pager fields are optional; however you may be required to enter your phone number on the next page.
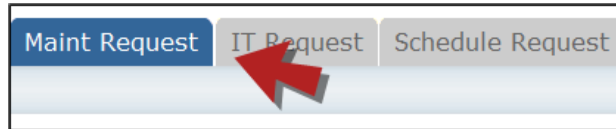
   > **First Name** ✓   **Last Name** ✓
   > Requester   Smith
   >
   > **Email Address** ✓
   > requester@dude.nett
   >
   > Phone Number   Pager
   >
   > Cellular Phone
   >
   > [Submit]

How to Submit a Request

- Make sure you are on the **Maint Request** tab at the top of the screen.

NOTE: ANY FIELD MARKED WITH ☑ IS A REQUIRED FIELD

☑**Step 1:** This will be filled in with your contact information according to how it was entered upon registration.

☑**Step 2:** Click on the drop down menu next to **Location** and make your selection. This will indicate where the work will be preformed.

- Follow the same steps for **Building** and **Area** (*if selections are available).
- Be sure to type in your **Area/Room Number**.

☑**Step 3:** Select the icon that best describes the request/issue you are reporting.

☑ **Step 4:** Type in your description of the problem.

Step 4 **Please describe your problem or request.** ☑

> Can you please fix my light?

Optional steps that may appear on your page: (Some may be **required**)

Step 5: Click the **Attach New File** link to attach a photo or document detailing the issue

☑ *Step 6:* Type in the **Submittal Password** of: **sumter**

☑ *Step 7:* Click the **Submit** button.

Step 5 **Attachment**
Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

Step 6 **Submittal Password** ☑

Forgot Password?

Step 7 Submit

- Please Continue to the Next Page for Helpful Tips –

My Requests Tab

You can view any requests that you have entered into the system by clicking on the **My Requests** tab. Hover your mouse over the **Shortcuts** link and click on **My Maint Requests**. You will see a listing of any request that you have entered into the system. You are also able to print out a listing of your requests by clicking on the printer icon.

On this screen you will see up-to-date information on your request including:
- Status
- Work Order number for referencing.
- The date you requested the work.
- Any **Action Taken** notes added by the technician of the progress of the work order.
- A **Completion Date** once the work has been completed.

TIPS:
- In the **Request Totals section** (on the right hand side of the screen) you can click on the number next to the status description to see all request marked with that status.
- You can search for any work order request by typing in a keyword in the box next to **Search this results for** then click on **GO.** This will pull up any of your requests according to the keyword that you searched for. (Example: If you type in "Keys", it would have pulled up any request dealing with keys).
- Click on the **Work Request** Tab to input a new request.

Need Help?

There are several ways to get help for any questions that you may have. Click on the **Help** link located in the upper right hand corner of your screen.
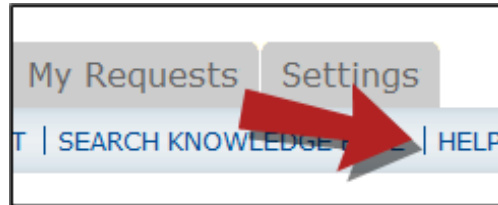
Once you click on Help link, you will see a screen which will list a few help options. If included, you will see a listing of local phone numbers that can be used to contact someone within your organization. Additionally, you will see a link to download the MaintenanceDirect Requester Manual as well as being able to access the Online Help page.
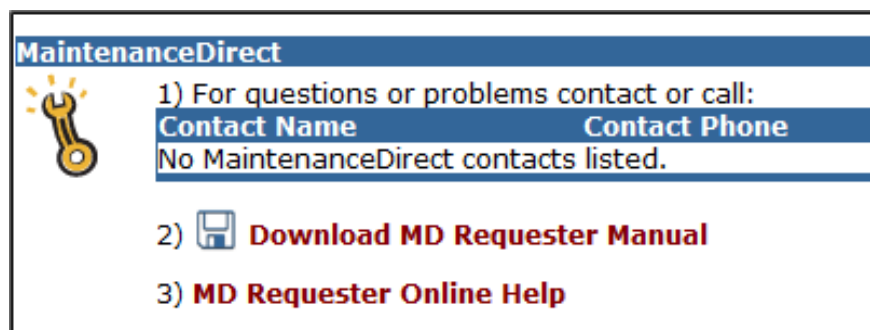
If you select the **MD Requester Online Help** option you can click on the links under the **Table of Contents** heading. These headings will explain further how to navigate through the MySchoolBuilding.com page. In the **User Guides** section you will find an interactive help movie which will walk you through the steps of entering in a new request.