

FACILITIES HELPDESK: GETTING STARTED

FREQUENTLY ASKED QUESTIONS

- **How do I log into the Facilities Helpdesk? This is my first time doing so.**
- **I can't log into the system. What if the system won't log me on?**
- **What do I do if I'm having trouble using the Facilities Helpdesk?**
- **How do I fill out a Work Request Form?**
- **How can I keep track of requests I've submitted?**
- **What does "Work Order Status" mean to me?**

Q: How do I log into the Facilities Helpdesk? This is my first time doing so.

A: To log into Facilities Helpdesk –

1. Click on the Facilities icon on your desktop.
2. Enter your work email into the field and click Submit.

Welcome to MySchoolBuilding - Microsoft Internet Explorer provided by Essex County College

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Stop

Address http://www.myschoolbuilding.com/myschoolbuilding/msbdefault_email.asp?frompage=myrequest.asp

Essex County College
Facilities Management & Planning Department

Got a problem? [Email us](#)

Welcome! To begin, please enter your email address below.

Email Address

3. Depending on your browser settings, you may be asked to confirm your name and email address. You'll also be able to fill in other contact information if you wish. Click YES.

Welcome to MySchoolBuilding - Microsoft Internet Explorer provided by Essex County College

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Stop

Address <http://www.myschoolbuilding.com/myschoolbuilding/msbdefault.asp?acctnum=366011584>

Essex County College
Facilities Management & Planning Department

Got a problem? [Email us](#)

Welcome ECC User!

First Name Last Name

Email Address

Phone Number Pager

Cellular Phone

Are you ECC User? YES NO

Note: When cookies are enabled on your browser, the site remembers you the next time you fill a request from the same computer.

FACILITIES HELPDESK: GETTING STARTED

4. You will be taken to the Facilities Helpdesk main page (under the **Maint Request** tab) and the Facilities Management & Planning Department Work Request Form.

The screenshot shows a web browser window titled "Welcome to MySchoolBuilding - Microsoft Internet Explorer provided by Essex County College". The address bar shows "http://www.myschoolbuilding.com/myschoolbuilding/myrequest.asp". The page header includes "Essex County College" and "Facilities Management & Planning Department". There are navigation tabs for "Maint Request", "My Requests", "Settings", and "Help". The main content area is titled "Facilities Management & Planning Department WORK REQUEST FORM" and includes a thank you message and a note: "Note: Requests made online receive priority over those made on paper and by phone." Below this is a legend: "Indicates required information." and a "Step 1" instruction: "Please be yourself, click here if you are not ECC User". The form fields are: First Name (ECC), Last Name (User), Email (eccuser@yahoo.com), Phone (973-877-3000), Pager, Cellular Phone, and Step 2 Location. Checkmarks are present next to the Phone, Location, and the legend text.

Q: I can't log into the system. What if the system won't log me on?

A: If you are unable to log into the system, please send an email to facilities@essex.edu with the subject line – login. You will be contacted when the issue is resolved.

Q: What do I do if I'm having trouble using the Facilities Helpdesk?

A: Please send an email to facilities@essex.edu with your issue. Don't be discouraged! Once you get the hang of it, you'll see that the Facilities Helpdesk will help you out tremendously with your facilities service needs.

Q: How do I fill out a Work Request Form?

A: To fill out a Work Request Form –

1. Log onto the Facilities Helpdesk. The form is on the main page (i.e. **Maint Request** tab)
2. Follow the steps on the form. Here are some useful tips –
 - Step 1 - A phone number where we can reach you is required.
 - Step 2 – Your location and area/room number are required.
 - Location and area/room number denote where the problem is
 - If area/room number is not explicit, give as much detail as you can (e.g. C400 3rd cubicle to the left)
 - Step 3 – Click on the actual icon, not word description. It turns into an OK.
 - Step 4 – Give as much detail about the request as possible.
 - Step 5 – Optional. Time Available is when the request can be serviced.

FACILITIES HELPDESK: GETTING STARTED

- Step 6 – Optional. Use this for Event Set-ups and Special Projects. Click the calendar icon next to the date field to choose a date.
 - Step 7 – Optional. Word, excel, and attachments accepted.
 - Step 8 – Required. The password will change periodically and you’ll be alerted.
3. Click Submit.
4. You will then be taken to the My Requests page, which will show the request you just made and other previous ones.

Q: How can I keep track of requests I’ve submitted?

A: To look at all the work requests you’ve made, go to the **My Requests** page by clicking on the tab at the top of the Home Page. It should look something like this, depending on the number of requests you’ve submitted so far:

Essex County College
Facilities Management & Planning Department

Got a problem? Email us

Main Request My Requests Settings Help

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 "

Search this results for: GO Show All

1 - 10 of total 25 listed

Request Totals
14 New Request
9 Work In Progress
1 Complete
1 Declined

Status	WOID	Area	Area Number	Location	Description	Action Taken	Request Date	Type	Complete Date
New Request	129	Classroom	1234	2nd Floor	I spilled paint on the carpet and it needs to be cleaned. I picked up most of the spill with paper towel but need some type	No Action Note	6/14/2007	Carpet Cleaning	

- Each request you make will be added to this list, where you can check its current status, the date you submitted it, and any Action notes that have been made.
- You can print your requests using the Print icons (located at the top-right of the request list and at the bottom left-hand order of the page).
- To search your requests, enter a key term in the **Search** field, located just above your request list, then click **Go**. To show all requests (after searching for work orders), click on the **Show All** link and navigate through them using the Next/Previous arrows.
- To view only requests of a certain status, click on the number next to the status under the “Request Totals” section (near the top, right-hand corner).

Q. What does “Work Order Status” mean to me?

A: On the **My Requests** page, each work order you submit will have a work order status. Here’s a breakdown of the work order statuses you’ll see:

- **New Request:** All work orders initially are set to new request. Generally, “new request” means they have not yet been assigned to someone for the work to be completed.

FACILITIES HELPDESK: GETTING STARTED

- **Work in Progress:** Any work order assigned or scheduled to be completed would be considered as work in progress.
- **Complete:** A complete status signifies that all the actual work has been done.
- **Closed Work Order:** Once all transactions and notes are added to a work order, you would close it. Once a work order is closed, you cannot add any more transactions.
- **Declined:** The declined status defines any work orders that will not be done.
- **Parts on Order:** This defines any work order waiting for parts before continuing.
- **Duplicate Request:** Any work order entered twice or previously requested.
- **On Hold:** Work placed on hold for any reason besides waiting on parts would have this status.
- **Waiting for Information:** If more information is needed from the requester or another person before continuing with the work order.