

SCHOOLDUDE WORK ORDER PROCEDURE

1. Pull up UCPS website home page
2. Go to Departments
3. Select Facilities
4. Look on the left side quick links where you will see "School Dude".
5. A page will come up that says Current User? Login Here!
 - a) Never logged in – email Danny McManus danny.mcmanus@ucps.k12.nc.us for account code and submittal password
 - b) New User – select drop down arrow next to Register Here
 - c) Fill out form using account code provided
6. Enter your UCPS email and your SchoolDude password.
7. Click on sign in
8. When the page comes up check the tab at the top to make sure it says Maint Request
9. Check Step 1 to make sure it's correct
10. Check Step 2 to make sure your location is correct. Also, add your room number or the location of the problem
11. Leave the box in Step #2 unchecked! (Do not check the box that says "Yes, remember my area entries for my next request entry.")
12. Step 3 - click on the icon that best describes what your problem is and select the box for emergency if needed
13. Step 4 - in detail, please describe your problem.
 - a) *Keep crafts separate – you can put more than one electrical item on a work order, but make sure that you put only electrical on that work ticket. If you need carpentry repairs, do another work order for the carpentry issues.*
 - b) *Who - if this involves people, who do I need to see for more details.*
 - c) *What - What priority? Tell me what is wrong or broken, more detail is better*
 - d) *Where - where is the problem at? This needs to include building/area/location and room number.*
 - e) *When - when did problem start, if relevant? Ongoing?*
 - f) *How - It's supposed to move and doesn't or it's not supposed to move and it does.*

"Broken window, send help" is not a good example.

Example #1 – Classroom 27 has a window that is broken out completely. This is an outside window and the school is unsecure.

Example #2 – A window on the green hallway is broken. This is an inside window and the school is secure for the night.

14. **Step 5 - select Purpose** – General Maintenance will be selected 99% of the time. If this is a BGM then please select Building and Grounds Modification here.
15. **Step 6 - Requested completion date, if applicable**
16. **Step 7 - enter the supplied password to submit your work order.**
17. **Step 8 - Click Submit**

Click [here](#) for a short tutorial on entering work orders.