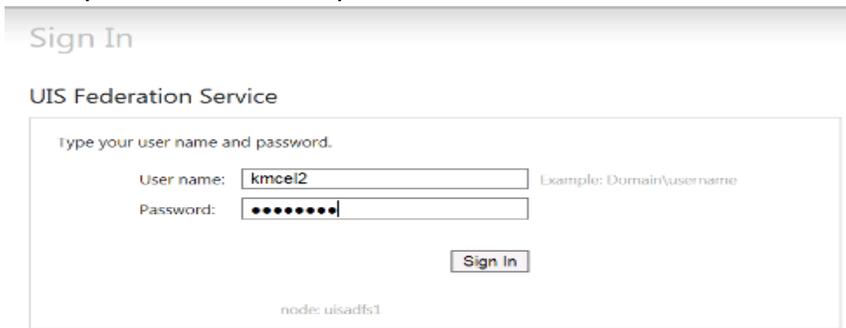Generating a New Work Order:

Not all items inside your residency will be handled by one person during a single visit. Plumbers do not handle electrical work and carpenters do not handle plumbing issues. Please submit individual work orders for each maintenance request you may have.

1. Go to http://go.uis.edu/schooldude
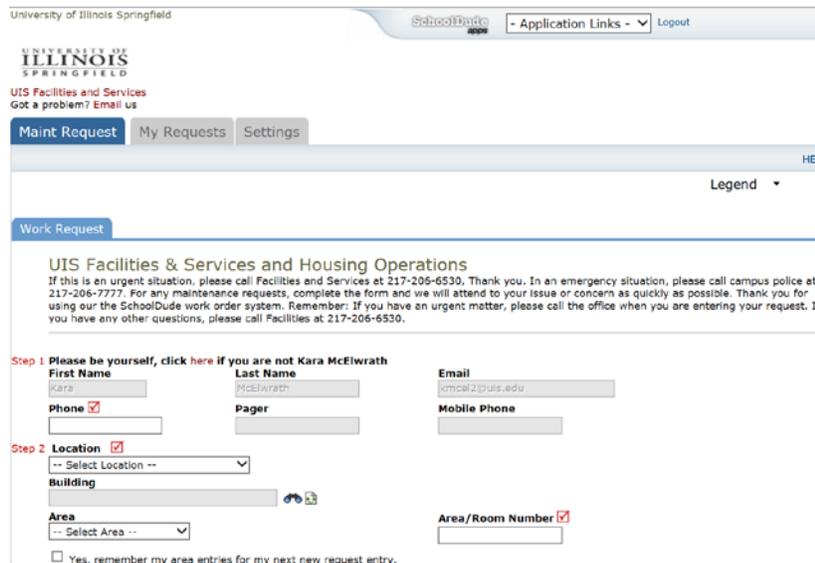2. Enter your UIS NetID and password

3. Complete the request form (red checkmarks indicate a required field)

Step 1 Enter your Personal Information in the provided fields

    a. First Name
    b. Last Name
    c. Email
    d. Phone Number

Step 2 Enter the location information in the provided fields

    a.   Select your location: i.e. Bluebell, Larkspur, Clover etc.

    b.   Click on the binoculars icon next to the word Building and select your room/apartment/townhouse number. i.e.   Bluebell 141/Founders 127.

    c.   Area: Use the dropdown menu to select the area the problem is located in. i.e. Bedroom/Bathroom/Kitchen, etc.

    d.   In the Area/Room Number Box type the specific room

        1.   For Bedroom, type in your bedroom letter: A,B,C,D for residence halls us the letter A

        2.   For bathroom, type the corresponding number for your bathroom

            a.   Townhomes: Downstairs 1/Upstairs 2

            b.   Apartments: Nearest A/B bedrooms 1; Nearest the C/D bedrooms 2

            c.   Residents Halls: 1

        3.   For all other spaces including residence hall rooms type in NA

Step 3 Select the problem type that best describes the issue

    a. Using the drop down menu select General Maintenance

Step 4 Please describe your problem or request

    a. Using the text box describe the problem or maintenance concern

    b. When you submit a work order, simply describe the problem as accurately as possible. It is important you provide accurate details so facilities staff will know how to respond. Some examples of how to describe a problem are listed below:

        "Commode in upstairs bathroom is not flushing when you use the handle. Handle appears to be broken."

        "Front door deadbolt lock is not working properly. I cannot lock the door from the outside."

        "Kitchen light above the stove appears to be burnt out"

Step 5 Time Available

    a. Maintenance Staff are available on campus between 8:30AM-4:00PM. Submitting a time available does not guarantee staff will be in your unit to complete work during that time.

Step 6 Requested Completion Date

    a. Work Orders are prioritized based on the urgency of the situation. Some items will require a greater amount of attention, thus taking more time. Submitting a completion date does not guarantee staff will be able to accommodate your completion date request.

Step 7 Attachment

    a. You may submit a photo of the damage if you wish to do so

Step 8 Click the 'Submit' button

Step 2 **Location** ☑
    -- Select Location -- ▾

Building
    [_____] 🔍 📑

Area
    -- Select Area -- ▾

Area/Room Number ☑
    [_____]

☐ Yes, remember my area entries for my next new request entry.

Step 3 **Select Problem Type:** ☑

🏃 **Maintenance Help Desk:**

Click here for Maintenance Emergency Contacts
Click on the problem type below that best describes your issue.
-- Select Craft -- ▾

Maintenance Emergency
☐ Check here if this is an emergency or call any of the emergency contacts below.

Contact Name	Contact Phone
Campus Police Department	217-206-7777
Nights & Weekends -Call Campus Police	217-206-6690

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

[_____]

Step 5 **Time Available for Maintenance**

[_____]

Step 6 **Requested Completion Date**

[_____] 📅

(A valid date is required. Text is not accepted, but you may leave it blank. Click here for assistance in date entry.)

Step 7 **Attachment**
Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

Step 8 [Submit]