



Facilities Superbia

TOWN OF HANOVER FACILITIES DEPARTMENT

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Facilities Engineering Mgr.*

DIRECTIONS FOR REQUESTERS USING MAINTENANCE DIRECT PROGRAM

Hello: This is to introduce you to the Facilities Department's work order request system. The Facilities Department is one of the 6 town departments under Town Manager Troy Clarkson and it's our job to provide professional maintenance & custodial services and maintain your buildings to the highest standards that we can attain.

Any employee of the Town of Hanover can use the Schooldude Maintenance Direct program to submit routine maintenance and custodial requests to my department (emergency and urgent needs should be handled directly by phone call). Follow the directions below to register yourself into the program and then submit requests as needed. (Note that after you submit each request, the program's routing process will route it to your school principal for a quick review and endorsement before it is forwarded automatically to the Facilities Department.)

DIRECTIONS

After you select the Maintenance Direct link you will see a preliminary login screen.

- Only your name and email address are required. Entering your phone number will help us if we need to contact you for clarification on your request.
- If the screen asks for our organization account number, enter account number: **943875922**.
- Hit Enter to go to the Request screen. Congratulations you are now a "Requester".

The Work Order Request screen should now appear (much of this information will be saved the next time you log in.)

Step 1: Identify yourself - only checked boxes are required (this information will be saved for your future logins.)

Step 2: Location: In the dropdown, select your school or building (again, this is saved for next logins).

"Area" box is optional.

"Area/Room Number" box, just type in a descriptive name for your room or other location of the problem.

Step 3: Problem Type: Click on one of the icons (Custodial or General Maintenance are typical; we can modify it).

Step 4: Clearly describe the problem.

Step 5: Optional

Step 6: Password: **hanover**

Step 7: hit Submit (That's it. See note below about bookmarking the web site for future logins.) Close the window.

NOTES:

1. Prior to logging out you may want to bookmark the web page; then you can return directly to the page using your browser at any time. All you need is the password (above) to enter future Requests.
 - a. Instead of using the link on the HPS web site this page can be accessed directly by entering myschoolbuilding.com on your web browser and then following the directions above.
2. To see any status changes or pertinent information regarding any of your requests, select the My Requests tab above the work order form and you will see all of the work requests that you have submitted.

I hope from time to time you will remember our custodians and maintenance staff and let them know individually that you appreciate their service.

Very best,

Bob Murray
Facilities Engineering Manager