

# How to Create a Work Order

You can create work orders for maintenance, HVAC, custodial, grounds, pest control, and event setup through the SchoolDude work order system.

You can get to the work order system 2 ways:

1. Go to the Home tab on MyDrury and select “Facilities Schedules and Services” on the left, then “Work Order Request” on the right.

The screenshot shows the MyDrury website interface. At the top, there is a dark red header with the "my DRURY" logo. Below the header, there are two tabs: "Home" and "Help". The main content area is divided into three columns. The left column contains a navigation menu with items like "Home", "Campus Directory", "Online Payments", "Course Search", "Facilities Schedules and Services", "Job Opportunities", "Feedback", and "Campus Conduct Hotline". A red arrow points to "Facilities Schedules and Services". Below the navigation menu is a "Quick Links" section with items like "Course Search", "Email", "Community Standards for Students", and "Confidential Web Tip Form". The middle column is titled "Facility Schedules and Services" and contains a search bar and a "Course Facilities Search" link. The right column is titled "Bookmarks" and contains a "View all bookmarks" link and a "Links" section with items like "Facilities Services", "Central Supply Order Form", "Central Supply Catalog", "How to submit a work order to Facilities", and "Work Order Request". A red arrow points to the "Work Order Request" link.


OR

2. Go to [www.drury.edu/facilities/](http://www.drury.edu/facilities/) and select the “Submit A Work Order” button.

The screenshot shows the "Facilities Services" page on the Drury University website. The page has a dark header with the text "Home > Life at Drury > Facilities Services" and "Facilities Services". Below the header, there is a sidebar on the left with four items: "Work Orders", "Room Reservations", "Projects & Policies", and "Grounds", each with a red plus sign icon. The main content area is titled "About Facilities Services" and features a red button labeled "Submit A Work Order". Below the button, there is a paragraph of text: "Facilities Services is a customer service-based department that supports Drury University's mission of a student-centered, personalized education by maintaining a physical environment conducive to quality learning. We're committed to providing a supportive, comfortable, and sustainable environment for students, staff, faculty, and guests." At the bottom of the page, there is a line of text: "If you have a Facilities-related question or concern, please feel free to contact us."

Either of these methods will take you to the SchoolDude login screen.

Once you reach the login screen, you will sign in using your Drury email and SchoolDude password.

Drury University  
  
Drury University Facilities Services  
Got a problem? [Email us](#)

**Current SchoolDude User? Login Here!**

Email  Password

[Forgot Password?](#)

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**Never Submitted a SchoolDude Request? Register Here!** ▼

If you have never created a SchoolDude account or placed a work order, you will need to select “Never Submitted a SchoolDude Request? Register Here!” and fill out the form to register using your Drury email address and a password of your choosing. **NOTE: This password is not tied to your MyDrury account.**

**Never Submitted a SchoolDude Request? Register Here!** ▲

Account Number

First Name  Last Name

Phone Number

Email

New Password  
  
Passwords are case sensitive and must be at least six characters long.

Confirm Password

NOTE: Registration will be complete after you submit your first request.  
New users are not saved until their first request has been submitted.

Once you register, you will have to submit a work order to finalize your registration. **If you leave without submitting a work order, you will have to create your account again.**

If you try to register and get an error message that says “The email indicated is already registered. Please log in with email and password.” it is possible that the Facilities office has previously placed a work order under your name and email address (usually because you have called or emailed us). You can select “Forgot Password?” to reset your password.

After you log in, you will be taken to the Work Request form.

### Work Request

## Facilities Services Work Order Requests

**YOU WILL BE ASKED FOR A PASSWORD IN ORDER TO SUBMIT THE WORK ORDER, AND THAT PASSWORD IS "panthers"** Thank you for using our internet service to submit work requests. This service helps us to promptly attend to your issues and concerns. Please complete this request form.

**Step 1 Please be yourself, click here if you are not Bethany Dixon**

**First Name**  **Last Name**  **Email**

**Phone**  **Pager**  **Mobile Phone**


**Step 2 Location**






























**Building**

**Area**  **Area/Room Number**

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

**Step 3 Select Problem Type:**

 **Maintenance Help Desk:** Click on the problem type below that best describes your issue.

 Appliance Repair	 Carpentry	 Ceilings	 Custodial
 Doors and Hardware	 Electrical	 Elevators	 Event Setup
 Fire Alarm System	 Flooring	 Grounds	 Heating/Ventilation /Air Conditioning
 Ice Machine Service	 Inspections	 <b>OK</b> Key and Lock	 Lighting
 Mechanical	 ? Miscellaneous	 Moving	 Painting
 Pest Control	 Plumbing	 Shades/Blinds	 Sidewalk/Walkway
 Smoke Detector	 Washer/Dryer	 Water Leaks	 Welding
 Windows			

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

Fill out as many fields in the work order as you can:

1. Make sure your contact information is correct.
2. Fill out your location with as much detail as possible. NOTE: Many housing locations will allow you to select your apartment under "Building".
3. Select the problem type (pest control, lighting, appliance repair, etc.)
4. Describe the problem with as much detail as possible.
5. You will be required to enter a submittal password. **That password is "panthers" for everyone on campus.**

Once your work order has been submitted, you will be taken to a screen that shows all your current and past work orders. You can view the status of the work order and any actions taken. You can also view this page by selecting the “My Requests” tab.

My Maint Requests

**Your request has been successfully submitted.**  
 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 76 listed ◀ Previous 10 Next 10 ▶

<input type="checkbox"/> Status	<input type="checkbox"/> Location	<input type="checkbox"/> Action Taken	<input type="checkbox"/> Complete Date
<input type="checkbox"/> WOID	<input type="checkbox"/> Building	<input type="checkbox"/> Assigned To	
<input type="checkbox"/> Area	<input type="checkbox"/> Description	<input type="checkbox"/> Request Date	
<input type="checkbox"/> Area Number		<input type="checkbox"/> Type	
New Request 53854	Facilities Services The lock on the front office door is sticking.	No Action Note Long, Jason 5/14/2019 Key and Lock	
Front Office			
Closed Work Orders 53403 Restroom (Women)	Facilities Services Please tighten the toilet seat in the women's restroom. Thanks!	<b>Secured seat</b> Frakes, Jack 4/17/2019 Plumbing	4/18/2019 12:06:47 PM

You will get an email when your work order is received and another email when your work order is completed. You can sign up for additional emails or change your contact information under the “Settings” tab.

If you have an emergency work order, like an active water leak or overflowing toilet, please also contact the Facilities office directly in addition to placing a work order. If you have an emergency after hours, please contact Security at 873-7400.

If you need to make any changes to your work order or update it with new information, please contact the Facilities office.

Questions? Contact Facilities at 873-7219 or [facilities@drury.edu](mailto:facilities@drury.edu).