The Villages Work Orders

**\*Work Order requests are for the Villages ONLY. If you live in Shenks or Reighard, please see your front desk staff to submit a work order\***

# Creating a Work Order

1. Log into your MyHousing portal by logging into your MAX account
2. To submit a work order click **“More Tasks”** on the top navigation menu, then click **“Work Orders”**



1. Your current room will auto-fill. If there is a problem with this feature, contact your hall staff
2. Under **“Submit a New Maintenance Request”** heading, click the drop down box to select the type of category for the problem you are reporting
	1. **Plumbing:** Any sink, toilet, shower, water issue within your room
	2. **Heating/Cooling:** Any heating or cooling issues with your room
	3. **Electrical:** Outlets, lights, switches that are broken in your room
	4. **Structural:** Broken shower racks, toilet paper holders or broken furniture in your room
	5. **Pest Control:** If you notice a significant amount of bugs in your room



1. Type in a **Problem Title** and **Problem Description**. Be brief but clear with your **Problem Title**. Be sure to explain exactly what is happening and where in the Problem Description. *The more details you can give, the easier it will be for our Facilities staff to find and correct the issue.* When done, click **“Submit”**
2. Your work order has been submitted. You will notice that the work order you just opened will be at the top of the screen under the heading **“Maintenance Requests”**



1. Facilities staff members will enter your room and fix the issue within **48-72 hours.** *You do not need to be present in your room when they arrive.* Facilities does not enter student rooms until after **9am**