

Maintenance Order HOW-TO-GUIDE

STEP 1.

Log in to the Housing Portal and click on **"Room Maintenance"** at the top of the page. Read the maintenance page information and then click **"New Job."**

The screenshot shows the top navigation bar with 'Room Maintenance' selected. Below the header, there is a 'Maintenance' section with a welcome message and contact information for Kennesaw and Marietta campuses. At the bottom, there is a 'Job Type' dropdown menu and a 'NEW JOB' button highlighted with a red box.

STEP 2.

Tell us where the issue is located. **"My Room"** is your individual bedroom. **"Shared Rooms"** is the common area, kitchen area, bathroom, laundry room, etc.

The screenshot shows the 'Maintenance Job Detail' page. Under the 'Room' section, the 'Room Category' dropdown menu is open, and 'My Room' is selected. Below this, there is a table with columns for 'Actions', 'Room Description', 'Room Space', and 'Room Type'. A 'SELECT ROOM' button is visible in the 'Actions' column.

STEP 3.

Select the category for the issue.

The screenshot shows the 'Status' section. The 'Date Reported' is 10/11/2023 14:52. The 'General' category is selected in the dropdown menu. Below the category dropdown, there is a list of items to choose from, including 'Appliances', 'Building Exterior', 'Doors and Locks', 'Electrical and Lighting', 'Flooring', 'General', 'Heating and Cooling', 'Plumbing and bath', 'Recreational', and 'Safety Equipment'.

STEP 4.

Select the item within the category that best describes the issue.

The screenshot shows the 'Status' section. The 'Date Reported' is 10/11/2023 14:52. The 'Electrical and Lighting' category is selected. The 'Item' dropdown menu is open, and 'Ceiling Fan' is selected. Below the item dropdown, there is a list of items to choose from, including 'Ceiling Fan', 'Electrical Outlet', 'Exterior Lighting', 'Interior Lighting', 'Switch', and 'Misc. Electrical'.

STEP 5.

Include a brief but detailed description of what's happening. Please refrain from explaining how the issue occurred. Then, click **"Save Job"** at the bottom of the page.

The screenshot shows the 'Status' section. The 'Date Reported' is 10/11/2023 14:52. The 'General' category is selected. The 'SAVE JOB' button is highlighted with a red box.