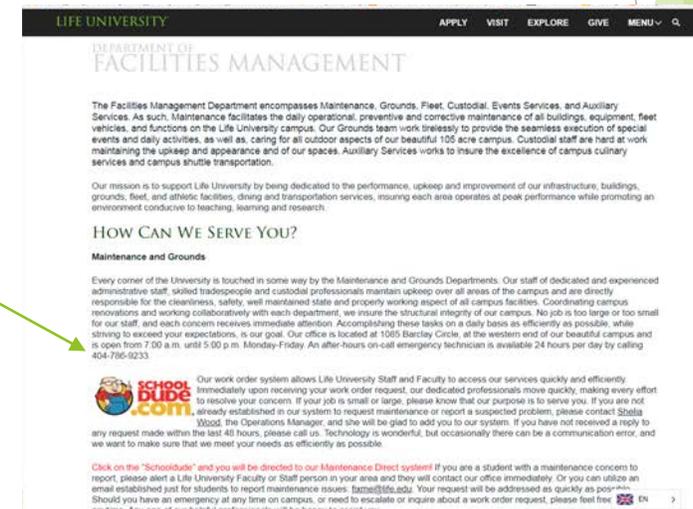
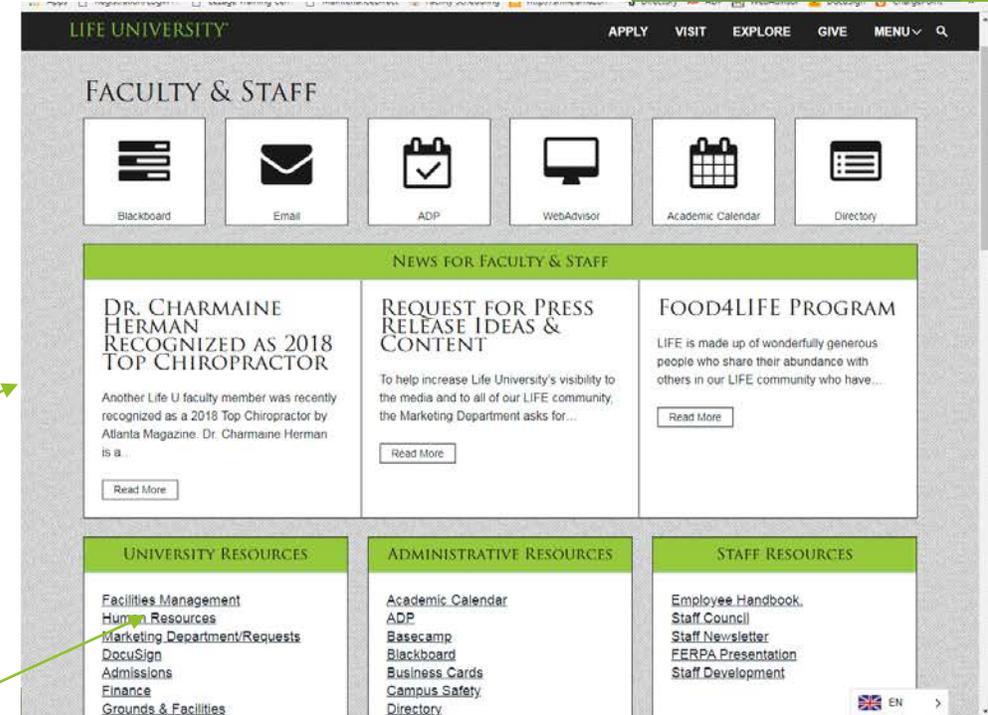
The background features a large, stylized cartoon character named 'School Dude'. He has a large, bright yellow head with a thick orange outline. His eyes are large and blue, with white highlights. The character is set against a light yellow background with faint, larger-scale outlines of his face and eyes. The overall design is colorful and modern, with green and blue geometric shapes in the corners.

Facilities Management

How to Make “School Dude” Work for YOU!

How to Find The Weblink

- ▶ Life.edu
- ▶ Faculty Staff Dashboard
- ▶ Facilities Management
- ▶ Scroll Down until you see “The Dude”!
- ▶ Click



How Can “The DUDE” Help You?

- ▶ “SchoolDude” as a system

- ▶ Two Parts

- ▶ Maintenance Direct-Work Orders



- ▶ FSDirect-Scheduling



- ▶ Login

Email <input type="text" value="requester@schooldistrict.edu"/>	Password <input type="password" value="....."/>	<input type="button" value="Sign In"/>
Forgot Password?		

Which one do I need?

Maintenance-Work Order



Life University

SchoolDude apps - Application Links - Logout

LIFE
University

Life University Home Page
Got a problem? Email us

Maint Request Schedule Request My Requests Settings

HELP

Legend ▾

Maintenance Request

Welcome to Life U Facilities Work Order System-where your request is our priority!
To submit your request please complete the following form. Maintenance Requests are generally handled during regular business hours - Monday through Friday. Please include a SPECIFIC time frame of availability for the space or spaces requiring service/repair or we will not be able to properly address your maintenance need. If your request for service is an emergency, please call Campus Safety at 770-426-2911 for immediate assistance.

Step 1 Please be yourself, click here if you are not Shelia Wood

First Name Shelia **Last Name** Wood **Email** shelia.wood@life.edu

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

Step 2 Location
-- Select Location --

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
Physical Plant Office	770-426-2979
Campus Safety	770-426-2911
After Hours Emergency On Call Technician	404-786-9233

Step 4 Please describe your problem or request.



Maintenance Requests-Get stuff done: Work Orders

- ▶ What is considered maintenance and what is not?
- ▶ What constitutes an “emergency”?
- ▶ Why does it take so long sometimes for a work order to be completed? Hang on - we’re getting to that!
- ▶ Why work orders are sometimes declined?
- ▶ How do I escalate a work order if needed?



What should I expect?

***Emergencies: (Immediately addressed: respond within 30 minutes)** such as a potential gas leak, electrical hazard, suspicious substances or odors, irrigation leak, ice on steps or walking pathways, and major roof or other plumbing leaks are **Emergency** concerns and as such are immediately addressed.

***High Priority: (Examples of items that should be resolved within 24 to 48 business hours of report if at all possible.)** Temperature reports of being “hot” or “cold” in an office or classroom space, task lighting not working in office or classroom space, damaged door locks hindering access, toilet or sink malfunction, event set up with specific time frame, or small roof leaks.

***Medium Priority: (Addressed/resolved within 3 to 5 business days)** a broken desk drawer, damaged carpet, insects present, delivering tables and chairs for open ended or non-specified events, stained ceiling tiles are examples of items that will be taken care of at the first available opportunity.

***Low Priority: (Resolved within 6 to 30 business) days.** Moving a case of paper, pick-up and delivery of packages on the dock, locating non-essential furniture, hanging pictures, replacing broken clocks, a squeaky chair are examples of a work which will be addressed as time permits when all other work has been completed.



FSDirect:

What Am I *Really*
Asking For?

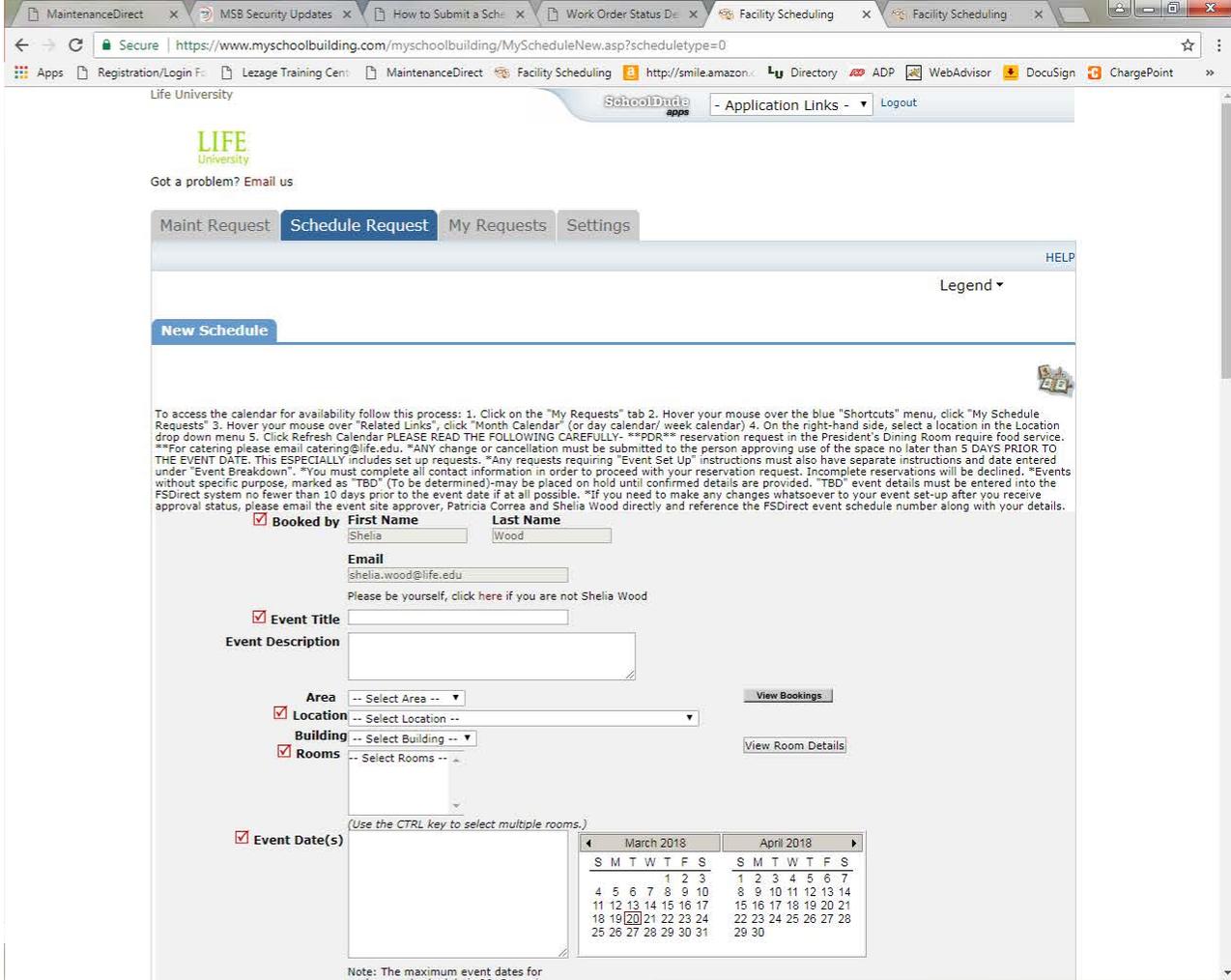
FSDirect is the way to
schedule use of space and
put in ALL of the details you
need for support to make
your event successful-
IF APPROVED 😊



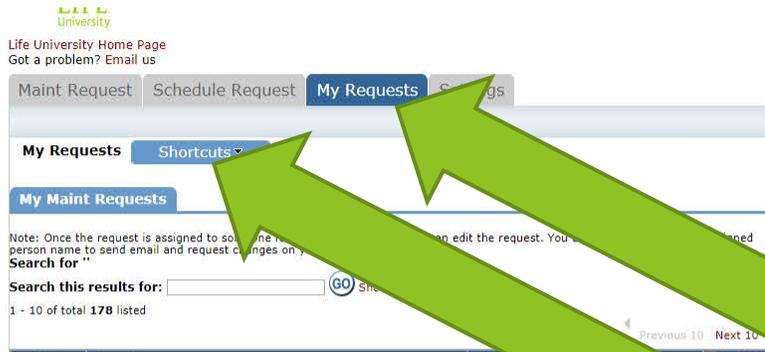
APPROVED

DECLINED

Request Space for an Upcoming Event/s

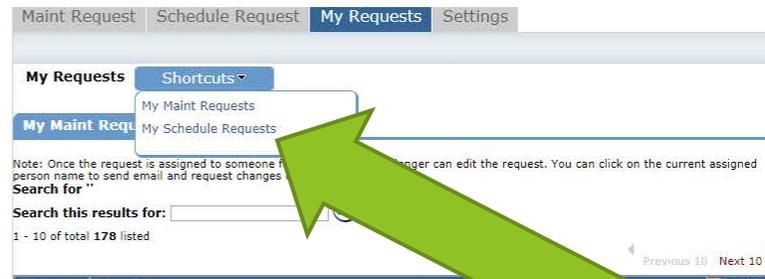


FIRST-Check the calendar and see if your space is available. How??



Click here

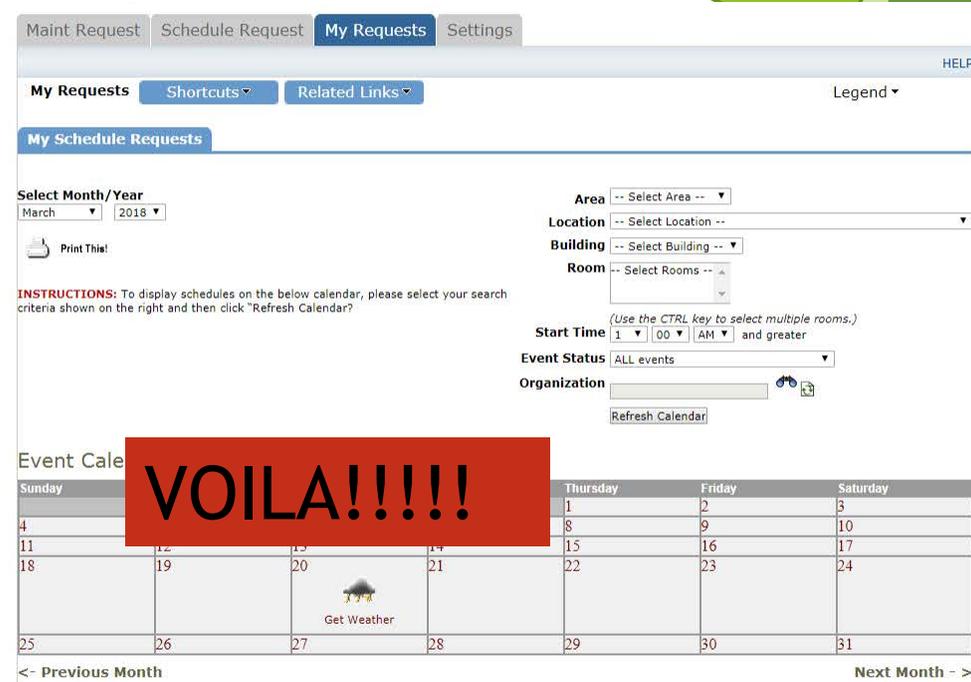
Then here



Then here



Then here





Tell us what
ya need!

Coverage Dates To

Setup Requirements

Required Maintenance Services

- Bleachers
- Catering
- Custodial
- Electrical
- Event Break Down
- Event Setup
- Parking
- Recycling
- Scoreboards
- Security

Required IT Services

- Audio / Visual
- AV Equipment
- Computer Services
- Film Projector

Service description

Chartwells will take care of our catering

Need clean up by a certain time before, during an after event-BE SPECIFIC

Need additional electrical for extra equipment

Remove all set up materials after event is over at 6PM

Need 25 rounds tables, 15 rectangle tables, seating for 150, need cloths, skirts, etc.

Please reserve parking for ? guests in ? lot

Please put our ? recycle containers in the ?

Will need an officer on duty as alcohol is being served. Need campus safety to lock up space at ? PM

Service description

Will need ?????? equipment and sent email to ITsupport@life.edu

Number Attending

Number of Adults

Number of Children

Other Needs

Event Visibility Display events on the facilities use calendar Yes No

File Attachments

[Add New File](#)

Delete	Date	Submitted By	Description	Filename	Size
No attachments					

(No limit on number of files attached. Total size of all uploaded files must be less than 5MB)

Submitted Requirement Processed Requirement



FSDirect Things YOU need to Remember:

****PDR**** reservation request in the President's Dining Room require food service.

- *ANY Change or cancellation to an existing reservation should be submitted to the person approving use of the space no later than 5 DAYS PRIOR TO THE EVENT DATE. This ESPECIALLY includes set up requests.
- *Any requests requiring "Event Set Up" instructions must also have separate instructions and date entered under "Event Breakdown".
- At least one event organizer must be present at the beginning of set up as scheduled in FSDirect. This will alleviate last minute changes and insure greater satisfaction with your event. If an event organizer is not present at set up, changes will not be made once set up is complete.
- *You must complete all contact information to proceed with your reservation request. Incomplete reservations will be declined.
- *If you need to make any changes **whatsoever** to your event set-up after you receive schedule approval status, you must email the event site approver, Patricia Correa and Shelia Wood directly and reference the FSDirect event schedule number along with your details.
- *Diagrams submitted for set up will be strictly followed by Grounds. Changes of any kind (i.e. number of guests, tables, chairs) on the day of the event must be made at least 2 hours prior to the beginning of the event.
- *All A/V requests should be VERY specific and include list all items needed. (Microphone, laptop, screen, sound system, etc.) A/V or I.T. requests must be followed up with an email to itsupport@life.edu to schedule a meeting with technical staff, discuss event needs and possibilities and insure equipment will be available.





**Who Ya
Gonna
Call?**



thank you!