Please follow the steps below to fill out a work order for your living space. Issues with the internet should be reported directly to the OIT Helpdesk by emailing <u>helpdesk@uah.edu</u> or calling 256-824-3333. If you're experiencing an emergency in your suite, please call the appropriate number listed on the main housing website.

#### Log In

To fill out a work order, go to myuah.edu and login with your myUAH username and password. Once you have logged in, click on Student Affairs, then click Residential Self-Service.

| myUAH                    | Home Home Community / Home  |   |
|--------------------------|---|---|
| Home     Student Affairs | Mode of Instruction and Delivery<br>The University reserves the right to change the mode of instruction or schedule of<br>delivery of instruction at any time, in its sole discretion, based upon prevailing<br>public health and other guidance. This could include the transition to a hybrid<br>delivery of on-campus and remote or online classes and experiences, or, if   | COVID-19 Campus Resources<br>Return to Campus<br>Official resource center for COVID-19 at UAH                               |
|                          | circumstances warrant, the exclusive provision of University services, classes, and<br>other instruction or experiences on a remote or online basis, as practicable, or on<br>an alternative schedule. The University does not guarantee or promise to provide a<br>specific mode of delivery of services, classes, instruction, or experiences, or that<br>the mode of delivery will not change during the semester. The University will not<br>provide any refund of tuition, in whole or in-part, based on a change in the mode of<br>instruction or schedule of delivery of any services, classes or other instruction or<br>experiences. | OIT Services<br>Canvas<br>learning management system<br>UAH Google Workspace<br>gmail, chat, drive, calendar, groups, sites |
|                          | Strategic Plan  | Banner Upgrade Center<br>announcements, training resources, test plans, calendar<br>About Phishing                          |

| Housing<br>Residential Self Service  |
|--|
| Student Forms<br>Absence Letter<br>Retroactive Schedule Adjustment Request<br>Student Code of Conduct Incident Report Form |

On the left hand side of your Residential Self-Service, click on RCR/Damages then select Maintenance Requests.

| Home Contract/Forms   | >      | Student photo Charger Blue<br>A25316041<br>eaj0011@uah.edu |  |
|---|--------|--|--|
| <ul> <li>Personal Information</li> <li>RCR/Damages</li> </ul> | ><br>> | Messages   |  |
|   |        | Room Selection There are no room selections to display     |  |
|   |        | Assignments  |  |

#### Main Work Order Screen

You will be able to do a few things on this main screen. First, you are able to add a work order for any issue in your space. Second, you will be able to view any previously submitted work orders and the status of that work order.

| Work Orders  |       |        |          |          | 1 Help Text  |
|--|-------|--------|----------|----------|--|
| Date Work Order Number                                   | Issue | Status | Category | Resolved | Please fill out the fields in order to submit your request for a work order. Issues with internet<br>should be reported directly to the OIT Helpdesk by emailing helpdesk@uah.edu or calling<br>256-824-3333.  |
| There are no current maintenance requests for your room. |       |        |          |          | If any of the following issues are currently occurring in your suite (water leaking in large<br>amounts, heat/AC unit not working, all toilets in suite clogged), please call the appropriate<br>number below: |
| Add Work Order   |       |        |          |          | Between 8:30am to 5pm (Weekdays): 256-824-6108     Between 5pm to 8:30am (Weekrights) or any time on the weekend, please call the RA-<br>On-Duty for your residential area.                                    |
|  |       |        |          |          | Make sure to describe your concern with important details. This will help our staff address<br>the problem more efficiently and effectively.   |

### Filling Out a Work Order

First, you will need to click on "Add Work Order". Then you will be prompted to provide the following information.

- Title Brief description of the issue
- Category what kind of issue are you experiencing.
  - General Maintenance any general issue in your space
  - HVAC issue with the AC unit. Example, the heat has gone out in your suite.
  - Laundry any issue with a washer or dryer. Please provide the washer or dryer number.
  - Pest Control any issue with pests in your space. Example, cockroaches, spiders, etc.

- Hall and Room this field will automatically populate with your current housing assignment. If you need to switch the location (primarily for the laundry room, kitchen, stairwell, and/or elevator), you will click on Room. Scroll down until you see the correct location.
- Description this is where you will provide a detailed description of the issue. We need to know as much information as you know so we can better repair the issue. Example, if it is the shower or toilet, let us know which side of the suite (AB or CD).

| Date                              | Work Order<br>Number         | Issue                                     | Status         | Category | Resolved |  |
|-----------------------------------|------------------------------|---|----------------|----------|----------|--|
| There are no curre                | ent maintenance requests for | your room.                                |                |          |          |  |
|                                   |                              |   |                |          |          |  |
|                                   |                              |   |                |          |          |  |
| d New Work Ord                    | er                           |   |                |          |          |  |
| e*                                |                              |   | Category *     |          |          |  |
| ower Leaking                      |                              |   | General Mainte | nance    |          |  |
| ıll∗<br>rank Franz Residence Hall |                              | <ul> <li>Room *</li> <li>124-A</li> </ul> |                |          |          |  |
| scription *                       |                              |   |                |          |          |  |
| ower on AB side ha                | s been leaking over the week | end.                                      |                |          |          |  |
|                                   |                              |   |                |          |          |  |

Click Save once all the information has been entered.

The work order has now gone to the main housing office for us to process the request. A maintenance technician will be out to look at the issue within 24 hours.

### Viewing a Submitted Work Order

If you would like to view your submitted work order, click on the eye symbol found on the right side of the work order. Any updates on your work order will be provided here. Please allow us 24 hours for us to process your request to provide you with any necessary updates.

| rk Orders (1)                                 |   |                |               |                     |          |  |
|---|---|----------------|---------------|---------------------|----------|--|
| Date  | Work Order<br>Number  | Issue          | Status        | Category            | Resolved |  |
| 12/09/2021                                    | 1   | Shower Leaking | Just Reported | General Maintenance | N/A      |  |
|   |   |                |               |                     |          |  |
|   |   |                |               |                     |          |  |
|   |   |                |               |                     |          |  |
| Work Or                                       | der #1 - Shower Leaki   | ng             |               |                     |          |  |
| Work Or<br>Submitte                           | <b>der #1 - Shower Leaki</b><br><b>d:</b> 12/09/2021              | ng             |               |                     |          |  |
| Work Or<br>Submitte<br>Status: Ju             | <b>der #1 - Shower Leaki</b><br>d: 12/09/2021<br>ıst Reported     | ng             |               |                     |          |  |
| Work Or<br>Submitte<br>Status: Ju<br>Work Ord | der #1 - Shower Leaki<br>d: 12/09/2021<br>Ist Reported<br>er #: 1 | ng             |               |                     |          |  |