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

Housing Residential Self Service
Student Forms Absence Letter Retroactive Schedule Adjustment Request 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	>	Student photo Charger Blue A25316041 eaj0011@uah.edu				
 Personal Information RCR/Damages 	> >					
		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 should be reported directly to the OIT Helpdesk by emailing helpdesk@uah.edu or calling 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 amounts, heat/AC unit not working, all toilets in suite clogged), please call the appropriate number below:
Add Work Order					 Between 8:30am to 5pm (Weekdays): 256:824-6108 Between 5pm to 8:30am (Weeknights) or any time on the weekend, please call the RA- On-Duty for your residential area.
					Make sure to describe your concern with important details. This will help our staff address 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 Number	Issue	Status	Category	Resolved
There are no curre	ent maintenance requests for	your room.			
					_
dd New Work Ord	er				
le *			Category * General Mainte		
nower Leaking				mance	
lall * irank Franz Residence Hall ▼		 Room * ▼ 124-A 			
scription *					
nower 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 Number	Issue	Status	Category	Resolved	
12/09/2021	1	Shower Leaking	Just Reported	General Maintenance	N/A	
Work Or	der #1 - Shower Leaki	ng				
	rder #1 - Shower Leaki d: 12/09/2021	ng				
Submitte		ng				
Submitte	d: 12/09/2021 ust Reported	ng				