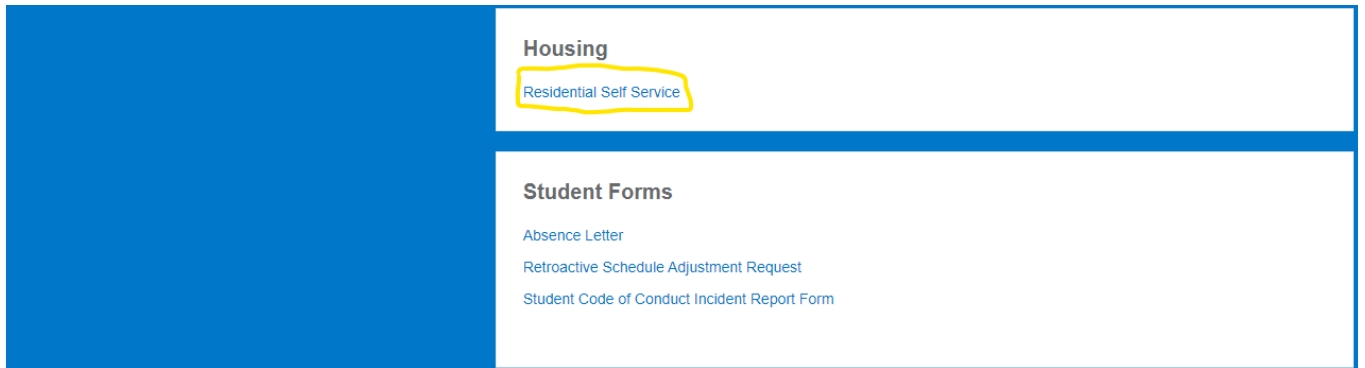
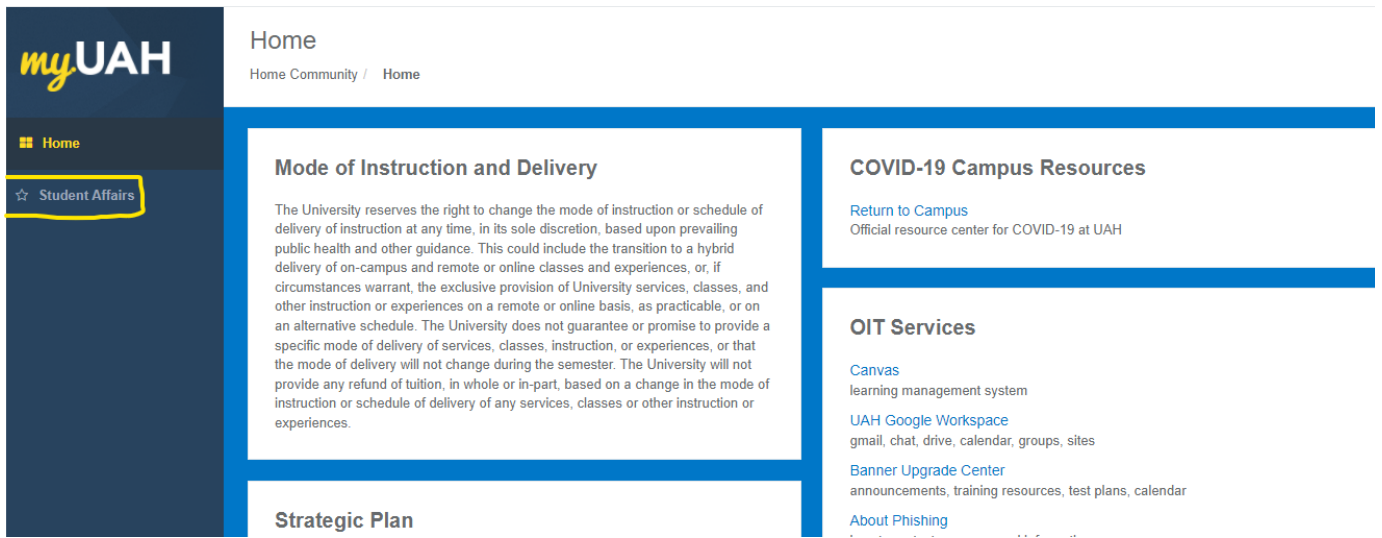


How to Fill Out a Work Order

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 helpdesk@uah.edu 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.

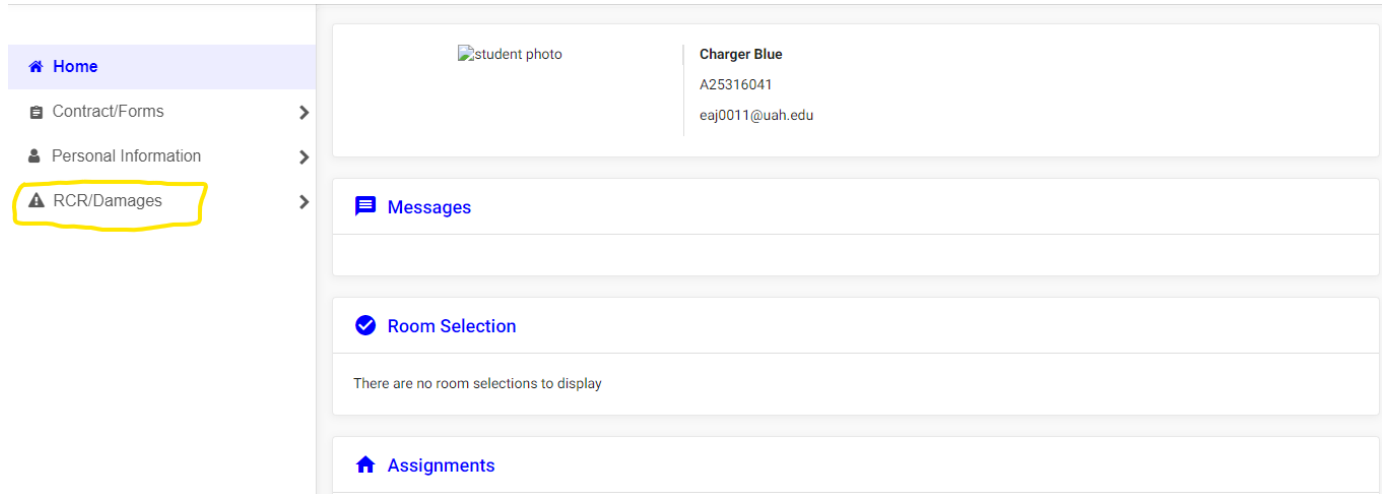
Log In

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.



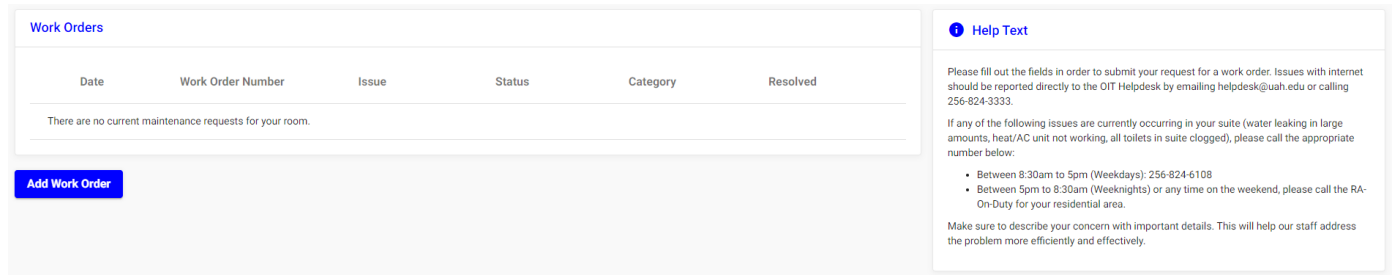
On the left hand side of your Residential Self-Service, click on RCR/Damages then select Maintenance Requests.

How to Fill Out a Work Order



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.



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.

How to Fill Out a Work Order

- 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).

Work Orders

| Date | Work Order Number | Issue | Status | Category | Resolved |
|----------------------------------------------------------|-------------------|-------|--------|----------|----------|
| There are no current maintenance requests for your room. | | | | | |

[Clear](#)

Add New Work Order

| | | | |
|---------------|------------------------------------------------------|------------|---------------------|
| Title * | Shower Leaking | Category * | General Maintenance |
| Hall * | Frank Franz Residence Hall | Room * | 124-A |
| Description * | Shower on AB side has been leaking over the weekend. | | |

[Save](#) [Clear](#)

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.

How to Fill Out a Work Order

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.

[Work Orders \(1\)](#)

| Date | Work Order Number | Issue | Status | Category | Resolved | |
|------------|-------------------|----------------|---------------|---------------------|----------|--|
| 12/09/2021 | 1 | Shower Leaking | Just Reported | General Maintenance | N/A | |

[Clear](#)

[Work Order #1 - Shower Leaking](#)

Submitted: 12/09/2021
Status: Just Reported
Work Order #: 1
Category: General Maintenance