

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 of the Kennesaw State Housing Portal with links for Home, Room Maintenance, and other services. The main heading is 'Maintenance'. Below it, there is a welcome message and contact information for various campus locations. At the bottom of the page, a 'NEW JOB' button is highlighted with a red rectangular 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, 'My Room' is selected. Below this, there is a table with columns for 'Actions', 'Room Description', 'Room Space', and 'Room Type'. The 'SELECT ROOM' button in the 'Actions' column is highlighted with a red box.

STEP 3.

Select the category for the issue.

The screenshot shows the 'Maintenance Job Detail' page. Under the 'Status' section, 'General' is selected. Below this, there is a list of categories: Building Exterior, Doors and Locks, Electrical and Lighting, Flooring, General, Heating and Cooling, Plumbing and Bath, Recreational, and Safety Equipment. The 'General' category is highlighted with a red box.

STEP 4.

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

The screenshot shows the 'Maintenance Job Detail' page. Under the 'General' category, the 'Item' dropdown menu is open, showing a list of items: Ceiling Fan, Electrical Outlet, Exterior Lighting, Interior Lighting, Switch, and Misc. Electrical. The 'Ceiling Fan' item is highlighted with a red box.

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 'Maintenance Job Detail' page. At the bottom of the page, there are two buttons: 'GO BACK' and 'SAVE JOB'. The 'SAVE JOB' button is highlighted with a red box.

Only submit one (1) maintenance order per issue.