

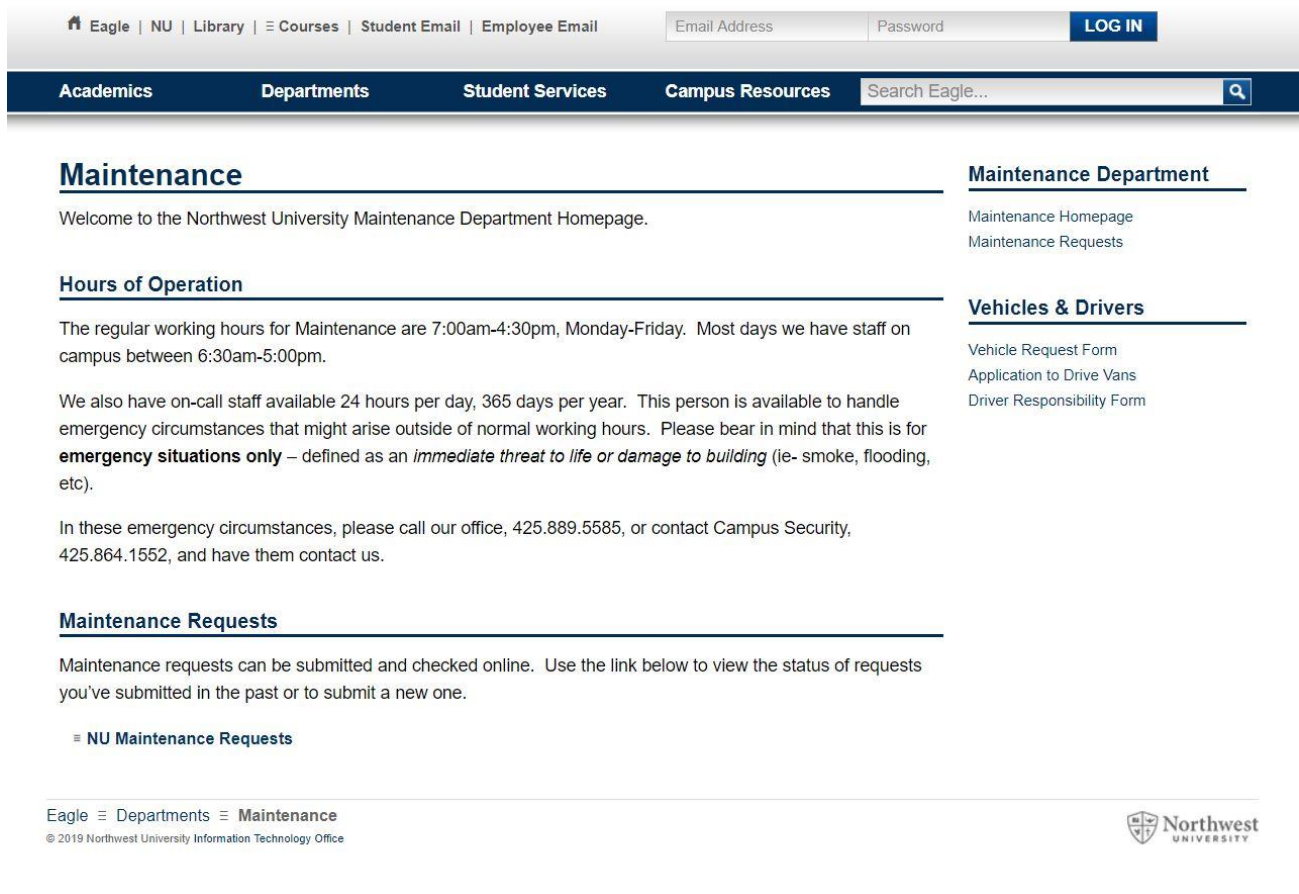
Submitting Maintenance Requests

- **When should I submit a maintenance request?**

Requests should be submitted when maintenance problems arise. These can include broken furniture items, broken appliances, when supplies in common areas are low (i.e. paper towels or toilet paper in hall bathrooms), or cleanliness issues in common spaces (i.e. hall bathrooms, common rooms, etc.).

- **How do I submit a maintenance request?**

Do not contact maintenance directly. The best way to submit a maintenance request is through the online form found on the Eagle website.



The screenshot shows the top navigation bar of the Eagle website with links for Home, Library, Courses, Student Email, and Employee Email. It includes a search bar and a 'LOG IN' button. The main content area is titled 'Maintenance' and contains sections for 'Hours of Operation', 'Maintenance Requests', and 'Maintenance Department'. The 'Maintenance Department' sidebar lists links for 'Maintenance Homepage', 'Maintenance Requests', 'Vehicles & Drivers', 'Vehicle Request Form', 'Application to Drive Vans', and 'Driver Responsibility Form'. The footer includes the Eagle logo, navigation links, and the Northwest University logo.

Maintenance

Welcome to the Northwest University Maintenance Department Homepage.

Hours of Operation

The regular working hours for Maintenance are 7:00am-4:30pm, Monday-Friday. Most days we have staff on campus between 6:30am-5:00pm.

We also have on-call staff available 24 hours per day, 365 days per year. This person is available to handle emergency circumstances that might arise outside of normal working hours. Please bear in mind that this is for **emergency situations only** – defined as an *immediate threat to life or damage to building* (ie- smoke, flooding, etc).

In these emergency circumstances, please call our office, 425.889.5585, or contact Campus Security, 425.864.1552, and have them contact us.

Maintenance Requests

Maintenance requests can be submitted and checked online. Use the link below to view the status of requests you've submitted in the past or to submit a new one.

▮ [NU Maintenance Requests](#)

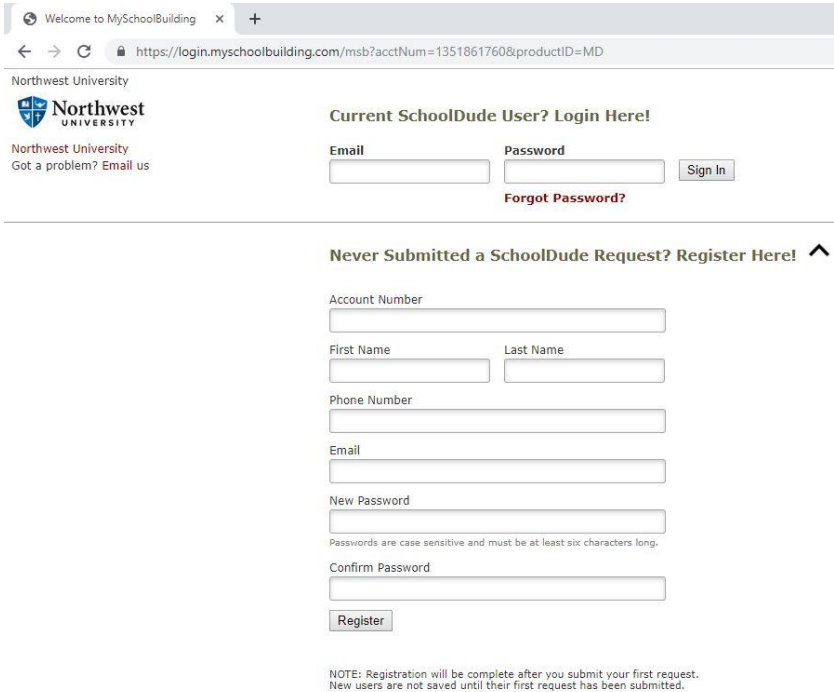
Maintenance Department

[Maintenance Homepage](#)
[Maintenance Requests](#)

Vehicles & Drivers

[Vehicle Request Form](#)
[Application to Drive Vans](#)
[Driver Responsibility Form](#)

Click on the NU Maintenance Requests tab and you will be redirected to SchoolDude. If this is your first time you will need to register and create an account. Your account number will be 1351861760.



Welcome to MySchoolBuilding x +

https://login.myschoolbuilding.com/msb?acctNum=1351861760&productID=MD

Northwest University

Northwest UNIVERSITY

Northwest University
Got a problem? Email us

Current SchoolDude User? Login Here!

Email Password

[Forgot Password?](#)

Never Submitted a SchoolDude Request? Register Here! ^

Account Number

First Name Last Name

Phone Number

Email

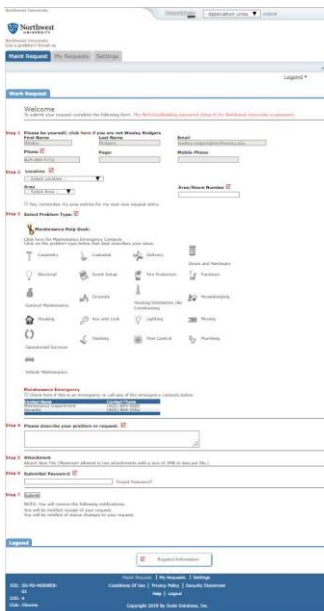
New Password

Passwords are case sensitive and must be at least six characters long.

Confirm Password

NOTE: Registration will be complete after you submit your first request.
New users are not saved until their first request has been submitted.

From there you will be directed to the work request page. Follow the instructions listed in the steps, and at the end submit. The submitting password is “password”.



Work Request

Welcome

Step 1: Personal Information

First Name Last Name Email

Phone Address Area/Room Number

Step 2: Maintenance Request

Category Subcategory Priority

Step 3: Attachments

Step 4: Submit Password

password: password

Step 5: Submit

- **What if I am having an after-hours maintenance emergency?**

Maintenance emergencies after hours should be directed to the RA on Call and Security, who will make a determination if the emergency warrants immediate action.