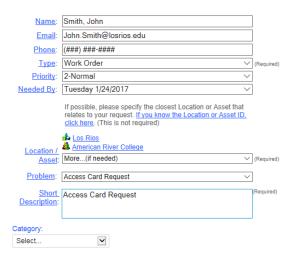
WORK ORDERS

FOR KEYS and ACCESS	
Step 1: Go to www.maintenanceconnection.com	Step 2: Welcome. Login Please enter your Member ID and Password. Member ID:
Step 3: Select Submit Service Request	Password: Language: English Version 6.0 / 7.0 OK
Select an option: Welcome Submit Service Request 	Name: Hurts, Cedric Phone:
 ▶ Service Request Status ▶ Help ▶ Log-off 	Email: cedric.hurts@losrios.edu
Step 4:	Type: Select (Require:
Fill out Information	Priority: 2-Normal
Name: Last, First name	Needed By:
Email: Los Rios Email	If possible, please specify the closest Location or Asset that relates to your request. If you know the Location or Asset ID, click here. (This is not required)
Phone: Good Number to contact you at	Los Rios
Type: WORK ORDER	More(if needed)
Priority: 2-Normal	Problem: Select
Needed By: Date needed	Short Description: Clea
Location:	
Los RiosCollegeBuilding	(Requires Category: Select ✓ Submit Cancel
Problem: Access Card, Alarm Code, Key Requester's information; Second Problem: Requester's information; Second Problem:	
Step 5: Submit	
Submit Cancel Work Order Process:	

Work Order submitted→ Campus approves and process request→ Key(s) processed and packaged→ Campus Operation notifies Key Holder

WORK ORDERS



Problem: Access Card Request

Short Description: Provide users information; [Last, First name], Employee ID#, Title (Faculty, Staff, Administrator), Access needed, and if they need toggle capability and/or Alarm Access.

Problem: Key Request

Short Descriptions:

All request for a **B** (Bypass) request will be **DENIED**One Employee per request. All requests with multiple employees will be DENIED.

- * Key requests and Access requests need to be submitted separately
 - **Key Request:** [Last, First Name], Employee ID#, Email, Title, Department, Building, Key Code (A_#), If key box access is needed please provide short explanation. **Key Holder Profile** can't be created without this information.
 - Lost Key(s): Key Holder needs to report keys as lost to Campus Operations and sign key(s) back in as lost. Department will need to submit a Work Order for replacements:
 Replacement for Lost key(s): [Last, First Name], Key Code(A #)
 - Stolen Keys: Key Holder needs to report keys as lost to Campus Operations and sign key(s) back in as lost, Police Report number required, report number will be attached to key holders file. Department will need to submit a work order:
 - **Replacement for Stolen key(s):** [Last, First Name], Key Code(A_#)
 - Broken Keys: Key Holder must return broken key to the Campus Operations and sign it in as Broken.
 - **Replacement for Broken key(s):** [Last, First Name], Key Code(A_#)
 - If building key plans are need, please email wescoae@arc.losrios.edu