WORK ORDERS
FOR KEYS and ACCESS

Step 1:
Go to
www.maintenanceconnection.com

Step 3:
Select *Submit Service Request*

Select an option:

▷ Welcome
▷ Submit Service Request
▷ Service Request Status
▷ Help
▷ Log-off

Step 4:

Fill out Information

Name: Last, First name

Email: Los Rios Email

Phone: Good Number to contact you at

Type: WORK ORDER

Priority: 2-Normal

Needed By: Date needed

Location:

➢ Los Rios
  ➢ College
    ➢ Building

Problem: Access Card, Alarm Code, Key Request

Short Description: Requester's information; See Examples (pg. 2)

Step 5:
Submit

Step 2: Welcome.

Login   Please enter your Member ID and Password.

Member ID: [   ]
Password: [   ]

Language: [English   ]

Version 6.0 / 7.0   OK

Name:
[Hurts, Cedric   ]

Phone:
[   ]

Email:
[cedric.hurts@losrios.edu   ]

Type:
[Select...   ▼]   (Required)

Priority:
[2-Normal   ▼]

Needed By:
[June   ▼] [26th   ▼] [2018   ▼]

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)

🔩 Los Rios

[More...(if needed) ▼]   (Required)

Problem:
[Select...   ▼]

Short Description: Clear
[   ]
[   ]
[   ]
                                                   (Required)

Category:
[Select...   ▼]   (Required)

        Submit   Cancel

        Submit   Cancel

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

Revised 1/2020

WORK ORDERS

Name:	Smith, John
Email:	John.Smith@losrios.edu
Phone:	(###) ###-####
Type:	Work Order ▾ (Required)
Priority:	2-Normal ▾
Needed By:	Tuesday 1/24/2017 ▾

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)

🌲 Los Rios
🏢 American River College

Location / Asset:	More...(if needed) ▾ (Required)
Problem:	Access Card Request ▾
Short Description:	Access Card Request (Required)

Category:
Select... ▾

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