Creating Work Orders – Service Requester

• Log into Maintenance Connection, [www.maintenanceconnection.com](http://www.maintenanceconnection.com)
• Select the **Submit Service Request** option

![Service Requester]

Select an option:
- Submit Service Request
- Service Request Status
- Submit Feedback / Surveys
- Profile
- Change Password
- Help
- Exit

• Submit Service Request Page will appear to the right of the Main Menu. Fill in all available fields with the details of your request.
• If the **Location/Asset** field is present, use the dropdown menu to locate the closest possible Asset or Location that relates to your request.

![Location/Asset]

• Select the **Type of Request**. Definitions of each Type will appear on the screen.

![Type of Request]

Please note that BRIN, Move, and Space Requests will populate a form below that will need to be completed prior to submitting your work order.

• Enter the details of your request in the **Description Box**
• Once all the desired information has been added, click the **Submit** button to begin processing your request.
- After submitting a Service Request, you may also be able to check the status of your request by selecting the **Service Request Status** option from the Main Menu.

- You should be able to locate your Service Request from the page that displays:

  ![Service Request Status](image)

  **Service Request Status**

  If you would like to get more details on a particular Service Request, simply click the Request # of the Service Request you would like to view. To see if there has been any updates to these Service Requests since this page loaded, click the **Refresh** button.

<table>
<thead>
<tr>
<th>Request #</th>
<th>Reason</th>
<th>Target Date</th>
<th>Location / Asset</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>M-328336</td>
<td>Leaky faucet in locker room</td>
<td>5/23/2017</td>
<td>Locker Rooms</td>
<td>Issued</td>
</tr>
<tr>
<td>M-328334</td>
<td>Boiler (BOILER-1) Spec test</td>
<td>5/23/2017</td>
<td>Boiler</td>
<td>Requested</td>
</tr>
<tr>
<td>M-328331</td>
<td>The Check Engine Light has come on in the van.</td>
<td>5/22/2017</td>
<td>Van</td>
<td>Requested</td>
</tr>
<tr>
<td>M-328026</td>
<td>oil leak test</td>
<td>2/22/2017</td>
<td>Check</td>
<td>Requested</td>
</tr>
</tbody>
</table>

  **If you have any issues submitting a Service Request, please contact:**
  **BGS.MaintenanceConnection@vermont.gov**