



RESIDENTIAL STUDENT WORK ORDERS

Residential students are responsible for reporting maintenance related issues in their housing assignment. To report an issue, a student must submit a work order in the MyHousing Portal. Contacting the Facilities Department will not place or expedite a work order request. Please follow these instructions below.

Access the MyHousing Portal

1. Login to your Eastern Apps using either Google Chrome or Mozilla Firefox as your internet browser (Safari and Internet Explorer will not work for this process).
2. While in "Eastern Apps" click on the "App Launcher" icon in the top-left of the page (looks like 9 small square dots).
3. Click the blue "All Apps" link.
4. Carefully look for the "MyHousing Portal" next to an icon of a black house.

Accessing the Work Order Feature in the MyHousing Portal

1. Login to the MyHousing Portal and click "RCR/Damages" in the navigation panel on the left side of the page (if the navigation pane does not show up, click the three lines at the top of the page to open it).
2. Click "Work Order Requests".
3. Click "Add Work Order".

Writing Your Work Order Request

When writing your request, please include the following information:

- The residence hall you live in
- The room you live in
- The area in your housing assignment that needs attention
- What the issue is.
- When you are available.
 - *NOTE: Facilities staff members are on campus for routine requests Monday-Friday 7:00am - 3:00pm (except for holidays or snow-day closures) and they may enter a housing assignment whether a resident is home or not.*

Example of a Work Order:

"Noble Hall, Apartment 100, Bedroom A: The light in my bedroom needs to be replaced, please. I am expected to be in my apartment on Thursday, January 1st between 10:00am and 12:30pm, or 2:00pm to 3:30pm. Thank you!"

After You Submit Your Work Order:

When a resident submits their work order, it is then sent to the Hall Director for review. This is NOT an automated process. Hall Directors receive new work orders when they arrive to their office for the day. After the work orders from the previous day or weekend are reviewed, they are then sent to Facilities. Once Facilities receives the work orders, they are prioritized by urgency and then reported to as soon as possible/during business hours.

Students may check the status of their work order by logging into the MyHousing Portal, going to the work order system and viewing the work order they submitted. If your work order has not been resolved within 3 business days, please report to your residence hall staff.

A work order could be delayed if the resident does not properly submit their request or write it out appropriately. Work orders without enough detail will require follow up before being sent to Facilities. For example, if your window blinds no longer open and close, it is best to explain that so that Facilities knows exactly what the problem is and what tools they may need to fix it. Vague work orders will be delayed.

EMERGENCY WORK ORDERS

If you have an emergency work order, please do not submit a work order. Please find an available Housing & Residence Life staff member and report the issue in person. If a staff member is not available, call Campus Police at 860-465-5310.

Emergency Work Orders Include:

- A main residence hall door OR a main housing assignment door does not close, automatically lock, or open.
- Water actively running into a space.
- Heat (during winter months) or hot water (any time of year) has stopped running.
- Broken windows.
- A campus provided refrigerator has stopped cooling.
- Bloodborne pathogens in a residence hall common area (bloodborne pathogens in a housing assignment cannot be addressed by Facilities).

These are the ONLY reasons a facilities staff member will report to an issue overnight, during the weekend, or when the University is closed. All other issues are considered to be routine and will be addressed during business hours: Monday - Friday 7:00am - 3:00pm, when the University is open.