

MaintenanceDirect: Clerk Guide

The main function of the Clerk role is data entry. This role has shortcut forms to expedite the data entry process for entering work orders, labor hours, and material purchases. Clerks can access all work orders. They can assign new requests, edit, and complete/close existing work orders.

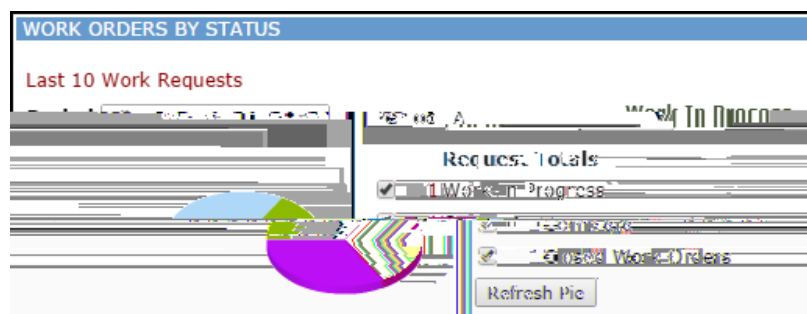
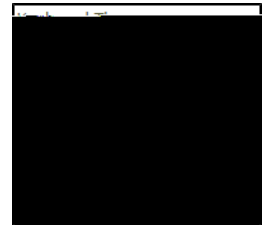
How to Log In

- Open your web browser and type md.schooldude.com into the address bar and hit the Enter key. Bookmark this page or create a shortcut on your desktop to make it easy to come back to this page later.
- On the Account Login screen, enter your **Login Name** and your **Password**.
- Make sure that **MaintenanceDirect** is selected in the Go To box.
- Click **Sign In**.

Home Page

Upon logging into the MaintenanceDirect you will be directed to the home page. There are several main areas of the home page:

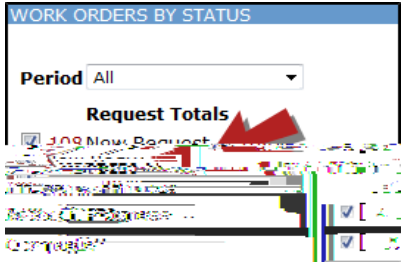
- **Keyboard Shortcut Tips:** This section on the left side of the home page gives you a list of keyboard shortcuts to use throughout the application to expedite data entry.
- **Work Orders by Status:** This center section shows you a breakdown of the statuses of all of the work orders in your account. The graph that will appear in this section reflects the number of work orders by status. You can use the Period drop down menu to change the time period being displayed.



- **Last 10 New Work Requests:** This section will show the last 10 new work requests entered into the system. You can assign the work order out, change the status, add an Action Taken note, or print the work order from this section.
- **Information Analysis:** These are links that provide access to various lists and reports.

How to Assign a Work Order

- Click on the number displayed next to **Unassigned** to the left of the pie chart. You can also click on the **Assign New Request** tab at the top of the screen to access the same page.
- You are now on the Unprocessed view of the work order. On this page you have the option to change any of the information that was selected on the initial request (priority, craft, etc). Select the person's name from the **Assign/Route To**



- From the **Priority** drop down box select the appropriate priority. Checking the **Emergency** check box, will
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How to Search For an Existing Work Order

There are two ways to search for an existing work order in the system, you can either use the **Search for** box or the **Advanced Search** function.

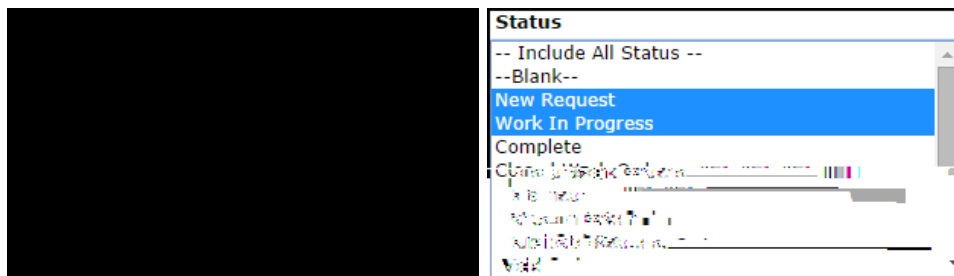
- To search for a single work order, type the work order ID number into the **Search for** box then click **Go**. That will pull up the short form of the work order.

OR

- To search for multiple work orders, click on the **Advanced Search** link.



- The Advanced Search allows you to filter for work orders by selecting options in any of the available search fields (Location, Assigned To, Status, Craft, etc.).
- To make a selection, click on an option in the desired field. You will see that option highlighted in blue. To make multiple selections in a single field; make the first selection, hold the CTRL key on your keyboard, and then click on the next selection.



- Once all of the necessary selections have been made, click on the **Search Now** button at the bottom of the page.
- From these search results, you can access a work order by clicking on the work order ID number (WOID), you can print an individual work order by clicking on the printer icon next to it , or you can print the entire list as either a PDF or Excel document by using the icons at the bottom of the page.

CONTACT US

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