Simmons College Facilities Work Request Instructions

Please follow the steps below to submit your work requests.

**New Users – Set Up Your SchoolDude Account**

Step 1 Visit [FIXIT.SIMMONS.EDU](http://FIXIT.SIMMONS.EDU)

Step 2 Enter your Simmons network username and password

Step 3 Update your PHONE NUMBERS so we may contact you.

Step 4 Click SUBMIT

**Submitting a Work Request**

Status updates will be sent to the email address associated with your Simmons network account and will be sent from SchoolDude Message Center.

Step 1 Visit [FIXIT.SIMMONS.EDU](http://FIXIT.SIMMONS.EDU)

Step 2 Enter your Simmons network username and password

Step 3 Select a LOCATION (building)

Step 4 Select an AREA (i.e. office, exterior, women’s restroom)

Step 5 Enter an AREA NUMBER (i.e. E008D, sidewalk, 1st floor east wing)

Step 6 Click on most appropriate PROBLEM TYPE (see following page for complete list)

Step 7 Describe your REQUEST as completely as possible

Step 8 If you wish, you can ATTACH A FILE, such as a diagram or photo.

Step 9 Click SUBMIT

Step 10 Email receipt will be sent to you by SchoolDude Message Center including work order number
SchoolDude Work Request Problem Types

Boiler
Facilities Department use only

Carpentry
Install shelf/artwork/bulletin board, flooring/ceiling repair or maintenance

Doors and Hardware
Door/doorknob repair or maintenance (please note: there is a separate Problem Type for keys)

Electrical
Blown fuse, no power

Elevators
Elevator repair/maintenance

Furniture
Bed bunk/raise, furniture repair

General Maintenance
Used for requests that don’t belong in any other category

Grounds
Exterior landscaping maintenance

HVAC
Room temperature change

Housekeeping
Cleaning, trash/recycling removal

Inspections
Facilities Department use only

Key and Lock
Lock repair

Kitchen Equipment
Residence Hall/Dining Hall/Kitchen appliance repair

Lighting
Light bulb replacement

Moving
Internal box/supply move

Painting
Interior painting (subject to approval by Facilities Department)

Pest Control
Interior/exterior pest sightings

Plumbing
Clogged toilet/sink/shower/tub, water leaks

Records Management
Facilities Department Use Only

Shades/Blinds
Repair window shades/blinds in office or residence hall