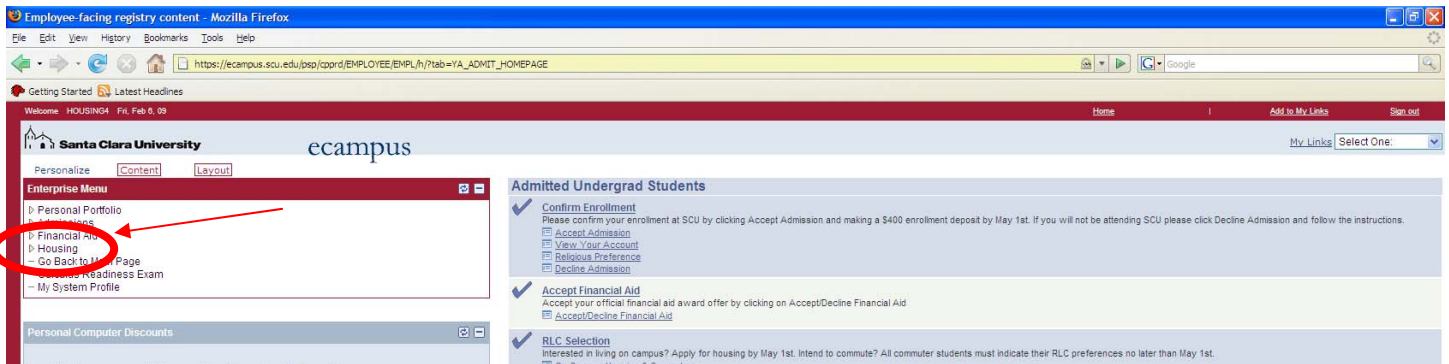


Residential Student Online Work Order Entry

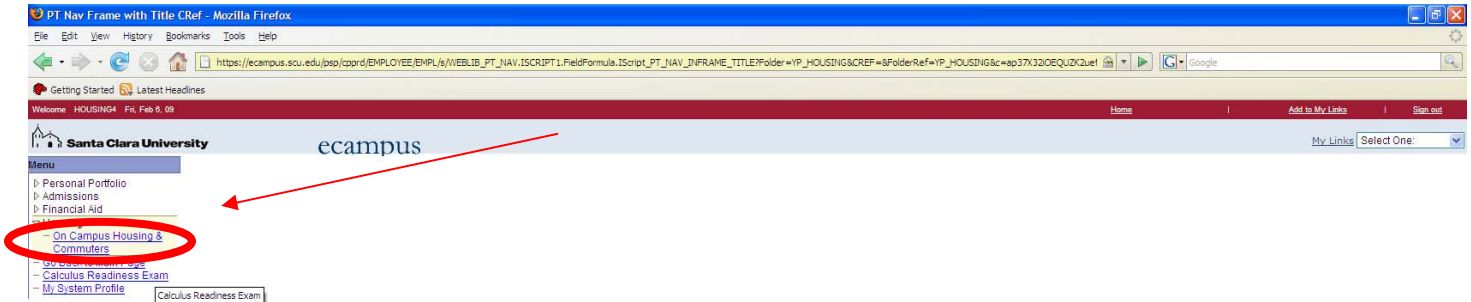
You may only enter maintenance requests for your building. Please be as detailed as possible. Issues with cable or internet should not be entered but should be called into the IT Student Help Desk (408-554-5050).

IF YOUR REQUEST IS URGENT, PLEASE NOTIFY YOUR COMMUNITY FACILITATOR OR DESK RECEPTIONIST.

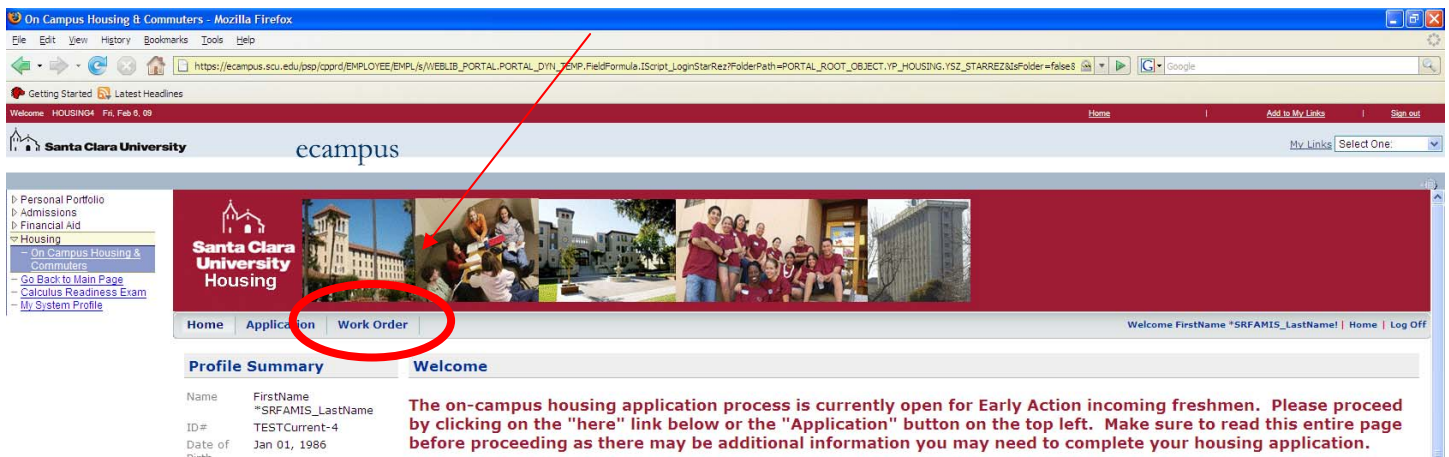
- 1) Log on to **Ecampus** (<https://www.scu.edu/ecampus/>)
- 2) Click **Housing** in the left hand side pane under Enterprise Menu



- 3) Click **On Campus Housing & Commuters**



- 4) At the top of the page, you should see 3 headings, Home, Application, and Work Order.



- 5) Click **Work Order**.

6) Make sure to read all of the instructions on the screen.

- If you are using Internet Explorer, security settings should be set to Low in order to proceed.
- Issues with cable, phone, internet should be called in to the Student Help Desk 408-554-5050.
- Maintenance Requests that should be entered are non-urgent items such as broken window blinds, clogged sinks, clogged toilets, missing window screens, light bulbs that need replacing, etc.
- If you are reporting an issue with a washer or dryer, please indicate the 3 digit number on the machine and NOT the alphanumeric code.
- Urgent issues should be reported to your CF or Desk Receptionist.
- To place a maintenance request, please select continue.
- Please note, that you may only enter requests for the building in which you live.
- When entering your requests, please remember the following:
 - State what needs to be done, not what the problem is (i.e. repair/replace broken towel rack)
 - Be Specific
 - It may take 1 - 2 weeks to complete requests.

7) Click **Continue**

8) You should then see your building. **Select the floor that your request is on.**

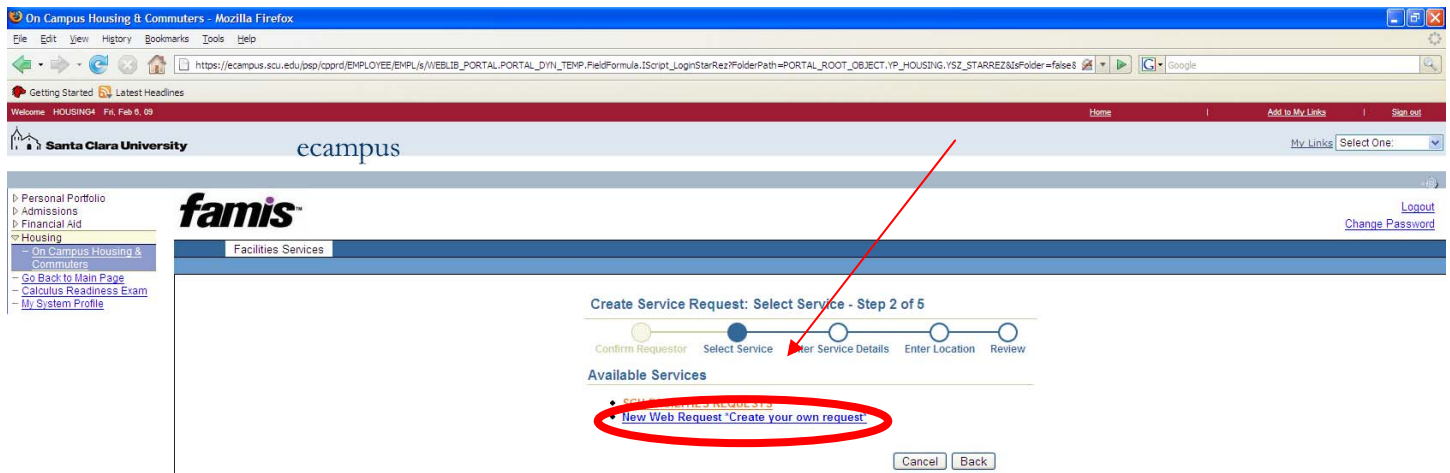
9) **Select the room** you are entering your request for.

10) Confirm the information on the screen is correct and then click **Service Requests**.

11) Confirm your contact information and click **Next**.

12) The next screen gives you two options.

The option you should choose is [New Web Request *Create your own request*](#)



13) In the Work Title field, please **type the work** that needs to be completed (i.e. Relamp light)

On Campus Housing & Commuters - Mozilla Firefox
https://ecampus.scu.edu/bpp/cqord/EMPLOYEE/EMPLIS/WEBLIB_PORTAL.PORTAL_DYN_TEMP.FieldFormula.IScript_LoginStarRez?FolderPath=PORTAL_ROOT_OBJECT.YP_HOUSING.YSZ_STARREZ&Folder=false&
Getting Started Latest Headlines
Welcome HOUSING4 Fri, Feb 6, 09 Home Add to My Links Sign out
Santa Clara University ecampus My Links Selected One:
Personal Portfolio Admissions Financial Aid Housing On Campus Housing & Commuters Go Back to Main Page Calculus Readiness Exam My System Profile Logout Change Password
Facilities Services
Create Service Request: Enter Service Details - Step 3 of 5
Confirm Requestor Select Service Enter Service Details Enter Location Review
Work Description
Work Title
Description of Work
To preserve the text formatting, please hit "Enter" after each line. (Limit 3000 chars)
Earliest Start Date mm/dd/yyyy
Latest Completion Date mm/dd/yyyy
Dates/Times Work Cannot be Done in Location e.g. Mon & Fri 8am - 10am
Cancel Back Next

14) In the Description field, please **provide more detailed information** about your request. (i.e. Relamp light. It is not out completely yet, but it has dimmed over the past couple of days.)

15) Click **Next**

16) Confirm you have entered the request for the right room.

17) Click **Next**

18) Verify the information and Click **Finish**

19) Record the Work Order number for your reference, it begins with WO*****

20) Once we confirm your request, you will receive a confirmation email. Please allow 1-2 weeks for requests to be completed.

If you would like more information on how to submit requests, please contact us at housingfacilities@scu.edu.