

Date: August 26, 2016  
To: All Employees  
From: Maureen M. Marshall, Superintendent of Schools  
Subject: Maintenance Requests, IT Requests and Scheduling Requests

All requests for building usage, maintenance and IT are now being done through our District's Maintenance Direct program. All instructions for this program can be found on the QRSD website under the staff dropdown at MySchoolBuilding. This program allows users to schedule Maintenance Requests, Incident (formerly IT) Requests, and Facility Scheduling Requests. We are asking that all requests be made through this program; you will no longer need to use the maintenance tickets, phone calls, etc. If your request is truly an emergency, a phone call is acceptable. It is important for us to track this information for capital planning purposes, budgeting, and daily scheduling. It also is a part of the District's efforts to "going green".

If you have previously submitted an IT request, you are already entered into the Maintenance Direct program and will only have to use the correct passwords to access Maintenance and/or Facility Scheduling Requests. The passwords are:

- Maintenance Requests                      fixit
- Incident (IT) Requests                      password
- Facility Scheduling Requests              schedule

You will be notified by email when your requests have been received, approved, and, finally, when they are completed.

If you have any questions or concerns, please contact Clare Barnes or Deb Pelley. If you have scheduling questions, please contact Timothy Pollard (ext. 8015) or Jessica Bennett (ext. 8500).

MMM/jab