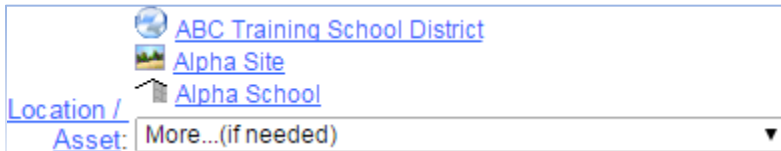


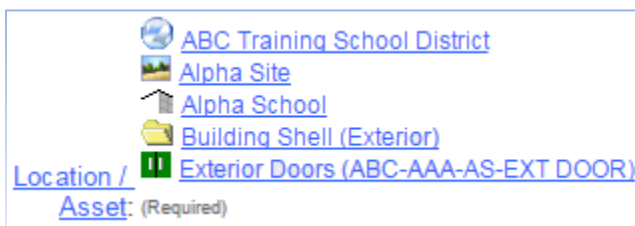
# SERRC CMMS – Service Requester Quick Reference

Read the instructions on the screen and fill in the form working from top to bottom.

- **Name and Email:** *Enter your name*, changing any generic entry already displayed, and *enter your email address*. (Your browser should remember these entries for future requests.)
- **Location/Asset:** Be as specific as you can without guessing. To drill down deeper into the hierarchy, click anywhere in the “More...(if needed)” box and then select an item from the list. To change your selections in the hierarchy, click on any of your previous selections then re-select the appropriate items from that point forward.



ABC Training School District  
Alpha Site  
Alpha School  
Location /  
Asset: More...(if needed)



ABC Training School District  
Alpha Site  
Alpha School  
Building Shell (Exterior)  
Location /  
Asset: Exterior Doors (ABC-AAA-AS-EXT DOOR)

- **Short Description:** Enter a brief description of your request, adding precise location information if applicable (e.g. “Room 125” or “TH 12 kitchen sink”), and provide any other useful information. **Do not enter any special characters, not even apostrophes (') or ampersands (&).**
- **Needed By:** Select an appropriate date from the list or the pop-up calendar. **Do not leave the date unchanged unless the request is extremely urgent.**
- **Problem:** Select from the drop-down list.

**Submit**

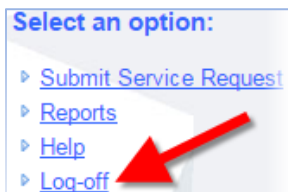
Once you have completed the request, click **Submit**. (Scroll down the page if needed.) You are then taken to a page that confirms the successful submission of your request, and gives you a summary view. If you are finished, click the **Log-off** button.

**Log-off**

- Fix/Repair - Emergency
- Fix/Repair - Heating/Cooling
- Fix/Repair - Lighting
- Fix/Repair - Plumbing
- Fix/Repair -Other
- General Maintenance
- Janitorial
- Key Request
- Other
- School/Community Support
- Snow/Ice or Other Weather/Nature Problem
- Summer Project
- Transportation Request
- Vandalism, Graffiti, Crime
- Vehicle Maintenance

Select a problem from the list

You may also exit by selecting “**Log-off**” from the “Option” menu on the left.



Select an option:  
Submit Service Request  
Reports  
Help  
Log-off

Note: If you logged in via a link on your district’s website and want to return to that page, clicking your browser’s back button **twice** will probably take you there.