

How to submit a work ticket

- Follow the steps listed out below
- If you have any questions please email reslife@eou.edu



Log into your My.EOU Portal

Facilities Ticketing System

campus facilities help tickets

Facilities Ticketing System



MAINTENANCE CONNECTION[®]
an accruent company

Facilities Ticketing System

Go to the discover search bar.
Search: Facilities ticketing System
Click on Maintenance Connection

Select an option:

- › [Submit Service Request](#)
- › [Service Request Status](#)
- › [Help](#)
- › [Log-off](#)

Submit Service Request

Please fill out the form below. When you are finished, click the **Submit** button below (you may need to scroll the page down with your mouse). Click on a field name for more information.

Requester's Phone:

(Required)

If possible, please specify the closest Location or Asset that relates to your request. [If you know the Location or Asset ID, click here.](#) (This is not required)

[Oregon University](#)

(Required)

[Clear](#)

(Required)

Problem:

(Required)

Type:



Your phone number
will go here

Requester's Phone:

If possible, please specify the closest Location or Asset that relates to the problem (if no location or asset is not required)



[Eastern Oregon University](#)

More... (if needed)



Next step click here

(Required)

Short Description:

[Clear](#)

(Required)

Problem:

Select an option:

- ▶ [Submit Service Request](#)
- ▶ [Service Request Status](#)
- ▶ [Help](#)
- ▶ [Log-off](#)

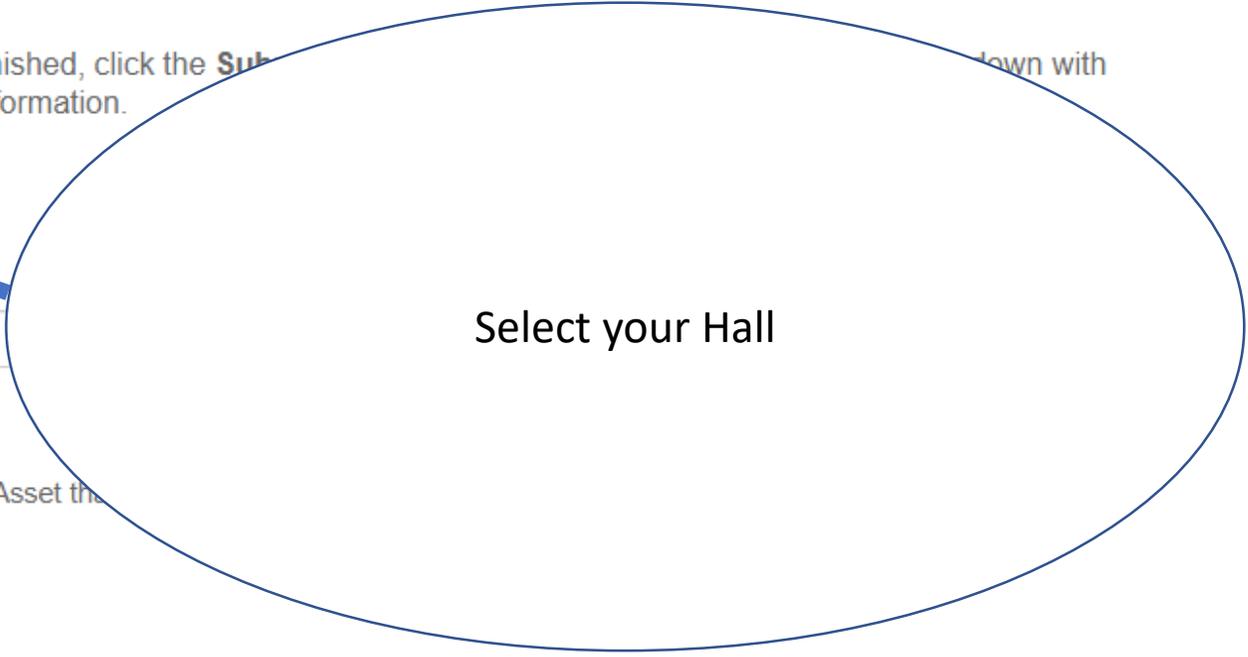
AMBIENT ITEMS

- + Badgley Science Center
- + Baker Hdstrt
- + Community Stadium
- + Concession
- + CSA/Arts East
- + Daugherty Hall
- Dropdown
- + Elgin Hdstrt
- + Eocene Courts
- Event & Conference Area
- Field House
- + Fields
- + Gilbert Center
- + Grounds
- + Haz Mat Storage
- + Hoke Union Bldg

More... (if needed) ▼

are finished, click the **Sub**
ore information.

down with



Select your Hall

(Required)

Short Description:

[Clear](#)

(Required)

is not required)



[Eastern Oregon University](#)

[Daugherty Hall](#)

More... (if needed) ▾

- More... (if needed)
- CONFERENCE ROOM-00145
- ELEVATOR-00140
- ELEVATOR-00240
- GUNCLOSET-00148
- HALL-00110
- HALL-00120
- HALL-00210
- + HALL-00220**
- KITCHEN -141
- LAUNDRY-00239
- MAILROOM-00136
- MEDIARM-00233
- PROGRAM CLOSET-00235
- PROGRAM-00234
- RES HALL 02206
- RES HALL-101
- RES HALL-103
- RES HALL-104
- RES HALL-106

(Required)

Click the second drop down menu and select your Room Number

Describe what your issue is with as much detail as possible



(Required)

Short Description:

Clear

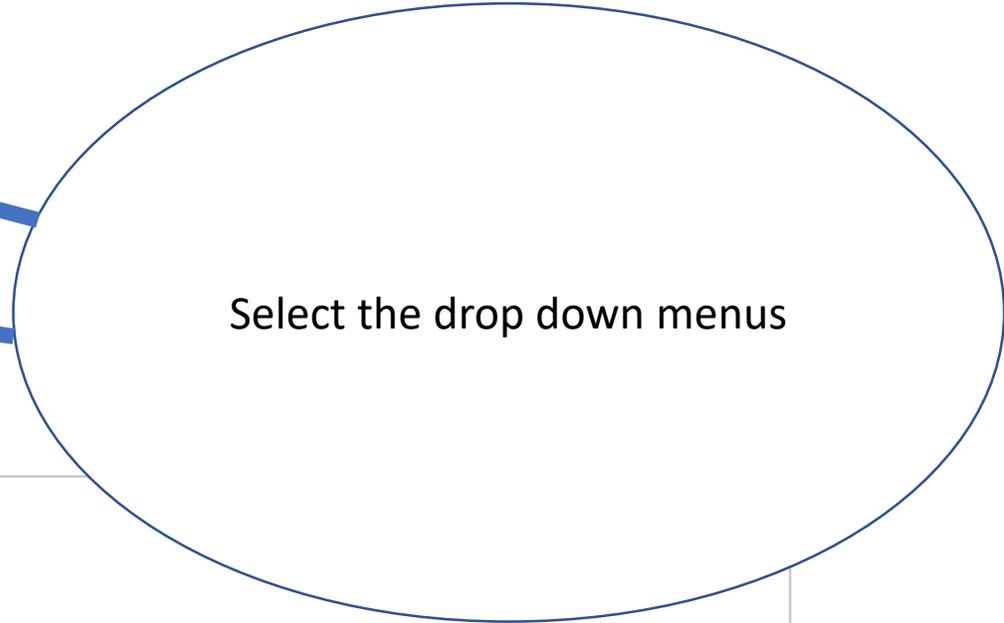
(Required)

Problem:

Problem:

Type:

Images:





Select...

- Alarm
- Cleanup
- Custodial Supplies
- Damaged**
- Doors/Locks
- Electrical
- Equipment Malfunction/Not Working
- Excessive Noise
- Grounds & Irrigation
- Hang/Install
- Hot / Cold Temperature
- Leak
- Lighting
- Move/Remove/Setup
- No Power
- Pests
- Plumbing
- ROOF
- Safety Non-Emergency

Select... ▼

ion or Asset that relates to your request

Select the category that best applies to your problem. If you are unsure select Problem Not Listed.



Short Description:

Clear

Select...

- Follow-up
- Inspection
- Preventive
- Safety
- Service Request

Select... ▾

Select what best applies to your situation. Most often you will be selecting Service Request.

Images:

You can add photos here

Images:

Add

Remove

Submit

Once you are done, hit the Submit button.

