

Operations Hero - Maintenance Request

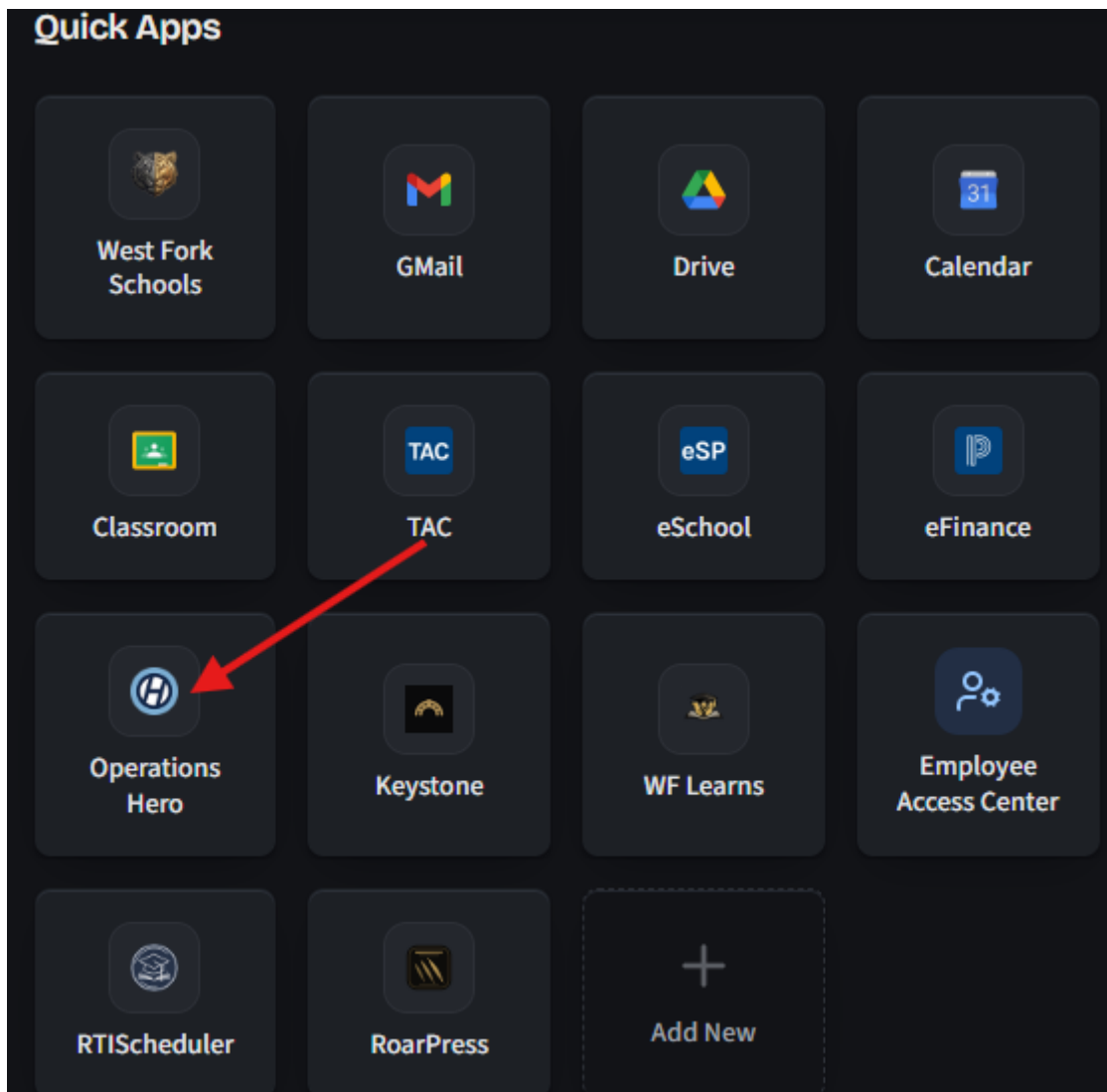
For today's tech tip, we will focus on two items:

1. Logging In to Operations Hero
2. Creating a New Maintenance Request

Logging in to Operations Hero

Open a new tab to launch PawPoint.

Click on the Operations Hero button.



Or follow this direct [LINK](#).

If you are on your school device, you will automatically be logged in to Operations Hero.
If not, log in with your school email account and password.

Creating a New Maintenance Request

A new maintenance request should automatically open when you log in to Operations Hero.
If not, click on the New Request button near the top of the screen.

New Request







STARTED REQUESTS
0

CLOSED REACTIVE IN 7 DAYS

CLOSED PREVENTATIVE IN 30 DAYS

The New Request window will be displayed. This is similar to the SchoolDude process.

New Request



Workflow

WO Maintenance

Requester

 Carl Clements

Category

ligh

Location

 West Fork High School

Description/Summary

B *I* U    

We have a light bulb that needs to be replaced.

AV:LITE Light System
CUST:BULB Light Bulb Replacement
EL:IN Lighting (Indoor)
EL:LITE Lighting
EL:OUT Lighting (Outdoor)
ROOF:SKLT Skylight

Directions/Room Number

10

📎 Upload Attachments

6



or



Upload Files

You can add images, pdfs, or docx

Cancel

7

Save Request

NOTE: Numbers correspond to the picture above.

1. Be sure this is set to maintenance.
2. The Category fields should be filled in. There are lots of options to choose from. Start typing to narrow down the category. ie: plumbing, lighting, electrical, etc.
3. Choose the appropriate building
4. Give some details for the maintenance crew to work off of. If it is a common area (ie: cafeteria) please include a contact person.
5. Provide the room number or location.
6. Files/Pictures are optional but can be included as needed.
7. Click Save Request to submit it to the maintenance department.

Originally posted by Carl Clements on the West Fork Technology Hub (2023-05-02).

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