

Residents can easily report their own maintenance requests in the residence halls via our campus-wide *iServiceDesk* system. Below is an overview of the process, including the steps for **Emergency vs. Non-Emergency Requests** and **Room Key/Lock Issues**.

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### Emergency vs. Non-Emergency Requests

**Emergency Requests** are defined as those that pose an immediate risk to residents or building security and/or property. Examples include overflowing toilets/sinks, exterior door locking issues, keys stuck/broken in the lock, or prolonged power outages. Your resources are listed below:

- Monday – Friday (7 a.m. to 4:30 p.m.): Contact the Facilities Management Office at 608.785.8585
- After Hours: Contact a Resident Assistant (RA) or the residence hall front desk staff

**Non-Emergency Requests** are defined as those that pose no immediate risk to residents or facilities, but still require attention. Examples include difficult dresser drawers, chipped floor tiles, or burned out light bulbs. For these issues, residents are to submit a Work Order Request via the following process:

- 1) Visit [iServiceDesk](#) (consider bookmarking for future reference).
- 2) On the left-hand side of the page under 'Work Request,' select 'Submit a Residence Hall Request.'
- 3) Complete each field, and be sure to double-check the room number. This is the space where the repair will occur.
- 4) In the 'Request' field, be descriptive. This will expedite the process for you and the technician. The description of the issue should include the following information:
  - Is the issue on the left or right side of the room (as you walk into the room)?
  - What aspect of the room is experiencing the issue (is it the floor, ceiling, desk, dresser, bed...)?
  - Provide as much detail as possible regarding the nature of the issue (what about it 'doesn't work' or is 'damaged?').
  - Note: In addition to the 'Request' description box, residents can also upload a photo of the issue (via the 'Choose File' button, just above 'Submit').
- 5) Once you 'Submit' your request, the following process will occur via email:
  - 'Submitted' (received shortly after submitting): your request has been submitted to Facilities.
  - 'Accepted:' your request has been processed, and is being assigned to a technician. You do not need to be present when the technician comes to address the issue.
  - 'Completed:' your request has been finished by a technician.

### Room Key/Lock Issues

Residents should continue to contact their Hall Director for any non-emergency key and lock issues (such as a sticky lock, or missing room key).

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### Internet/Connectivity Issues

As always, if you have concerns about internet connectivity, printing, or Ethernet ports, continue to submit these requests to the [Eagle Help Desk](#). These issues should not be entered into the *iServiceDesk* system.

If you experience any difficulties in the process above, we welcome you to reach out to your Hall Director for guidance.