

MPULSE USER REMINDERS

[PLEASE PRINT THESE REMINDERS AND POST BY YOUR COMPUTER]

1. **All** issues that will require the assistance or response of the Department of Maintenance require a work request entered into Mpulse. These requests will facilitate that your issues are addressed as quickly as possible. Every maintenance department employee is required to document their time and material and do so with the requests that are submitted.
2. **DO NOT CALL** the Maintenance Department FMS Desk, Foremen, Team Leaders, or employees on their office or cell phones to report an issue **UNLESS IT IS A TRUE EMERGENCY! (see below)**

EMERGENCY SERVICES:

In case of fire and other life threatening emergencies, please dial 911!

*Maintenance Emergency: Facilities Management defines a maintenance emergency as **any situation that will result in a threat to life, safety, health**; if not responded to immediately. Facilities management also defines a maintenance emergency as any situation that will result in the cancellation of classes or events; if not responded to immediately. For example: a broken water pipe flooding the building would qualify as a maintenance emergency. A strong smell of gas should be reported to the Fire Department then the Maintenance Department.*

*Should a maintenance emergency arise, call the Work Order Specialist. Do not leave a message if your called is not answered. **After you have tried to reach the Work Order Specialist and did not get an answer, then try to contact either the Director of Maintenance or his secretary.***

3. ALWAYS include a **temperature reading in a cold or hot complaint**. Each BSM has been issued an Infrared Thermometer for this purpose. If your thermometer has stopped working, please submit a request to have it checked replaced.
4. ALWAYS use **room number or area of the issue in the description line**. Please do not say "handle" or "toilet"....please put handle is broken off door in room 10, or toilet is stopped up in music area, or switch is not working for lights in media center, etc.
5. IF submitting a **request for lighting issue**; ALWAYS **check the bulbs** prior to submitting that your balance does not work or needs to be replaced. Once you know it is not the bulb; then submit a request for an electrician.

6. IF submitting a request for **a vehicle repair**; ALWAYS ENTER THE TAG NUMBER (LG #) of the vehicle in the Description Line as well as the area that the vehicle is located. Enter the issue with the vehicle in the comments area.
7. ALL requests that are **vandalism or property damage issues**, should have a **V- or PD-** in the front of the description line so that it stands out as one of these issues: i.e.; V- window broken in counselor's office by student. PD-storm knocked tree down on fence.
8. ALL vandalism or property damage requests **must be** accompanied by the **MABE PROPERTY LOSS FORM** which can be found on the Department of Maintenance Forms page. These requests and their forms are handled differently and reported for insurance purposes.
9. ALWAYS be in the **Pending Only** area when trying to submit a request. Check your list to the left in the blue drop down area to see which layout you are in before starting.
10. Only hit **the green plus sign (+)** one time to ADD a new request. Do not use **the green plus (+)** sign to submit. Use the submit button once you have finished entering your information. If you do not see the submit button at the bottom of your page; you are in the wrong layout.
11. **Do not** put multiple issues in one work order as they will be assigned to different shops and technicians. All issues and areas should be on different work orders.