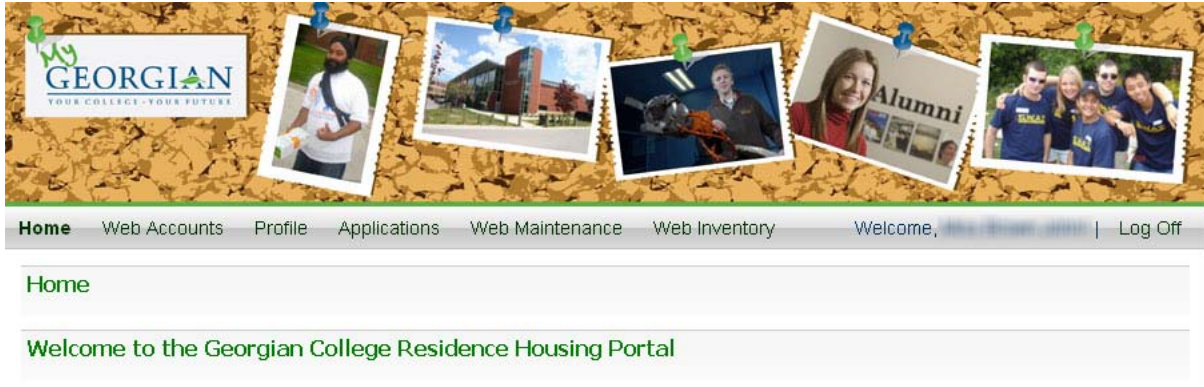


HOW TO SUBMIT AN ONLINE WORK ORDER

To access the residence student portal simply open up any internet browser and in the address line type <https://studentresidence.georgianc.on.ca/StarRezPortal>

Enter the Username and Password that you use to access your student Banner account, then click on the “Login” button. Once you login, you will see the following screen:



From this portal you can check your residence financial account, apply to return to residence, and submit a work order for maintenance in your room.

Click on the “Web Maintenance” tab. If you have submitted any previous work orders they will be listed showing the date submitted, what the request was and the status. When you first submit a work order, the status will be blank until our staff have printed the work order and sent it to maintenance. Once the work order has been given to maintenance the status is changed to “Pending”. Upon completion of the work order, the work order will be closed out and the status will be changed to “Completed”

To submit a new work order, simply click on the “New Job” button which will open up the following screen.

The screenshot shows the 'Job List' form in the 'Web Maintenance' section. The navigation menu is highlighted on 'Web Maintenance'. The 'Web Maintenance Menu' on the left lists '1. Job List' and '2. Shared Job List'. The 'Job List -' form includes the following fields: 'Date Reported:' (8/27/2009 10:28:55 AM), 'Status:', 'Item:' (a dropdown menu with '(Please Select Item)'), 'Category:' (a dropdown menu with '(Please Select Category)'), 'Description:' (a large text area), and 'Cause:' (a large text area). At the bottom, there is a 'Save & Continue' button and a disclaimer: 'By submitting this work order I give permission for the Department of Housing, Residence Life & Conference Services to enter my suite to effect repairs without giving 24 hours notice and with or without me being present.'

The date and time is automatically logged when you open up the work order.

Beside the “Item” label is a drop down list. Simply click on the arrow and scroll through the list until you find the appropriate item. Do the same for the “Category” drop down list.

In the “Description” box, provide a brief description of the problem (ex. The toilet continually runs, the tap in the kitchen is dripping, window blinds won’t turn, etc.). If you know what caused the problem go ahead and enter that information, otherwise just leave it blank (ex. I dropped a comb in the toilet and now the toilet keeps plugging up).

Home Web Accounts Profile Applications **Web Maintenance** Web Inventory Welcome, [User Name] | Log Off

Web Maintenance Menu
440
▶ 1. Job List
2. Shared Job List

Job List -

Date Reported: 8/27/2009 10:28:55 AM
Status:
Item: Front Door Wont Lock
Category: Doors
Description: My front door doesn't latch tight. If you push on it, it will open
Cause:

By submitting this work order I give permission for the Department of Housing, Residence Life & Conference Services to enter my suite to effect repairs without giving 24 hours notice and with or without me being present.

Save & Continue

When you have finished entering all of the information, click on the “Save & Continue” button. You will then be returned to the opening maintenance work order screen where you should now see the work order you just submitted

Home Web Accounts Profile Applications **Web Maintenance** Web Inventory Welcome, [User Name] | Log Off

Web Maintenance Menu
440
▶ 1. Job List
2. Shared Job List

1. Job List

Date Reported	Item	Description	Status
8/27/2009	Front Door Wont Lock	My front door doesn't latch tight. If you push on	

New Job View/Modify

By submitting this work order I give permission for the Department of Housing, Residence Life & Conference Services to enter my suite to effect repairs without giving 24 hours notice and with or without me being present.

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PLEASE NOTE: Work orders are attended to on a priority basis, not on the date/time they were submitted. If you need a new light bulb, cable for the tv or internet cable, you are much better off to simply come down to the front desk and pick one up as these issues are a low priority when compared to issues with locks, toilets, etc.

If you have any questions about the process please ask one of our staff in the office or at the Front Desk.