How to Submit A Maintenance Request

1. Go onto the Marywood University Homepage (www.marywood.edu)

2. Click on "Forms" (located on the grey bar on the bottom of the screen)

3. Select "Online Forms for Students" (at the top of the Online Forms page)

4. Click on "Physical Plant Work Request" (located under Building and Grounds on the top left hand side of the page)

5. Select the area of campus in which you would like to report a maintenance issue (i.e. Madonna Hall, Loughran Hall, Woodland Residences, etc.) by clicking on the "+" sign to the right of the selected area.

6. You will see a drop down list like the one below. Please log into Tofino using the link and designated CLIENT ID, USERNAME, and PASSWORD for the selected area.

7. After logging in to Tofino, you should see the following screen. This is where you will submit your work request.

8. Create a "Title" for your work request.

9. Select the location for the maintenance issue from the dropdown menu.

10. Select "BUILDING" from the Asset Category dropdown menu

11. Select the building from the Asset dropdown menu

12. Include a description of the maintenance issue. Please be as specific as possible!

13. In the Created By box on the right hand side, please delete what is already in the box and add your name.

14. In the Email box on the right hand side, please delete what is already in the box and add your Marywood University email address.

15. When completed your work order should look like the image below
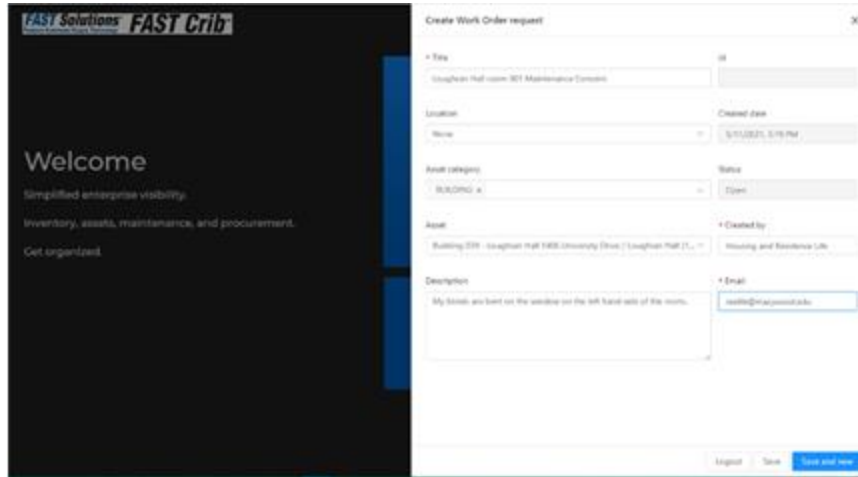
16. When you have completed filling out the work order form, please click "Save and New", the blue button on the bottom right hand side of the page.

17. You should receive a confirmation email via your Marywood email address shortly after your work order has been submitted.

If you have any questions or concerns regarding the Maintenance Work Order form, please contact the Help Desk at helpdesk@marywood.edu.