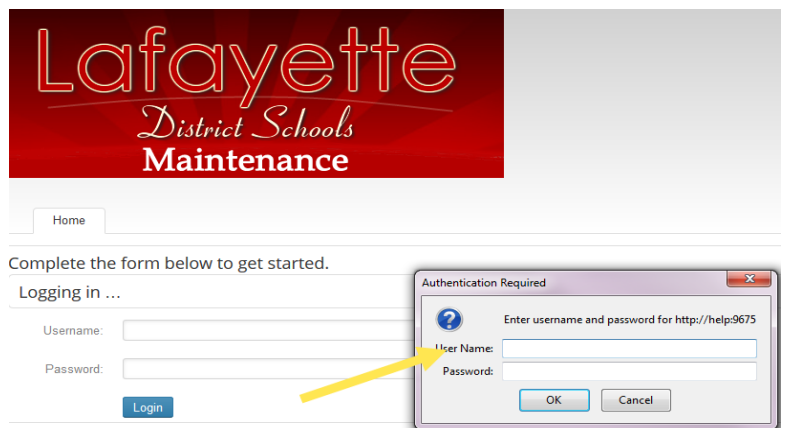


# Submitting an Online Maintenance Request

You can now submit Maintenance Request online! From our district webpage, [Lafayette.schooldesk.net](http://Lafayette.schooldesk.net), click on **Staff** and **Maintenance Request**.

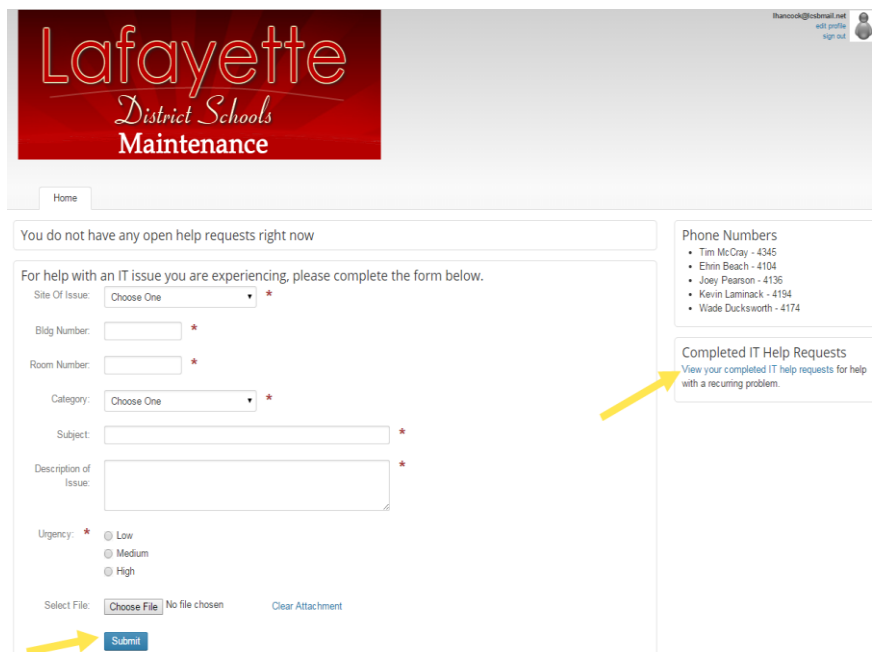


Depending on the browser you are using, you may be prompted to enter your username and password. This is the same username and password that you use to log in to your computer.

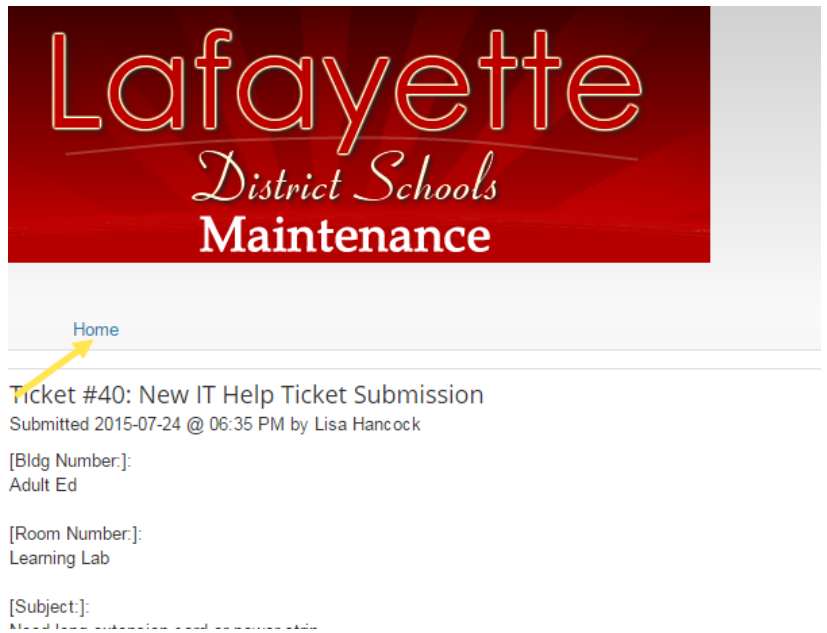


Fill out the form that appears. If you have a document that you would like to attach, you can do that at the bottom of the form. Notice that you can also check the status of previous requests from this page.

Once you've filled out the information, click **Submit**.

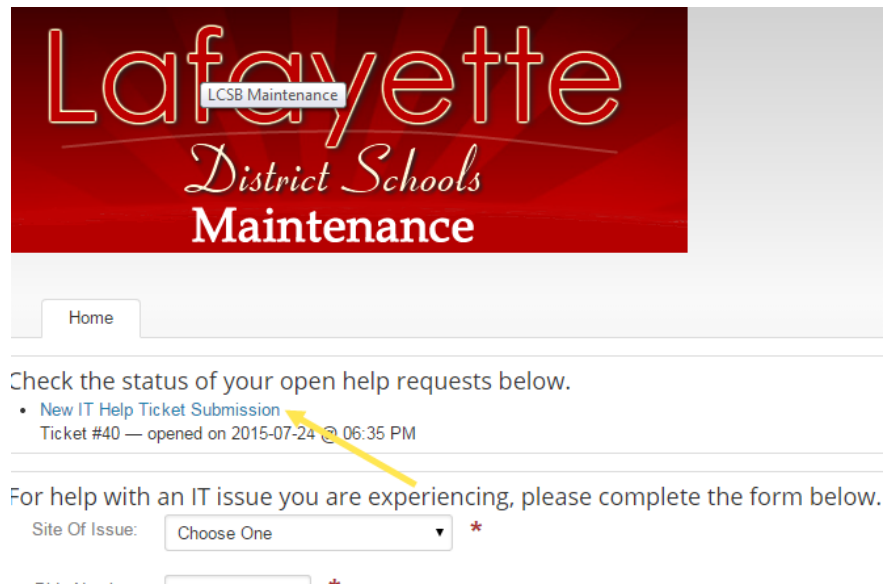


You'll see the ticket and you can add a comment at the bottom if you'd like. Click **Home** to return to the Home screen, and you'll see your open help requests listed.



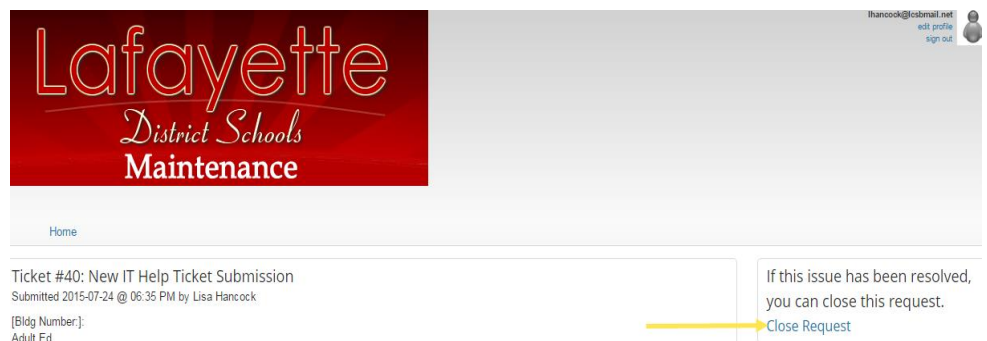
The screenshot shows the top of the Lafayette District Schools Maintenance portal. A red banner at the top contains the text "Lafayette District Schools Maintenance" in white. Below the banner is a navigation bar with a "Home" link. A yellow arrow points to the "Home" link. Below the navigation bar, the details of a ticket submission are displayed: "Ticket #40: New IT Help Ticket Submission", "Submitted 2015-07-24 @ 06:35 PM by Lisa Hancock", "[Bldg Number:]: Adult Ed", "[Room Number:]: Learning Lab", and "[Subject:]:".

You can check the status of your request, or close the request if it is no longer relevant by visiting our district webpage, [Lafayette.schooldesk.net](http://Lafayette.schooldesk.net), clicking on **Staff** and **Maintenance Request** then click the blue link above the ticket.



The screenshot shows the Lafayette District Schools Maintenance portal with a "Home" button in the navigation bar. Below the navigation bar, the text "Check the status of your open help requests below." is displayed. A list of open help requests is shown, with a blue link "New IT Help Ticket Submission" and "Ticket #40 — opened on 2015-07-24 @ 06:35 PM". A yellow arrow points to the blue link. Below the list, the text "For help with an IT issue you are experiencing, please complete the form below." is displayed. A form field "Site Of Issue:" is shown with a dropdown menu set to "Choose One" and a red asterisk indicating a required field.

You can add a comment to your open request, or if your issue has been resolved, you can close your own request here.



The screenshot shows the Lafayette District Schools Maintenance portal with a "Home" button in the navigation bar. Below the navigation bar, the details of a ticket submission are displayed: "Ticket #40: New IT Help Ticket Submission", "Submitted 2015-07-24 @ 06:35 PM by Lisa Hancock", "[Bldg Number:]: Adult Ed", and "[Subject:]:". A yellow arrow points to a "Close Request" button located at the bottom right of the ticket details. In the top right corner, there is a user profile for "lhancock@fcsbmat.net" with options to "edit profile" and "sign out".