HOW TO SUBMIT A MAINTENANCE REQUEST

FOR STUDENTS WHO LIVE IN THE RESIDENCE HALLS

• Follow these instructions to submit a maintenance request related to furniture, microwave, TV, or laundry facilities.
• Requests for items not listed must go through Facilities Management Services at http://facilities.rit.edu/request/.
• If you have a maintenance emergency, contact Public Safety at (585) 475-3333 or via AIM at RITPUBLICSAFETY.

• Go to myhousing.rit.edu and sign in to the portal using your RIT computer account and password.

• Click on Maintenance in the main menu bar.

• Click on Job List.

• Click the New Job button.

• Click on the drop down box next to Category/Item and select the one that applies to your request.

  Example: Bedroom — Air Conditioning
  (Bedroom being the category and Air Conditioning being the item)

• In the box labeled Description, you may write some details related to the problem.
  Please be brief and begin your details with the category. Example: Bedroom — air conditioner is blowing warm air.

• Click the Save & Continue button.
• If you need to submit a request for a common item within your room, click on Shared. You will be able to see here if your roommate has already submitted a maintenance request for the same item. If you find a request for the same item, and the status is not closed, you do not need to submit a request.

If there is not a request for the item, then click on the New Job button and complete a request.

• You may return to the maintenance page at any time to check on the status of your request.

QUESTIONS?
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