

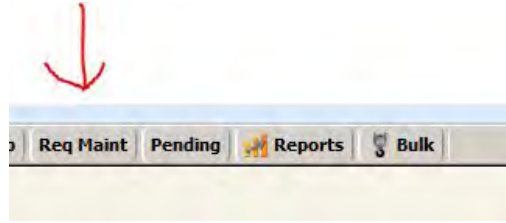
## Directions to make a service request in ER:

1) Log in to Emergency Reporting.



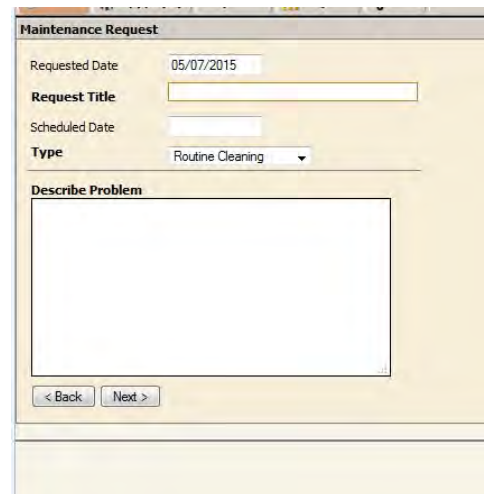
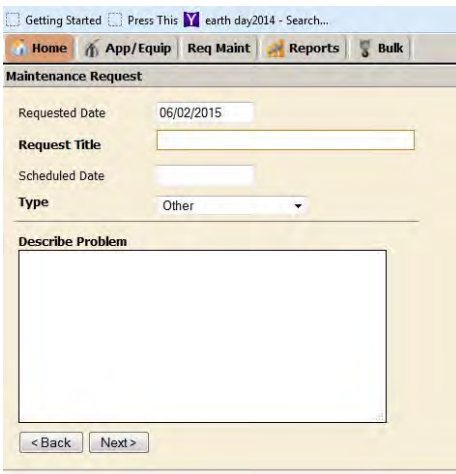
2) Select the Maintenance module button from the left menu.

3) Then select the "Req Maint" button on the top menu.



4) Under the "What needs maintenance?" tab, select either "apparatus" or "equipment." Select the specific item from the list or click a blank line for a general request or for an item not listed in the list. This will open a new window.

5) Complete the request form: Include a request title, date to be scheduled (if necessary), use dropdown to specify maintenance requested. You can also type a brief description of the problem in the box. Then click "next."

A screenshot of a "Maintenance Request" form. The form includes the following fields: "Requested Date" (05/07/2015), "Request Title" (empty text box), "Scheduled Date" (empty text box), and "Type" (dropdown menu showing "Routine Cleaning"). Below these is a large text area labeled "Describe Problem". At the bottom of the form are "< Back" and "Next >" buttons.A screenshot of a "Maintenance Request" form, similar to the previous one but with a different "Requested Date" (06/02/2015) and "Type" (dropdown menu showing "Other"). The "Describe Problem" text area is empty. The "< Back" and "Next >" buttons are visible at the bottom.

If you have a general request for something not listed, simply use the type "other" in the dropdown window. Explain your request in the "describe problem" window.

6) Upload files if necessary, otherwise click on "complete maintenance request," and your request is complete

