



# THE UNIVERSITY OF TENNESSEE SOUTHERN

The Office of Residential Life

## HOW TO SUBMIT A WORK ORDER

1. Go to [www.utsouthern.edu](http://www.utsouthern.edu), and click "Maintenance" under "Quick Links."
2. Follow the prompts and fill out the requested information.

If you have never submitted a work order request, you will have to register:

- a) Click on Register
- b) The account number is 419868132
- c) Create a password (The password you create will be for your log in only)

NOTE: Registration will be complete after you submit your first request.  
New users are not saved until their first request has been submitted.

Once you are registered you can fill out a maintenance request form.  
Fill out ALL required fields.

3. Under Step 4 "Please describe your problem or request," please give as much information as you can about the problem or request.
4. The password to submit a maintenance request is "Redhawks".

## FOLLOWING UP ON A WORK ORDER

Haven't seen a resolution to your request? Please follow up! We are here to help!

1. **Check the work order status:**
  - a. Go to [www.utsouthern.edu](http://www.utsouthern.edu), and click "Maintenance" under "Quick Links."
  - b. Log in with your UT Southern email, and the password you created for your maintenance request account.
  - c. Click "My Requests" at the top of the page. If you do not see the request you entered there, it did not get successfully submitted. Go back to "Maint Request" to submit.
  - d. Check the third column for a status update. These are usually in bold and red. If the note says "No Action Taken," it may not be addressed yet by maintenance/housekeeping.

2. **Contact Maintenance:**

Email [rbrickel@utsouthern.edu](mailto:rbrickel@utsouthern.edu) with the details of your issue, and the details of when you originally successfully submitted the request online. Please do not reach out until 48 hours after your Work Order was successfully submitted! This gives our team time to address issues, order materials, etc.

**You can customize your settings  
so that you receive email  
updates on your Work Order!**

Log in, click "Settings," and select what progress emails you would like to receive!