

HOW TO LOG A MAINTENANCE REQUEST

Introduction

The Housing Portal allows students to submit maintenance and housekeeping requests, and view the status of open maintenance jobs for their individual suite. The instructions below outline the steps needed to sign in to the Housing Portal, enter new requests, and review existing requests.

Please note: If the request is urgent (for example fire or flood) please contact the front desk immediately and do not log a job online.

Sign In:

1. Open a web browser and go to the following address:
https://myhousingportal.ca/StarRezPortal_Niagara_Welland
2. Enter your username and password. Contact the front desk if you have misplaced your username. If you have lost your password click on the 'Forgot Password?' link.
3. Click 'Log In'.
4. Click the "Maintenance" tab at the top of your screen. From here you will be able to view maintenance requests in progress and log a new maintenance request
5. To create a new maintenance request, click the "New Job" button

Home Application **Maintenance** Cancellation Request Accounts Log Out

Maintenance

Job Type:
My Jobs

Date Reported	Job Status	Job Description	Item
2020-12-23 4:42:00 PM	1. Unassigned	Test*	Maintenance Required

VIEW

NEW JOB

Enter New Work Request:

6. Click 'New Job' to create a work request in your suite.
7. Click on your room.
8. Select 'Maintenance Request' from the 'Category' from the drop-down menu

- 9 Select 'Maintenance Required' from 'Job Request Item' from the drop-down menu
- 10 In the description field, enter the details of the problem/request. Please be as specific as possible (i.e. location, cause of the problem, when it happened, etc).
- 11 Click 'Submit'. You have now submitted your maintenance request.

Please note: The repair description will be populated by Residence Staff.

Emergency?

If this is an URGENT concern please contact the front desk immediately. In the case of an EMERGENCY Residence Staff will enter the suite.

Room

Room Category:

My Room

Please select a Room Space for this maintenance job:

Room Description	Room Space	Room Type
WEL-300 - A	WEL-300 - A	2 Bedroom Suite

Status

Date Reported: 2020-12-23 16:32

Status:

General

Job Request:

MAINTENANCE REQUEST

Job Request Item:

Maintenance Required

Please Provide a Detailed Description of the Request:

Test*

Description of Repairs Completed: (for staff use only)

<empty>

By clicking "Submit" you agree that Maintenance or Housekeeping Staff can enter your suite to address the issue reported. For more information please refer to section 4.04 Room Entry, section 4.05 Maintenance by the Manager and section 4.06 Housekeeping Service and Cleanliness as outlined in your Student Residence Agreement.

GO BACK

SUBMIT