

CR Help Request/Ticket System

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edit profile
sign out

Home

Maintenance

Printing Services

Event Support

IR / Research

IT Support

To report a Maintenance issue, please complete the form below.

TITLE (just a couple of words)

As it states, just a few words in this part.

* Some good examples are: Broken window - DN 107.
Clogged shower - MN 208.

What we don't want is: The window is broken in MN 101, please fix.
Door lock is sticky and student cannot get into room

Type of issue:

*This drop down menu explains itself. Please choose what type of issue this is.

Building : (please select building where issue is located)

* Almost every building on campus is listed in this drop down menu.
Please select the appropriate building or area

Room number or location/area :

* Room number is important. Whether we are assigning staff to do the work or running reports to see what work we have in a specific area, having the room # or area is vital. If the issue happens to be just outside a room, by an entrance to a building, that works too. "Outside HU110", "DN 107", "Main Entrance to Mendo Lounge" are all acceptable formats.



All areas of this form are required. Please provide as much detail as possible.

If you have an emergency that requires immediate attention, please contact Maintenance at 707-476-4380.

Please contact Tami Engman (tami-engman@redwoods.edu) if you need assistance.

Details :

Here's where the "meat" of the ticket belongs.

We're not asking you to write a story, but we need good, solid details.

Examples:

- Please install 3x3 whiteboard in conference room. Whiteboard has been purchased and is in the Warehouse. Spot is marked on the wall where we would like it placed
- Lights in main area of room are no longer working. Student reports they went out when they flipped the switch first thing this morning.
- Locking mechanism on disabled access stall is malfunctioning. Appears to be out of alignment, as the pin does not line up with the holes.
- Lock cylinder on door rotating. Hard to lock or get key out.
- Storage room cabinet doors came loose / fell off. Corner of wood cracked. Doors are in room leaning against cabinet below where they belong.

Select File:

No file selected.

If you have a photo to attach, that's great! Photos of damaged areas, if it's hard to say exactly where something is located, etc. are always helpful, but not necessary!

Please elaborate further below if necessary.

Usually it is unnecessary to elaborate further on Maintenance tickets. This section is used for other departments

Submit

Click submit!

There are times when the ticket system is running slow. Clicking submit more than once will cause the system to create multiple tickets.

Please give the program the chance to process / load.

Once the ticket has been submitted, the screen will change and you will see that a ticket # has been assigned.

You will also receive an e-mail.