

ENTERING YOUR ECSU EMAIL TO REQUEST ACCESS TO ECSU ONLINE MAINTENANCE ISSUE FILER FORM

1. Open a web browser.
2. Open a terminal, locate, and navigate to the MTicket folder inside of the ECSUTS folder.
3. Enter the command `python manage.py run server`.
4. Enter 127.0.0.1:8000/email into your web browser.
5. Welcome to the homepage of the ECSU Online Maintenance Issue Filer. This page displays a brief description of the website. Contact information for the online portion of the maintenance department is included on the webpage as well.
6. On this page the user will need to enter a valid ECSU student email address inside of the "Ecsu email" text box. Once a valid ECSU email address has been entered please click the "Submit" button.

Note: Depending on what is entered inside the text box, entry will determine the output. If a **non-valid** ECSU email address is entered, when the "Submit" button is clicked, a message will appear showing "This is not a valid email."

If a **valid** email address is entered, when the "Submit" button is clicked, the next page will display "Check your email". An email will be sent to the email that was provided. The email will provide a link to the ECSU Online Maintenance Issue Filer Form.

GAINING ACCESS TO ECSU ONLINE MAINTENANCE ISSUE FILER FORM

1. Please check the mailbox for the ECSU email you provided. You should have received an email with the subject: ECSU Maintenance Ticket System from ECSU_Maintenance@ecs.edu. The message will state:

"Dear Student,

Welcome to the ECSU Maintenance Ticket System. In order to begin filing your maintenance issue, please copy and paste the URL to your web browser.

127.0.0.1:8000/Contact."

Please click or copy and paste the link into your web browser. (127.0.0.1:8000/Contact)

2. If the link is accessed successfully, you will be directed to the Form.

SUBMITTING YOUR MAINTENANCE ISSUE FORM

1. The maintenance issue form has two sections: Section 1 and Section 2. Section 1 requests general information about the user and Section 2 requests information regarding the maintenance issue.
2. In Section 1, you will be asked to provide the following information: "Full Name", "Residence Hall" (There is a drop down menu to select your residence), "Room Number", and "Occupancy".

3. In Section 2, you will be asked to provide the following information: “What is your issue with”, (there is a be a drop down menu with items to select. (i.e. Window Blinds, AC unit, Chair etc.), “Rank your issue from 1 to 3” (1 is considered a low priority and 3 is considered a high priority), “Briefly describe your issue”, and “Initial” the following request form.
4. After you have reviewed your issue request, please click the “Submit Issue” button. This will submit your issue and be sent to the ECSU Online Maintenance Issue Filer System for the maintenance department.
5. The user should receive a ticket number once the issue has been received and recorded by the system.