



# School District of the City of Pontiac

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## SchoolDude Process and Procedure

The SchoolDude facilities and maintenance system must be used for all emergency and non-emergency situations as it relates to your building/department. Please be advised, your request for assistance will not be completed if a text message, email or phone call is sent to the department with the exception of an emergency situation.

- **Users:**

- Buildings – Every Secretary and Principal will be set up with a School Dude account.
- Department – Each department (Bilingual, Special Education and Student Services) will have access of School Dude along with the Secretary of that department.
- Third Party Vendors – Each vendor will have a designee who is responsible for updating all tickets by the end of the day with status and assigning the work order to their staff.

- **Process**

- The building/department user is the only staff member able to enter tickets for assistance. Passwords should never be given out to any staff member.
- When submitting the ticket, please be as descriptive as possible.
  - Exact location (classroom number, etc.)
  - Issue – Description is very important
  - Photo (if applicable)
  - ONLY ONE ISSUE/REQUEST is to be submitted per ticket. For example, if a classroom has a broken window and a light bulb out, those tickets must be put in separately.
- Once the ticket is submitted, the Facilities and Maintenance Department will schedule to the appropriate department for completion.
- Updates will be logged into SchoolDude to track progress and completion by the Facilities and Maintenance department along with third party vendors who have access to the system.
- At no time, shall anyone in their building or department request the Custodian or Maintenance Technician to do any repairs or maintenance outside of their daily functions in the building/department.
- In the event of an emergency only, please contact the Facilities and Maintenance Department directly. However, a ticket will still need to be entered in SchoolDude by the building/department user and approved to ensure tracking and completion of issue.



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- **Trainings and Assistance**
  - Initial building users will have a one on one training session with the Facilities Program Specialist if needed/ requested.
  - The building users will also have access to the SchoolDude contact number for specific questions regarding the system and additional training if necessary.
- **Building Tracking:**
  - Log sheets – If your building uses a log book for maintenance and custodial request's, please continue using your current building process.