

The following information is an Amity Staff Guide for use of **Brightly/Dude Solutions software** and encourage all staff to use for all work requests and Facilities usage requests.

If the request is an emergency or has any safety concerns, please call to report it as well as generating a work request. This is necessary so that someone may immediately investigate the Safety/Security concern and not wait for an approval on the Brightly Software system. (EX., Water incursion/leaks, safety/security issues, fire system related) etc...

Attached at the bottom of this form, you will find the user guide links for FS Direct and Maintenance Direct for entering requests.

There are multiple ways to login to Brightly Software. The Amity website has the link that can be found under the Facilities dept. tab and is listed as [Brightly Requester Guide --Amity Staff](#) under Links and resources. When using this link, all the account information has been entered into the hyperlink and takes you directly to the Amity account. <https://login.myschoolbuilding.com/msb?acctNum=475594626&productID=FSD>. You may also go to myschoolbuilding.com, if you choose, but will need the account number if not logging in from the Amity site, which is (475594626).

The first time you enter the site, you will need to register by entering your email and last name and setting a "LOGIN" password. Once you have registered, you can submit requests. The LOGIN password is the password you have chosen; however, the SUBMITTAL password for work orders and usage requests is **password**. If you prefer one password for both, you may update this in your Brightly settings once you are logged in. Work orders will be assigned to the appropriate Facilities staff automatically based on the type of craft you have chosen, so we ask that you try to be as close to the type of work/craft it is. Please make sure to include the extension you can be reached at in the request, should we have any questions.

Please DO NOT submit more than one issue/problem per request unless they are closely related in the type of issue such as "leaking at sink one and two, cold in rooms 251 and 252." NOT "Cold in room, water leaking at sink, need paper towels." Each problem or issue needs to be submitted separately so that the work order can be assigned to the necessary custodian/mechanic/ or vendor and can only be assigned to one person.

NOTE: Some of you were previously instructed to submit your request to the head secretaries or admin staff at the middle schools, please disregard those instructions as we have given everyone the ability to generate their own request and encourage it so you may check the status of your request.

The information with a red check beside it, is required information. Once your request has been submitted, it will show under the tab MY REQUESTS and will show the status as new request, no action taken and will be approved or declined by principal and then assigned. Anytime there is a change in status, it will show under the status condition and once completed will show the date as well as email you a notification of completion. If you need assistance and or have any questions with this, please email or call the Facilities Dept.

If you need additional assistance or help in the “requester” role, please see the links below for video help with all requester modules.



<https://help.dudesolutions.com/Content/Documentation/Maintenance/MaintenanceDirect/User%20Roles/Requester/MaintenanceDirect%20Requester.htm>



<https://help.dudesolutions.com/Content/Documentation/Facility%20Usage/FSDirect/User%20Roles/Requester/FSDirect%20Requester.htm>