

CALALLEN ISD

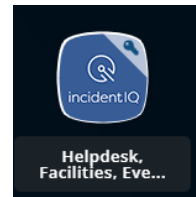
MAINTENANCE WORK ORDER GUIDELINES



Calallen ISD is committed to providing timely and efficient maintenance services that support our students and staff. To improve communication, simplify the work order process, and provide better visibility into maintenance requests, the District has transitioned to the IncidentIQ Work Order System. The following guidelines are designed to help staff understand the process and ensure requests are submitted accurately so they can be addressed as quickly as possible.

Submitting Work Orders

- ❑ **All** District employees have access to submit maintenance work orders
- ❑ Login to Classlink and **select the IncidentIQ app** for “Help Desk, Facilities, Events”
- ❑ Select **+ New Work Order**
- ❑ Under “**What is this ticket about?**” select **Facilities**
- ❑ **IMPORTANT WORK ORDER GUIDELINES**
 - **Description: Provide a detailed but concise description of the issue.** The more specific your description, the faster the Maintenance Department can diagnose and resolve the problem.
 - **Room:** Required field, be specific.
 - **Work Order Priority:** Select the priority level that best reflects the urgency of your request. Please do not abuse the Critical priority. Critical work orders are only for issues that cannot wait until tomorrow and will notify designated District administrators.
 - 4 – Critical (Today)
 - 3 – High (3 Days)
 - 2 – Medium (1 Week)
 - 1 – Low (As Available)
 - **Urgent Safety and Security Issue:** Please do not abuse this selection. Reserved for true safety and security concerns involving students, staff, or campus operations. Selecting this option will notify designated District administrators.



Other

- ❑ **Campus Work Order Approval:** The Campus Admin Team (Principals, Assistant Principals, and Principal Secretaries) must approve campus work orders before they are routed to Maintenance.
- ❑ **Track Your Work Orders:** Employees can view status updates, notes, photos, and other information related to submitted requests. Log in to the IncidentIQ app through ClassLink to view the latest updates from the Maintenance Department.
- ❑ **Questions or System Issues?** Contact the Maintenance Department or Business Office for assistance.