

DISTRICT 20 FACILITIES COMMUNITY PORTAL – INSTRUCTIONS



The first time you use District 20's online facilities management system, you must complete Step 1 (Register for a Community Account) and Step 2 (Join or Create an Organization). Once approved, you may proceed to Step 3 and submit an Event Request. Future facility requests can begin directly at Step 3.

For help, please contact Maria Roberti at mroberti@esd20.org or (630) 894-2250.

STEP 1: REGISTER FOR A COMMUNITY ACCOUNT

You must first register for a Community Account to access the system.

1. Visit the [District 20 Community Portal \(Community Calendar\)](#).
2. Under the login section, click “**Don’t have an account? Create One**”.
3. In the **Get Started** section, enter your **First Name, Last Name, Email Address, and Phone Number**.
4. Click **Submit** to create your Community Account.
5. Check your email for a message from **Community Site** [<notifications@mail.dudesolutions.com>](mailto:notifications@mail.dudesolutions.com)
 - a. *Please check your spam/junk folder if the email does not appear in your inbox.*
6. Follow the instructions in the email to verify your account and create a password.

STEP 2: JOIN OR CREATE AN ORGANIZATION

You must request to join an organization or create an organization in the system **before you can submit an Event Request**.

1. Log in to the [District 20 Community Portal](#) using the email address and password you created during registration.
2. Navigate to the **Organizations** section of your account.
 - a. Search for your organization.
 - If your organization already exists, select **Request to Join Organization**.
 - If your organization does not appear, select **Create Organization**.
 - b. Enter the required organization information.
 - c. Upload your current **Certificate of Insurance (COI)**, if available. Additional insurance documentation may be required before facility use is approved.

- d. If you are associated with multiple organizations, select **Add Another Organization** and repeat the process.
- e. Click **Submit**.
 - *We recommend searching for your organization before creating a new one to avoid duplicate entries in the system.*
3. District staff will review your request. Please allow up to five business days for processing and approval. You will receive an email from **Community Site** [<notifications@mail.dudesolutions.com>](mailto:notifications@mail.dudesolutions.com) when your request has been approved or denied. *Please check your spam/junk folder if the email does not appear in your inbox. SEE PAGE 3 FOR SAMPLE EMAILS.*
4. Once your organization request has been approved, log in to the Community Portal and proceed to **Step 3: Submit an Event Request**.

STEP 3: SUBMIT AN EVENT REQUEST

After your account and organization have been approved, you may submit an Event Request for use of District 20 facilities.

Access the Facilities Dashboard

1. Visit the [District 20 Community Portal](#).
2. Sign in using your email address and password.
3. Navigate to the Community Facilities Dashboard to view available spaces and submit your Event Request.

Complete the Community Event Request Form

1. **Select a Facility:** Use the search bar or available filters to locate the school, gymnasium, cafeteria, classroom, or other space you would like to reserve. Click **Book** for the desired location.
2. **Enter Event Details:** Provide the required event information, including Organization, Event Name, Event Summary, and Event Description (optional).
 - a. *NOTE: If your organization does not appear, you may not yet be an approved member of that organization. Please complete Step 2 before proceeding.*
3. **Select Dates and Times:** Choose the requested location(s), date(s), and time(s) for your event. Include setup and breakdown times (if needed), use recurring event options for events occurring on multiple dates, and use Non-Consecutive Dates when requesting a custom series of dates.
 - a. **IMPORTANT: District 20 facilities are not available for community use on Fridays.**
Please plan your requested dates accordingly.
4. **Enter Contact Information:** Provide your contact and address information as requested.
5. **Provide Insurance Information:** Upload your current **Certificate of Insurance (COI)** or select **Use Organization's Insurance Information** if a valid certificate has already been uploaded for your organization.
6. **Complete Additional Information:** Provide any requested supplemental information regarding your event.

- a. **Facilities/Custodial Needs:** If your event requires custodial support or facility setup, these requests must be entered as Tasks. Examples include unlocking doors, table and chair setup, additional trash receptacles, opening bleachers, and other facility accommodations.
 - b. **Technology Requests:** If your event requires technology support, contact Maria Roberti at mroberti@esd20.org with the event name, date(s), facility location, and requested technology needs.
7. **Add Tasks:** Add any Facilities/Custodial requests as individual tasks. Select **Facilities/Custodial** as the task type and provide detailed instructions so staff can prepare the space appropriately.
 8. **Review Terms and Conditions:** Review and agree to all applicable documents and requirements, including (1) District 20 Facilities Use Terms & Conditions, (2) Hold Harmless Agreement, and (3) Certificate of Insurance requirements.
 9. **Submit Your Event Request:** Click **Submit**. District staff will review your request. Please allow up to five business days for processing. You will receive an email from **Community Site** [<notifications@mail.dudesolutions.com>](mailto:notifications@mail.dudesolutions.com) confirming the status of your request. *Please check your spam/junk folder if the email does not appear in your inbox.*
 - a. **IMPORTANT:** *Submitting an Event Request does not guarantee facility availability. Reservations are not confirmed until approved by District 20 staff.*

Modify or Cancel an Event Request

To cancel or modify an existing event request:

1. Log in to the [District 20 Community Portal](#).
2. Open **My Events** and select the applicable reservation.
3. Make any necessary updates or cancel the request.

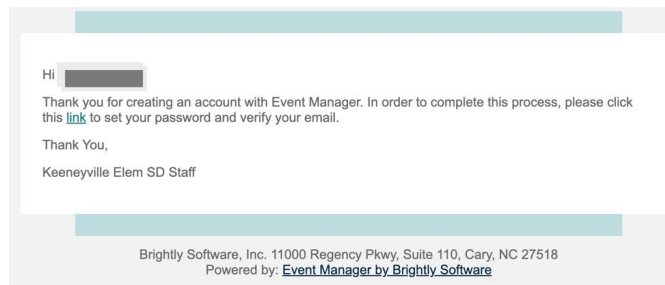
Changes and cancellations may be subject to District review and approval.

For help, please contact Maria Roberti at mroberti@esd20.org or (630) 894-2250

EMAIL #1

SENDER: **Community Site** <notifications@mail.dudesolutions.com>

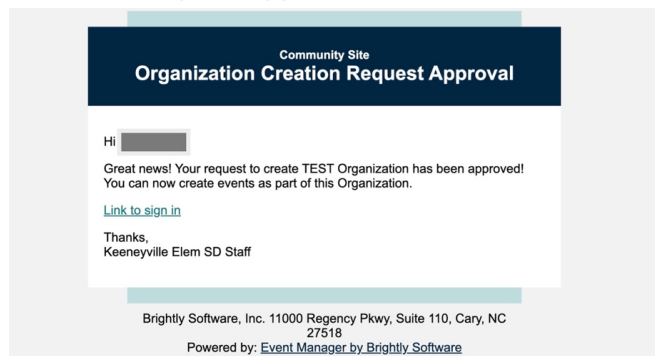
SUBJECT: Please Verify Your Account



EMAIL #2

SENDER: **Community Site** <notifications@mail.dudesolutions.com>

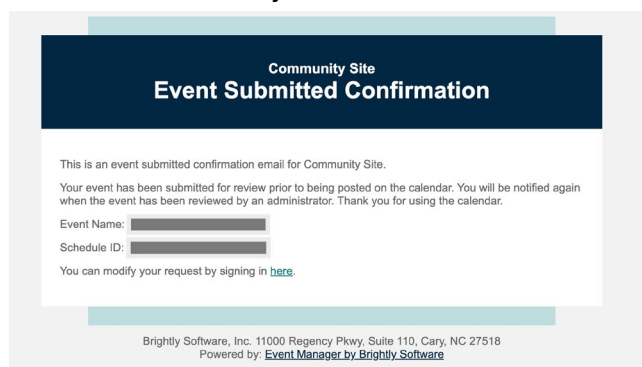
SUBJECT: Request Approved to create YOUR ORGANIZATION



EMAIL #3

SENDER: **Community Site** <notifications@mail.dudesolutions.com>

SUBJECT: Community Site Event Submitted Confirmation



EMAIL #4

SENDER: **Community Site** <notifications@mail.dudesolutions.com>

SUBJECT: Community Site Event Approved Notification

