



How to Submit a Work Request

Santa Monica College utilizes an internet-based work order ticket management system called Mainsaver.

1. To submit a work request, please visit the [Mainsaver](#) work request portal.
2. Enter “**User ID**” and “**Password**”. For user ID and password, please contact your manager or department head.
3. Select ‘**New**’ under ‘**Work Request**’.
4. Enter your name in the “**Originator**” field. (Required)
5. Enter your four-digit extension number or full (including area code) telephone number in the “**Phone**” field, in case a call back is needed for more details, location, or scheduling. (Required)
6. Enter “**Location**”. (Required) Be as specific as possible, including building name, floor, room number, etc.
7. Enter “**Work Requested**” information. (Required) In order to help us expedite your request, be as specific as possible. e.g. “Toilet located in the men’s restroom on the third floor of Drescher Hall is clogged.” “Please assemble 35 chairs (purchase order #) in Business 207. Chairs are located in the warehouse.” “Please install 36” x 48 x 2” white board in Professor’s Smith office located in HSS-375. A post-it note will be placed on the wall, indicating the location where they want the white board hung. White board weighs 25 lbs.”
8. Select “**Priority**” from the drop down menu, selecting options: **3 ‘COMPLETE IN 1-10 DAY’** or **4 ‘COMPLETE IN 1-30 DAY’** only. (Required)
9. Select “**Work Group**” from the drop down menu:
 - Construction
 - Custodial (Day Shift Custodial)
 - Grounds (Landscape Maintenance)
 - Mechanical

A work group is the group assigned to complete requested work through the online work order ticket management system. If you’re unsure which group to assign the request, please consult the work group table:

Work Group	Assignments
Construction	Banners, Carpentry, Furniture Assembly, Locksmithing, Paint, etc.
Custodial (Day Shift Custodial)	Cleaning, Office Moves, Special Event Services
Grounds (Landscape Maintenance)	General outside clean up/trash removal, Rodents, Pests, etc.
Mechanical	Air Conditioning/Heating, Electrical, Plumbing, etc.

10. Select the OK button at the bottom of the page.

After OK is selected, a new page appears with the following message: “Your work request is received and assigned the work request number _____. Please refer to that request number for later reference”.