

## **Have a Maintenance Concern?**

For all NON-Emergency maintenance problems, report them directly via MICROMAIN (online maintenance request system). Residents are empowered and can report their maintenance concerns directly through MICROMAIN —ALL residents must know how to use the MICROMAIN reporting system.

Emergency Maintenance is defined as problems:

1. Compromising the health and safety of residents (ex. Broken glass, door that does not lock, electrical problems that may lead to fire, excess bodily fluid or excrement, etc.)
2. Currently damaging the structural integrity of the facility (ex. Busted water pipe, overflowing water, fire, etc.)

\* If you have any questions to determine if you have an emergency maintenance request, feel free to contact your RAs for guidance.

Reporting Emergency Maintenance Problems:

1. During Hours 8am – 5pm, M-F: Call National (Maintenance) directly at 706-880-8296 (dial from off-campus telephone) or 8296 (dial from on-campus telephone). Please call this number and speak with someone directly to report this concern (DO NOT leave a voicemail message).
2. During Hours 5pm – 8am, M-F, All day Sat-Sun: Call the on-call RA and the on-call RA will triage this emergency maintenance concern to the appropriate staff member to address the concern. Please call the on-call RA's listed number and speak with someone directly to report this concern (DO NOT leave a voicemail message).

## **Steps to Submit a Maintenance Request via MICROMAIN to National (Maintenance Department)**

1. Go to <http://panther.lagrange.edu/>
2. Log-in to PantherNet with your LC log-in and password
3. Under Campus Services click on “Submit a work request”
4. Fill in “User name” with your LC log-in (first initial & last name ex. lstudent)
5. Fill in “Requester” with your first & last name
6. Fill in “Email” with your LC email address (ex. lstudent@lagrange.edu).
7. Fill in “Phone” with a number where you can be reached
8. Complete “Property” by selecting your residence hall (ex. Hawkes Hall)
9. Complete “Building” by selecting your residence hall (ex. Hawkes Dormitory)
10. Complete “Asset” by selecting your room number (ex. Hawkes 000)
11. Fill in “Location” with a quick description of where the concern is in your room  
\*If you are in the Candler or Hawkins include your room number and letter

### *Under the “Work Details” section*

12. Complete “Service” by selecting the service you need. \*If you don’t find the specific service need in the drop box, then click on “Other” and then fill in the specific service you need
13. Fill in “Description” with detailed information about the maintenance concern, the location, etc.
14. Click “Create Request” and this should refresh the screen to show: “Request Submitted Successfully!”

\*If you need assistance with this service, please feel free to contact National front desk at 706-880-8296 (dial from off-campus telephone) or 8296 (dial from on-campus telephone) during the hours of 8am – 5pm, M-F.

## **Steps to View the status of your Maintenance Request via MICROMAIN to National (Maintenance Department)**

1. Go to <http://panther.lagrange.edu/>
  2. Log-in to PantherNet with your LC log-in and password
  3. Under Campus Services click on “Submit a work request”
  4. Click on “Status” on the top left of the screen
  4. Fill-in “User name” (first initial & last name ex. lstudent)
  5. Fill-in “Email Address” with your LC email address (ex. lstudent@lagrange.edu)
  6. Click on “Update View”
  7. Under the “Number” section, click on the maintenance number and a separate webpage will come up with the details of your maintenance request.
  8. Read the “Status” and “Comments” section for updates on your request.
    - “Requested” = Not yet reviewed
    - “Open” = Assigned for repair
    - “Hold” = Assigned for repair, parts ordered
    - “Completed” = Work request completed
- \* The “Comments” section may have more detail in regards to the request

\*If you need assistance with this service, please feel free to contact National front desk at 706-880-8296 (dial from off-campus telephone) or 8296 (dial from on-campus telephone) during the hours of 8am – 5pm, M-F.