Sign In

Go to


- You will see the Sign In page in Internet Explorer (Top Screen Shot) or Fire Fox, Chrome or Safari (Bottom Screen Shot) as pictured.
- Explorer users will enter their NetID
- Fox Fire users will enter msubillings\NetID
- Enter your Password
- Click SIGN IN
- If you are not able to sign in, please contact Lance at 2306 or via email at lance.icenoggle@msubillings.edu
Create a Service Request

- Click the Create Request tab
- Choose the Property, Floor & Space where the issue is located
- Select the request Type that best describes the category of work (electrical, HVAC, painting, etc.)
- Select the request SubType that best describes the activity (no power, temperature issues, interior painting, etc.)
- Select a Priority to indicate how urgently the issue needs attention. Always choose 2 unless it is an emergency. If it is an emergency, please call 657-1713
- Describe Your Request by adding further detail, explaining exactly what needs to be done
- Authorized to Enter defaults to No. In the drop down box, please change to Yes. If there are certain times that the room is not available leave the No and put that time in the Auth. Remarks
- Who is making this request? This section will default in your contact information. If you are entering this request in behalf of another person, you may edit the contact information as desired
- Account information is at the bottom of the screen. Always use Standard Actuals as the Billing Type and click on the Add New on the right hand side of the screen to enter an Index and Account Code. For Building Maintenance use Index 617004 and Account Code of 62701 but if it is something specific to a Department or Office, use the
Click OK to submit the request.

Request Confirmation
- After the request is entered, the system will display a Request ID as a clickable link. Click the link to view all the details of your request.

Check Request Status
- If you come back later to check the status of your request, click the My Requests tab.
- You will see a list of open requests at the top and recently closed requests at the bottom.
- Click on any of the Request IDs to see the details of that request, including any updates that have been made and the current status. In the example screenshot to the left, you would click the link for request number 826.

View Request Details
On the Request Details Page...
- The GENERAL INFORMATION section displays who made the request and when it was made.
- The REQUEST DETAILS section displays additional details about the request, such as the location, work type, priority, who it is assigned to, and the current status.
- The REQUEST HISTORY displays a history of the updates that have been made to the work order and who made each update and when.
- If you would like to send more information, you can enter information in the General Comments field and click UPDATE. Your comments will be posted to the Request History.