

## Updated 11-2-18

We're excited to announce that the new Maintenance Service Request is now available. Just click on the Maintenance Department Icon to easily submit your requests and check their status online.

You will be able to:

- Submit a new ticket.
- Manage open and closed tickets you have submitted.
- Request a specific maintenance category.
- Search for answers on your own via our solutions database.

Simply go to:

<https://holyfamilyuniversity.sdpondemand.manageengine.com/app/maintenancedesk/HomePage.do>

Enter your email address and password then log in. Explain your request & click "Submit".

Once you submit your ticket, you'll receive an email that confirms we've received your message.

You can also download the app for Apple and Android: Manage engine service desk plus.

Feel free to also check out our knowledge base <http://kb.holyfamily.edu/hfu/submitting-a-request-to-help-desk/>

If you have any questions, please contact the IT Help Desk at 276-341-3402.  
Thank you,

Holy Family IT Help Desk

If you haven't gotten a response, or your issue continues, please contact [reslife@holyfamily.edu](mailto:reslife@holyfamily.edu) so that we can look into your issue.

Also, please note that this is for every day maintenance issues. If you have an emergency, contact the RA duty phone (8PM-8AM), or Security 24/7, to report and get staff to help!

Shamika Ford is in the SLR office daily, so you can also contact her during the day.  
[Sford2@holyfamily.edu](mailto:Sford2@holyfamily.edu) or 267-341-3241