



Student Guide: How to enter a Maintenance Request Order (MRO)

If this is a facilities emergency (flooding, room access issue, etc.) contact your front desk immediately.

1. Login to the [Student Residence & Dining Portal](#)
2. Complete the [Room Inspection module](#)
 - a. Complete this assessment to verify your current room condition upon arrival. This important process validates your current room condition and helps you avoid unnecessary charges at the end of the year for damage not incurred by you.
3. Once the Room Inspection module has been completed, the [Room Maintenance Request portal](#) will be displayed.
4. Expand the Room Maintenance Request portal, click [New Request and enter the MRO](#)
 - a. When entering the location, try to explain the location for someone who has never been in the room before. For example: Victoria Hall, D Wing Room 222, outlet behind desk.
 - b. When explaining the details in the description box, be as specific as possible. For example, the outlet behind my desk has no power.
5. You can view previously entered MROs by expanding the Room Maintenance Request portal and clicking [View Requests](#)

If you are experiencing issues entering an MRO, call the Facilities Control Centre (FCC) at 613 533-3155 during business hours, 8 am – 4 pm, Monday to Friday. Alternatively, you can [email the FCC](#) about any questions you may have.