Massachusetts Institute of Technology

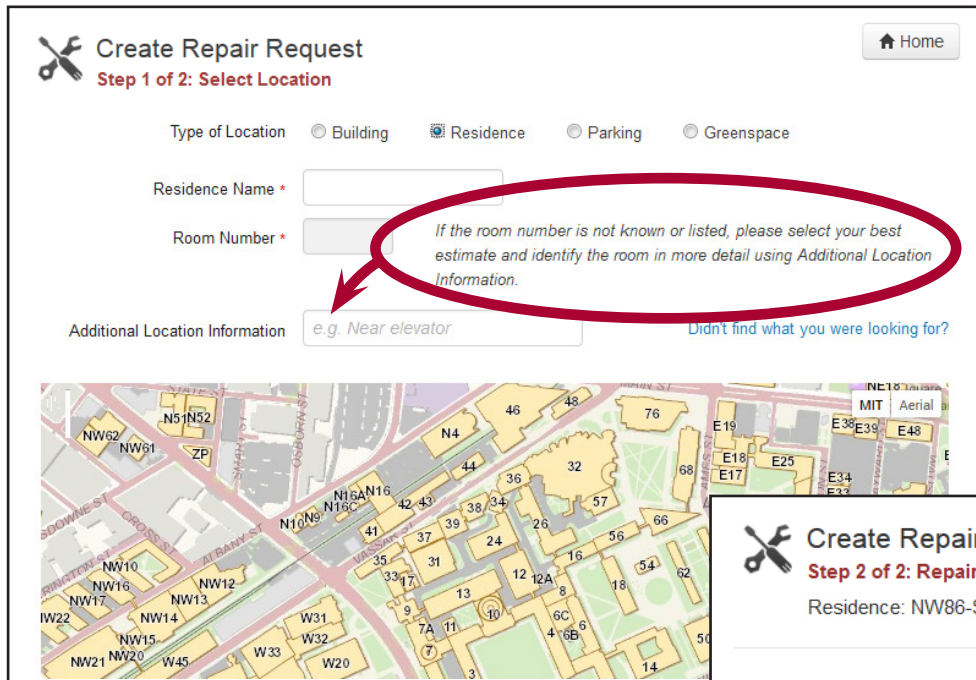# HOW TO create and track a
Dormitory Repair Request

Atlas
▶ navigating your MIT world
Atlas.mit.edu

1. Create Repair Request

To navigate to the **Create Repair Request** screen in the **Atlas.mit.edu** website, go to: **Campus** tab – **Service Request** tab – and click on **Create Request**.

Create Repair Request
Step 1 of 2: Select Location

🏠 Home

Type of Location ○ Building ◉ Residence ○ Parking ○ Greenspace

Residence Name * [ ]

Room Number * [ ] *If the room number is not known or listed, please select your best estimate and identify the room in more detail using Additional Location Information.*

Additional Location Information [e.g. Near elevator] Didn't find what you were looking for?
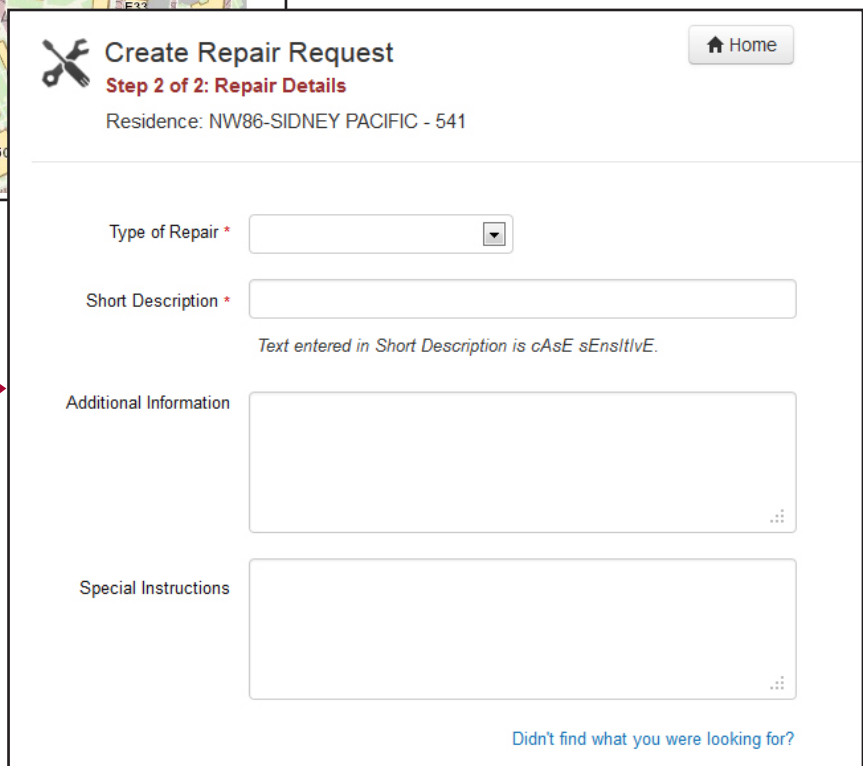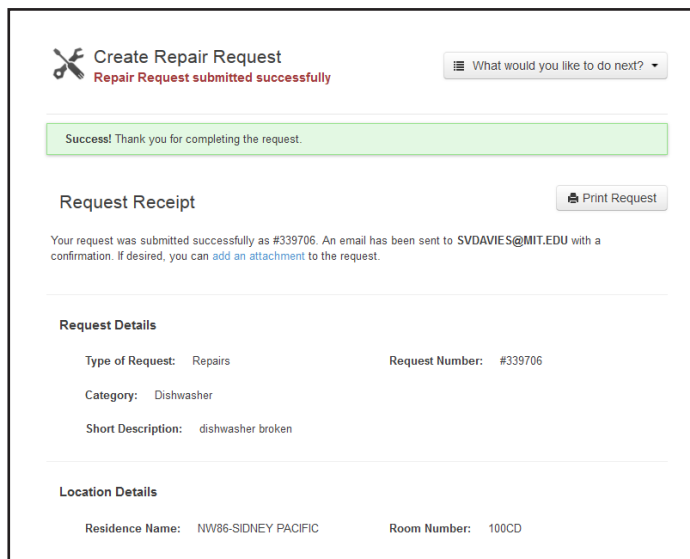
2. Enter Location

- Click on **Residence** button
- Identify **Residence Name** and **Room Number**
- The **Additional Location Information** field will allow you to provide specific information about the repair location.

Create Repair Request
Step 2 of 2: Repair Details

🏠 Home

Residence: NW86-SIDNEY PACIFIC - 541

Type of Repair * [▼]

Short Description * [ ]

Text entered in Short Description is cAsE sEnsItIvE.

Additional Information [ ]

Special Instructions [ ]

Didn't find what you were looking for?

3. Enter Repair Details

- Select **Type of Repair** from dropdown menu
- Provide **Short Description**
- Provide **Additional Information** and **Special Instructions**

Create Repair Request
Repair Request submitted successfully

☰ What would you like to do next? ▼

Success! Thank you for completing the request.

Request Receipt

🖨 Print Request

Your request was submitted successfully as #339706. An email has been sent to SVDAVIES@MIT.EDU with a confirmation. If desired, you can add an attachment to the request.

Request Details

Type of Request: Repairs Request Number: #339706

Category: Dishwasher

Short Description: dishwasher broken

Location Details

Residence Name: NW86-SIDNEY PACIFIC Room Number: 100CD

4. Create Receipt

- Atlas will provide you with a confirmation receipt and tracking number.
- You will also receive an email confirmation.
- To monitor the status of the repair, go to **Campus** tab – **Service Requests** tab – and click on **My Requests**.

Atlas replaces SAPweb and SAPweb Self-Service, and now allows you to track the status of your repair requests.