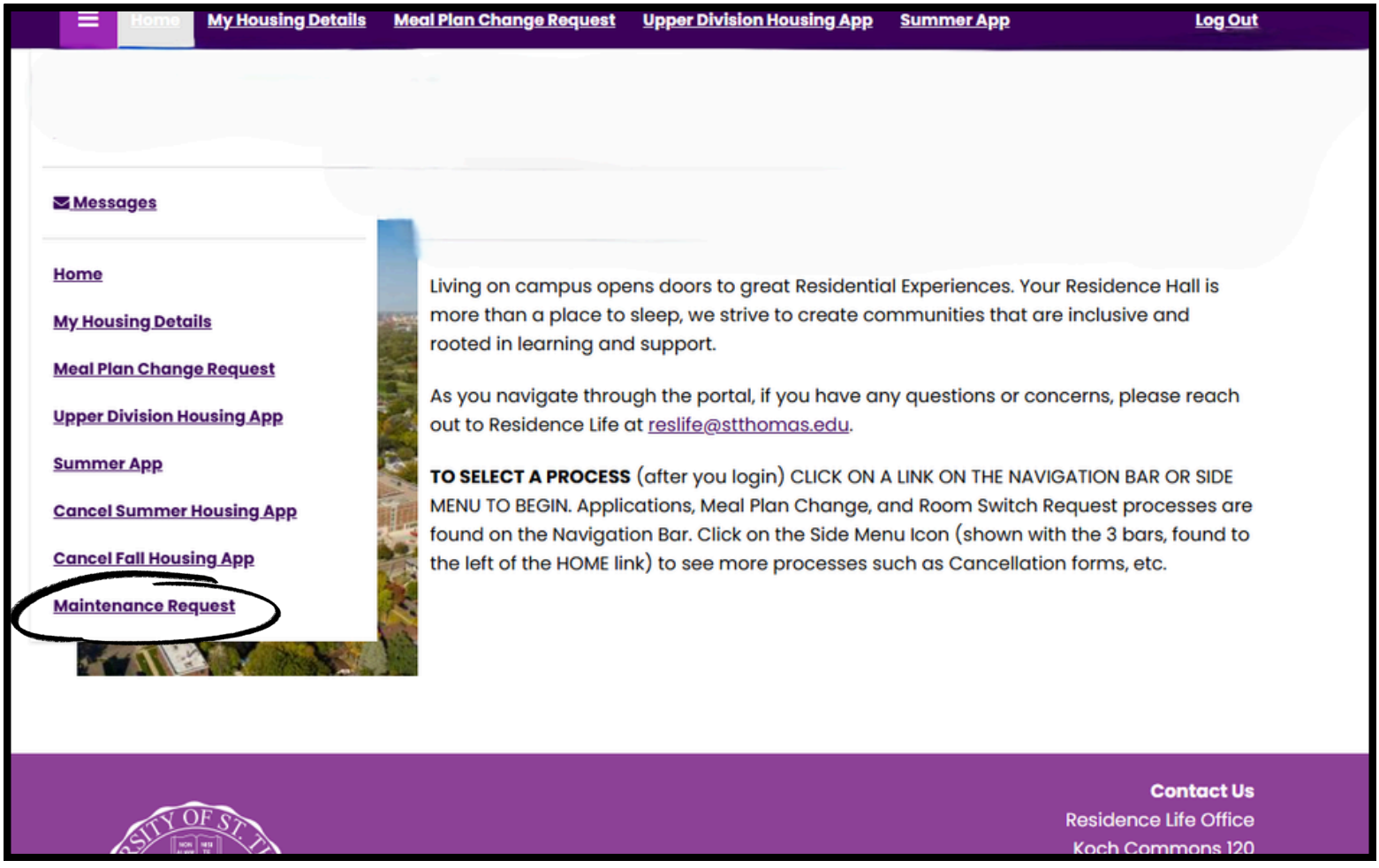
Maintenance Request Guide

Residence Life | UNIVERSITY OF St.Thomas

Step 1. Sign On and Select "Maintenance Request"

- Sign on to the Residence Life Housing Portal at https://stthomasmn.starrezhousing.com/StarRezPortalX/
- Select **Maintenance Request** found in the menu tab located on the left side of the top menu bar.



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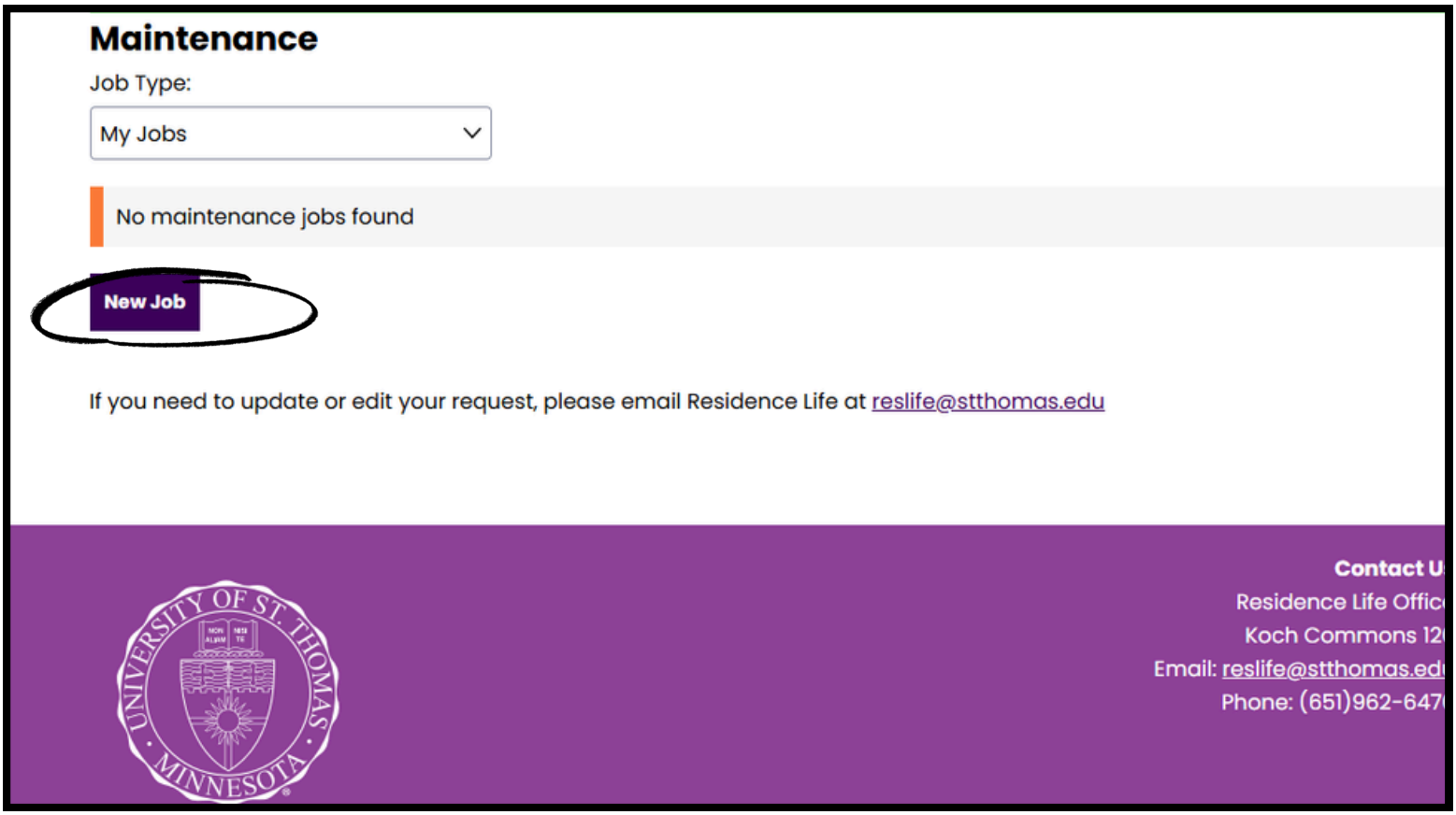
Step 2. Click "New Job"

- Once you select maintenance request. You will be directed to the main maintenance request page. Select **New Job** to begin a new maintenance request.



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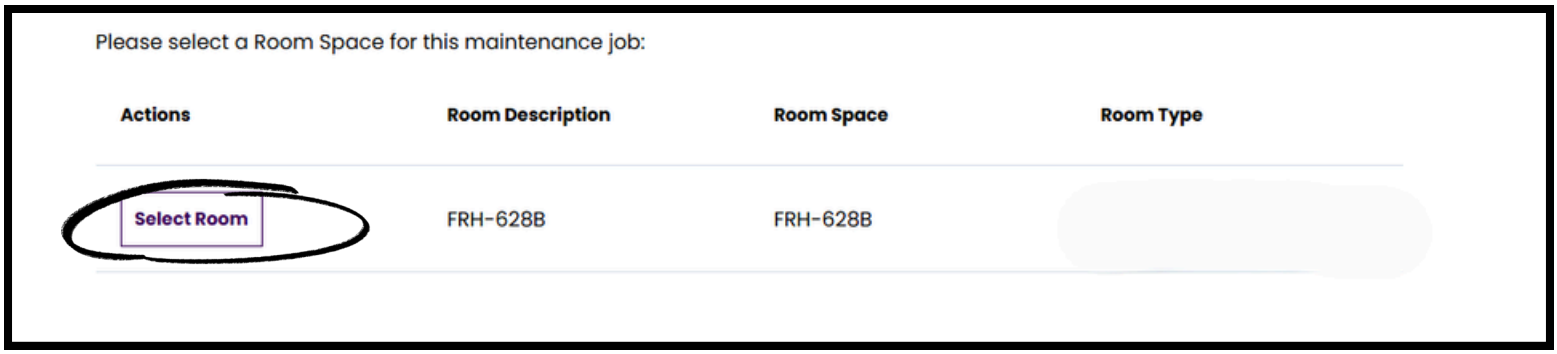
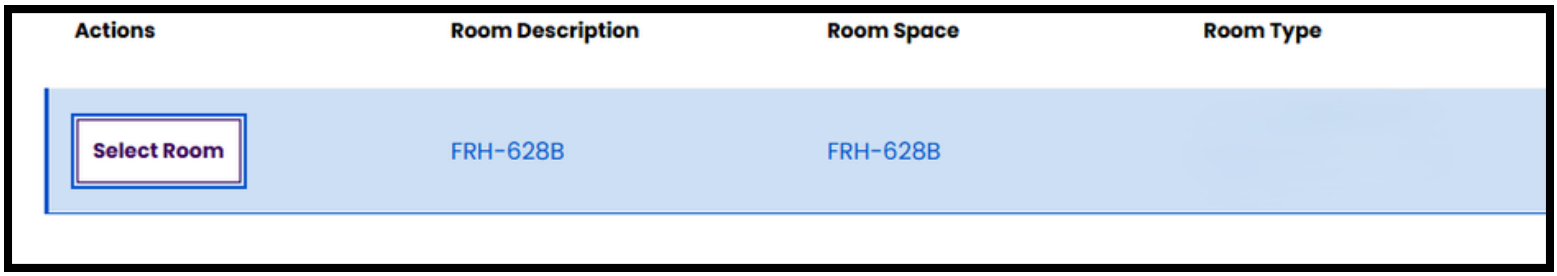
Step 3. Click "Select Room"

- Select your room to submit your request. Once you select you space, the room will be highlighted in blue.





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- **Step 3. Select Category and Item**
  - Select the category that best decribes your request
  - Then, select the item that best describes your request

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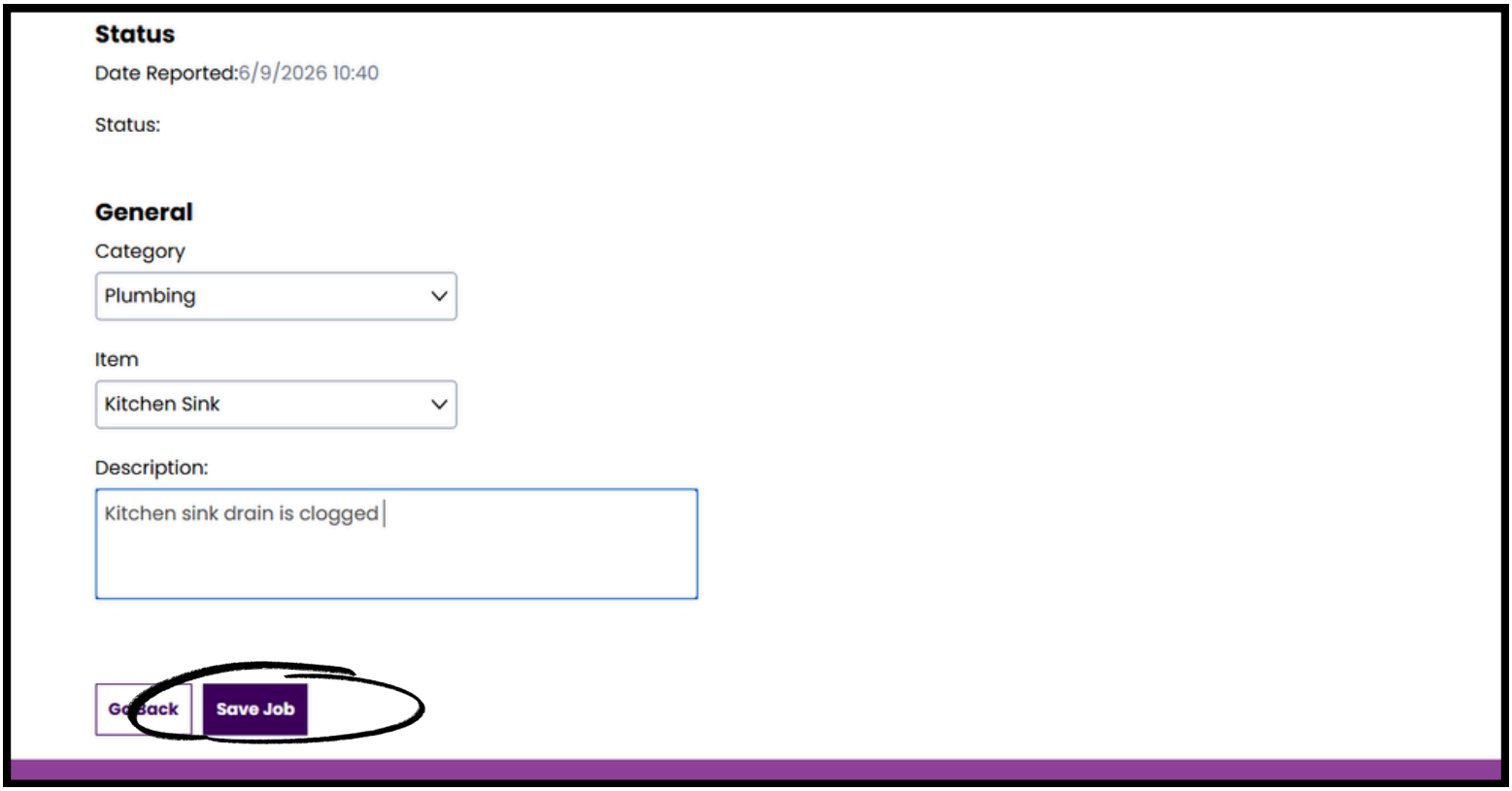
- **Step 4. Written Description and Save**
  - Next, write in detail your maintenance concern in the description box.
  - Click **Save Job** to submit the request.



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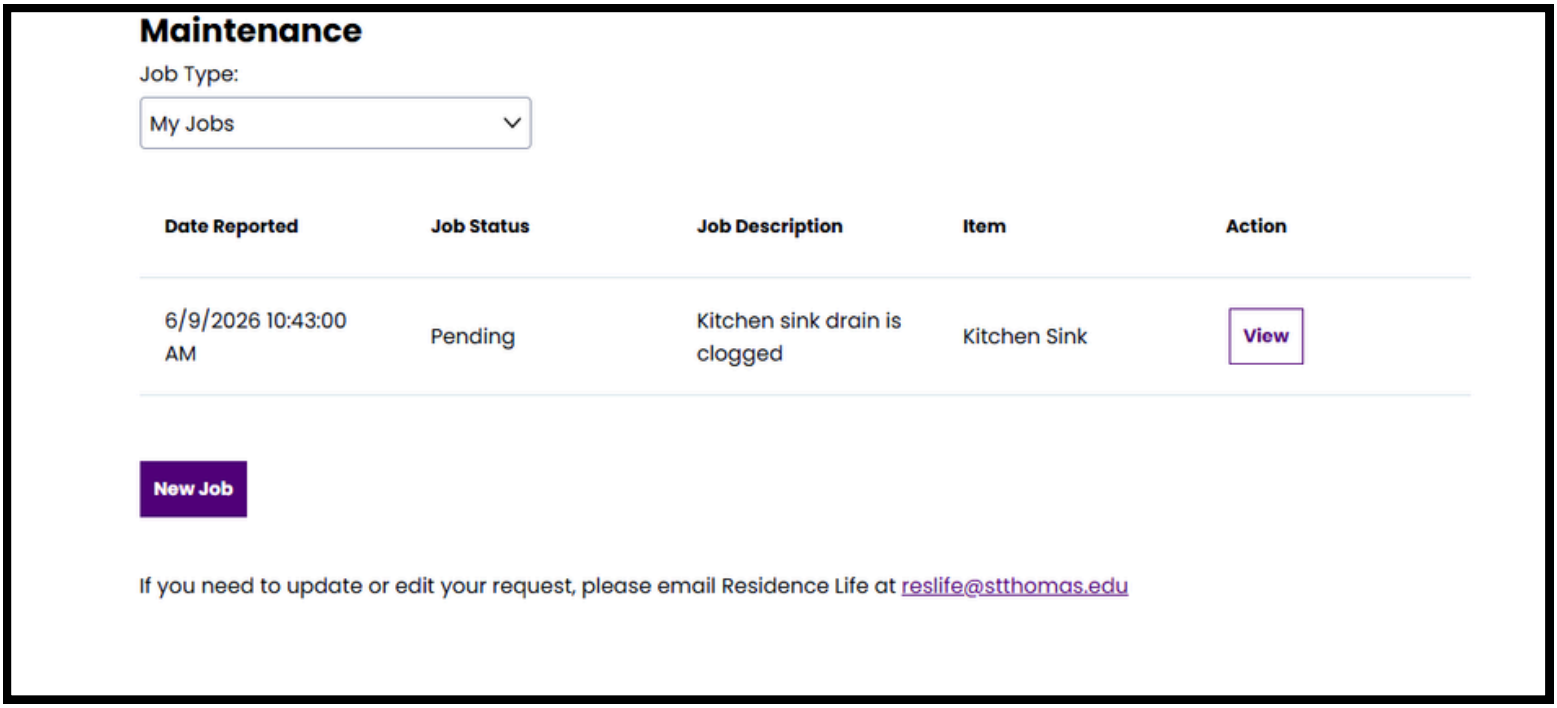
- **Step 5. Job Status**
  - After clicking **Save Job**, you will be redirected back to the main maintenance request page. You will receive a confirmation email to your St. Thomas email confirming the submission.
  - You can check the status of your request in the **Job Status** column.