

Reporting Room Maintenance Issues

Residence Life / Student Life Center

Submitting a ticket

1. Using your computer, go to Mississippi School of the Arts' web site at www.msabrookhaven.org
2. Hover over **SERVICES > FOR STUDENTS** and select **Report Room Issue**
3. Click the button to **Submit a Ticket**.
4. Login with your MSANET (network) username and password.
5. Choose **Maintenance Department** under the Help Topic drop-down menu.
6. For Location, enter your dorm room number.
7. For **Summary**, enter a title such as "Lights not working", etc.
8. For **Details**, enter a full description of your problem and use full details if necessary. This will help to resolve your issue faster.
9. When finished, verify your information, then check the **Ticket Acceptance** box.
10. Submit your ticket.

What happens next?

1. You'll receive a confirmation email.
2. Your ticket will be sent to Residence Life administration for review. If they can resolve the issue, you will receive an update through email by Residence Life with an updated report.
3. If Residence Life cannot resolve your issue, your request will be transferred to MSA's Facilities Maintenance department. After your request is transferred, Residence Life can no longer provide updates. All updates will be provided by Maintenance through direct contact to you or through e-mail updates.

Important notes

1. If everyone in your room is experiencing the same issue, please designate ONE roommate to submit a ticket. Residence Life can add the entire room or suite to the ticket, so everyone will receive updates when necessary.
2. DO NOT submit multiple tickets on the same issue if your previous ticket has not been closed. Failure to comply may result in your account being suspended.
3. Please do not ask Residence Life staff to submit a ticket for you. All students have access to the system and may use any accessible computer to submit tickets. Emergency situations are exceptions.
4. The system is designed to provide accountability in all steps of the reporting process. Students may be asked to provide proof of submission when asking for status of requests. This can be obtained by logging into the ticket portal or retrieval of the confirmation e-mail.