

University Housing Work Order Instructions

Step 1: Log onto Housing Portal by clicking on “Log In” then entering your campus username and password on the next page.



Home Log In

Students Home

UNIVERSITY HOUSING

WELCOME TO THE CSUDH UNIVERSITY HOUSING PORTAL
This is the Home page of the University Housing StarRez Portal.

Please click the "Log In" tab above to sign in by entering your CSUDH Username and password in order to gain access to the Housing Portal.

NEW CSUDH ADMITS: You **MUST** have confirmed your intent to enroll before you can apply for Housing. Please make sure to set up and activate your [My.CSUDH.edu](#) and [Toromail](#) accounts, if you haven't already done so. If you have any issues logging into your student account or setting up your Toromail, please contact the Campus IT Help Desk at (310) 243-2500.

<https://housing.csudh.edu/StarRezPortal/>

CSUDH AUTHENTICATION SERVICE

Login to housing.csudh.edu

Username:

Password:

Need Help?

If you are experiencing a login issue, I.T. may have to reset your password. We can provide a temporary password over the phone or in person, and then give you instructions to reset that temporary password.

Before we reset your credentials, we need to verify some identification information for security purposes. Please call us at (310) 243-2500, option 1.

- Full Name
- Campus Username

Step 2: Select the “Room Maintenance” tab from top menu bar.



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Step 3: Click on “New Job”.

Maintenance

Please fill out your maintenance request below. For immediate assistance after office hours or weekends please call (323) 989-4357.

After creating a new job and clicking on "Save & Continue" If you see another step (third step) after " shared job list" on the above menu bar, you need to click on it and follow the instructions to complete your work order.

Job Type:

No maintenance jobs found

NEW JOB

Step 4: Under Room Category select “My Room” if your request is about your room, OR select “Shared Rooms” if your request is about another room space in your apartment (Ex. Kitchen). Then select a room space for this request from the list.

Room

Room Category:

Please select a room space for this maintenance job:

Room Description	Room Space	Room Type
B2 Room A	B2 Room A1	2 BR - Double

Status

Date Reported: 8/11/2020 12:07 PM

Status:

Room

Room Category:

Please select a Room Space for this maintenance job:

Room Description	Room Space	Room Type
B2 Kitchen	B2 Kitchen	Kitchen
B2 Living Room	B2 Living Room	Living Room
B2 Bathroom	B2 Bathroom	Bathroom
B2 Patio	B2 Patio	Patio

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Step 5: Fill out Work Order form and click on “SUBMIT” to send your request.

General

Category:

Item:

Description:

Cause:

Comments (e.g. requested time):

I agree to allow a staff member into my room while I am not there:

- On the first room maintenance page you can select “Shared Jobs” or “My Jobs” from the list to see all work orders submitted for your apartment.

Maintenance

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After creating a new job and clicking on "Save & Continue" If you see another step (third step) after " shared job list" on the above menu bar, you need to click on it and follow the instructions to complete your work order.

Job Type:

Date Reported	Room	Room Type	Job Status	Job Description	Item	
8/11/2020 8:47 AM	B2 Bathroom	Bathroom	Open	Test work order Need to be replaced	Lightbulbs	<input type="button" value="VIEW/EDIT"/>

- Maintenance Office will contact you if necessary, work orders are completed in order of submission unless an emergency should arise. Please create a separate Work Order for each issue in your apartment.