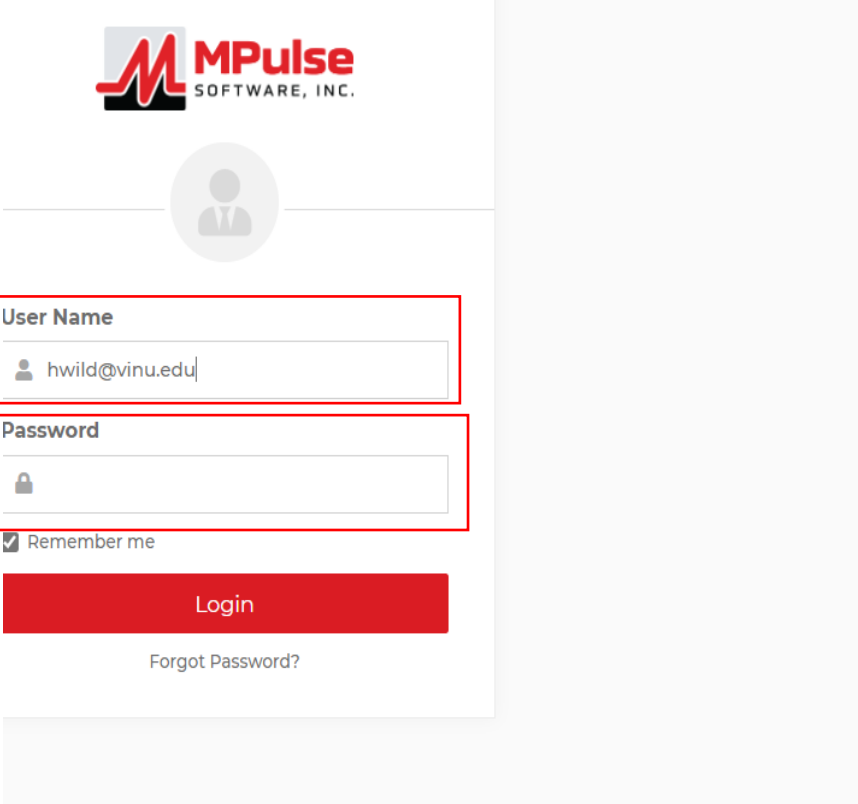


Vincennes University – Maintenance Request Process

Logging into MPulse

1. Open a Microsoft Edge browsing window. Type in mpulse9.com
2. Enter your MyVU email address in the login name field.
3. First time signing in, you will be prompted to create a password. (There are no requirements).



The screenshot shows the MPulse login interface. At the top left is the MPulse logo, which consists of a stylized red 'M' with a pulse line, followed by the text 'MPulse SOFTWARE, INC.'. Below the logo is a circular placeholder for a user profile picture. The main login area contains two input fields: 'User Name' and 'Password'. The 'User Name' field is highlighted with a red box and contains the email address 'hwild@vinu.edu'. The 'Password' field is also highlighted with a red box and contains a lock icon. Below the password field is a checkbox labeled 'Remember me' which is checked. A red 'Login' button is positioned below the checkbox, and a link for 'Forgot Password?' is located below the button.

2 User Name
hwild@vinu.edu

3 Password

Remember me

Login

[Forgot Password?](#)

Entering a Maintenance Request

The screenshot shows the MPulse software interface for entering a maintenance request. The interface is titled "Maintenance Request Records" and displays a form with several sections:

- General Section:** Contains fields for "Requester" (QuickStart Requester), "Requester email" (requester@mpulsesoftware.com), "Contact Name" (Angie Miller), "Contact Phone Number" (541-228-2348), "Contact Email" (amiller@mpulsesoftware.com), "Campus" (VUMC), "Location" (Automotive Technology Building), "Room Number/Name" (109-OFFICE), and "Request Status" (Pending).
- Media Section:** Contains three "No Media to Display" buttons.
- Comments Section:** Contains a text area with the text "There is a persistent leak in the ceiling right near the air vent."

Red boxes and numbers 1 through 5 are overlaid on the screenshot to indicate the steps for entering a request:

- Click on the + icon in the top right corner of the screen to add a new maintenance request.
- Enter a short overview of your issue in the Description field at the top of the screen.
- In the **General** section, your name and email will populate in the Requester and Requester email fields. Fill out the following fields:
 - Contact Name – This could be you or another person requesting work to be done
 - Contact Phone Number – Enter the number or extension of the request contact
 - Contact Email – Enter the email of the contact for this request
 - Campus – This is a drop-down field that will allow you to choose your campus
 - VUAT- VU Aviation Technology
 - VUGC- VU Gibson Campus
 - VUJC- VU Jasper Campus
 - VUMC- VU Main Campus
 - VUPC- VU Plainfield Campus
 - Location – This is a drop-down field that will allow you to choose your building
 - Room Number/Name – This is a drop-down field that will allow you to choose your room
- Enter any details you can add about your request in the **Comments** section on the right side of the page.
- Click the blue ✓ icon to submit and save the request.

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