

**Subject:** Transition Back to Maintenance Connection for Facilities Work Orders

Dear NLC Faculty and Staff,

We are writing to inform you of an important update regarding our facilities work order system. Based on feedback received during the transition to TeamDynamix (TDX) and recognizing the need for further development to meet our operational needs, we have decided to temporarily revert to Maintenance Connection as the primary platform for submitting and managing facilities work orders.

**Starting December 10, 2024, Maintenance Connection will once again be our dedicated system for all Facilities-related work order requests.**

This decision was made to ensure the most efficient and reliable experience for both staff and facilities workers. While TeamDynamix offered certain advantages, Maintenance Connection has proven to be a better fit for meeting the unique needs of our Facilities department and supporting the Northern Lights College community.

#### **What Does This Mean for You?**

- **All Facilities-related work orders** must now be submitted through Maintenance Connection.
- If you have any pending work orders in TDX, they will still be processed. You do not need to resubmit them in Maintenance\ Connection.

#### **Next Steps:**

1. Accessing Maintenance Connection: Ensure you can log in to Maintenance Connection.
2. **Need Help?** For any questions, email us at [helpdesk@nlc.bc.ca](mailto:helpdesk@nlc.bc.ca) or reach out to the Facilities team.

Moving forward, we are not overlooking the security concerns associated with this decision and will take all necessary steps to ensure our data remains secure until a better solution is identified. We apologize for any inconvenience this transition may have caused and sincerely appreciate your patience and adaptability.

Thank you for your understanding and continued support.

Best regards,

Romeo Macabuhay III  
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