1) Login to the Student Housing Portal at starportal.utoronto.ca using your student number and portal password. Click “Obtain/Forgot password” to have your password sent to your email account listed in ACORN.

2) Once Logged in, click on the Maintenance tab.

3) Select the space within which you would like to place a maintenance request. Next, scroll to the bottom of the page and click “New Job”.

To report an emergency repair (No Heat, No Water, Burst Pipe, No toilet in a 1 toilet house, Flooding or Overflow, Sanitation back-up, Elevator break down), do not use the portal. Call the SHRL office during office hours (416-287-7365) or the Residence Life Team on-call phone after hours (416-688-3818).

4) Read the instructions for submitting a request and scroll to the drop boxes at the bottom of the page. Select the category followed by the item in the drop down boxes.

5) In the description box, type a detailed description of the request and click “Save and Continue.”

6) To view a list of your submitted requests, scroll to the bottom of the maintenance page. You can select any of your submitted jobs and click “View” to review the details. To submit a new request, click on “New Job.”

For questions about submitting a maintenance request, please contact Student Housing & Residence Life at residences@utsc.utoronto.ca or 416-287-7365.