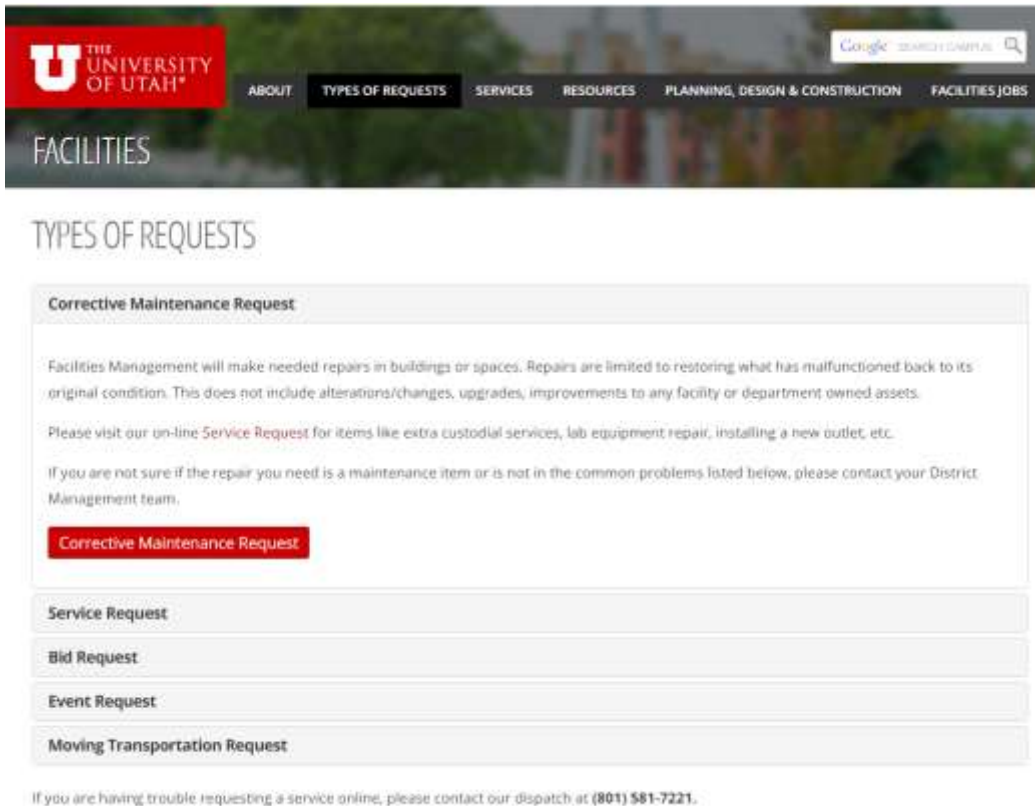


How to Use the New Online Requests:

Click on the Types of Requests and select the appropriate request. You can find descriptions of the different types of requests by clicking on the box. The red button following the description will redirect you to the online request page.



The screenshot shows the University of Utah Facilities website. The navigation menu includes 'ABOUT', 'TYPES OF REQUESTS', 'SERVICES', 'RESOURCES', 'PLANNING, DESIGN & CONSTRUCTION', and 'FACILITIES JOBS'. The 'TYPES OF REQUESTS' section is active, displaying a list of request types: 'Corrective Maintenance Request', 'Service Request', 'Bid Request', 'Event Request', and 'Moving Transportation Request'. The 'Corrective Maintenance Request' section is expanded, showing a description and a red button labeled 'Corrective Maintenance Request'. Below the list, a note states: 'If you are having trouble requesting a service online, please contact our dispatch at (801) 581-7221.'

Required fields are highlighted in red.

- **Requestor Name is required so our team knows who to contact**
- **Requestor Phone is required if our team needs to reach out to the requestor**
- **Requestor Email is required to keep track of any system generated communications regarding your request.**

Requestor Name *
This field is required

Requestor Phone *
This field is required

Requestor Email *
This field is required. Enter a valid email

Property/Location (click on the arrow to expand) *
This field is required

Additional Location Information

Common Problems *
This field is required

Work Order Description (250 max characters) *
This field is required

Requestor Comments / Additional Description

Attachments

Reset Save

Required fields are highlighted in red

- **Property/Location is required**
 - Click the downward facing arrow to open the Property/Locations menu
 - You can type in the building name, abbreviation or number into the filter box

Select Property/Location
(click on the arrow to expand)

Filter By Building
turpin

Filter

Description

- 350 - VRTUSB - V. Randall Turpin University Services Building
 - 1st Floor
 - 2M
 - 2nd Floor
 - 200 - Hallway
 - 200A - Stairs
 - 200B - Hallway

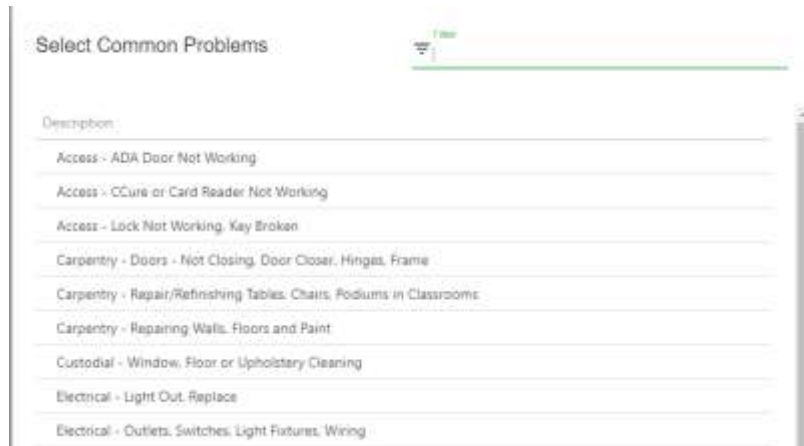
- When the building appears, click on the arrow on the left of the name and click it to expand the menu to the building floors.
- Select the floor of the building and click the arrow on the left side of the floor name to show the rooms, hallways, stairs that are located on that floor.
- Select the office, hallway or other area where the work needs to be done.



- The location will now appear on your online request.

- **Common Problems is a required field**

- These are the most common types of Corrective Maintenance requests that we get. The new online request will automate your request to the appropriate team to respond, based on the problem and the location.



- **Work Order Descriptions are also required.**

- It will give our techs an idea of what the problem is, and will give them the information needed to respond to your request.

Requester Name *
Mickey Mouse

Requester Phone *
801-555-1212

Requester Email *
mickey.mouse@disney.com

Property/Location (click on the arrow to expand) *
District 3 - Venues - 350 - VRTUSB - 2nd Floor - 232

Additional Location Information

Common Problems *
HVAC - Too Hot, Too Cold, Air Circulation

Work Order Description (250 character limit) *
It's way too hot in here.

Extended Description or Comments

Attachments +

Reset Save

- There is a field for an additional comment or description if you run out of space in the Work Order Description.
- You can also include attachments, like a photo of the problem or a document.
 - The Description of an attachment is required. Click “Choose File” to select your image or document. Once selected, just click the green disk icon to save the attachment to this work request.


Add Attachment

File Link

File Name
IMG_20200909_001906.jpg

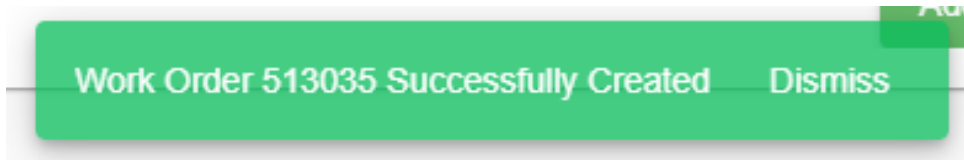
Print With Work Order

Description *
Staircase Photo

✕  ←

- When you click the green “Save” button, your online request will be submitted.

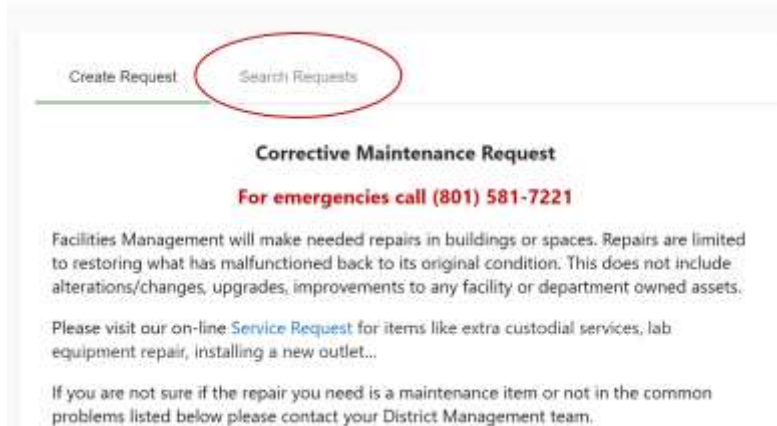
- A green box will appear at the bottom on the screen indicating that your Work Order was created.



- You can expect to get an email from the system that includes a summary of what you submitted on your request.

Search Requests

- To check the status of any requests, click the Search Requests tab at the top of the online request.



- Fill out at least one of the fields to search for requests that you have submitted.
 - Tip: The more specific you are in filling out the request information (email, phone, locations, etc.), the better the results will be.
- In the return results, you'll see the request that you submitted and the current status of that request.

Create Request

Search Requests

Requestor Name

Mickey Mouse

Requestor Phone

Requestor Email

Property/Location (click on the arrow to expand)

Additional Location Information

Common Problems

Work Order Description (255 character limit)

Extended Description or Comments

Search

Drag a column header here to group by that column



Search...

Number	Work Order Des...	Requestor Name	Status	Property/Locatio...	Date Created
513035	It's way too hot in here.	Mickey Mouse	Active - Assigned	District 3 - Venues - 350 - VRTUSB - 2nd Floor - 232	7/1/2021