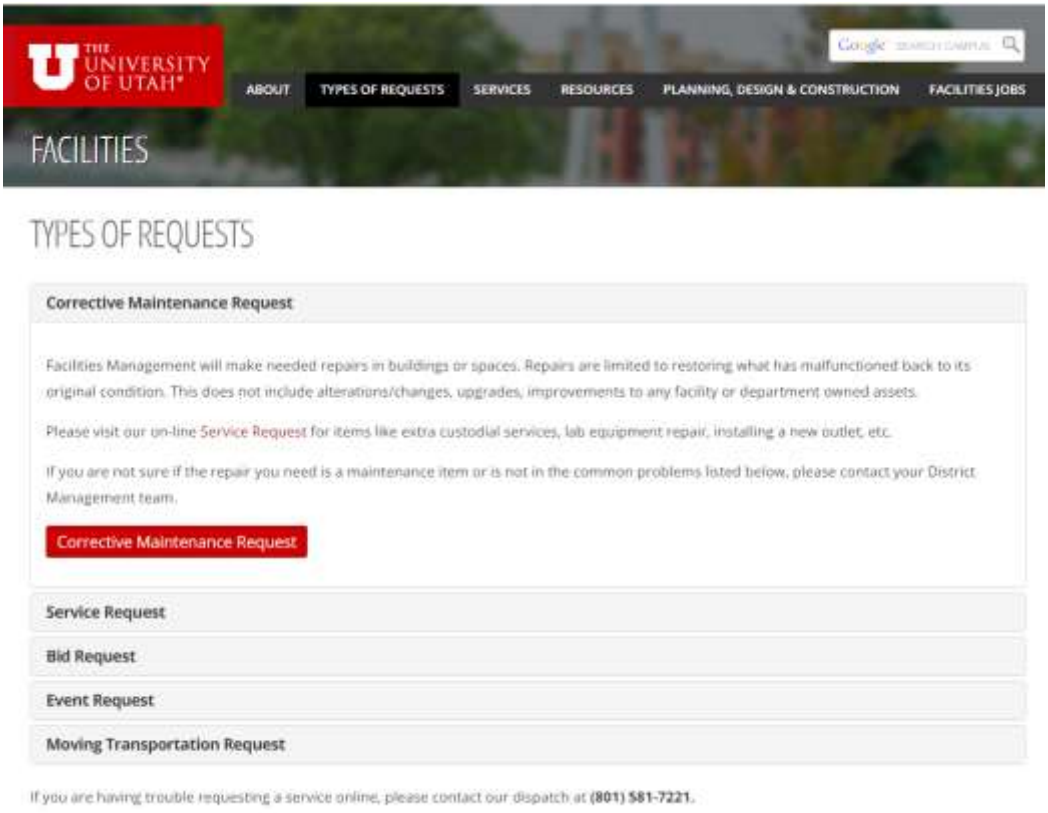
How to Use the New Online Requests:

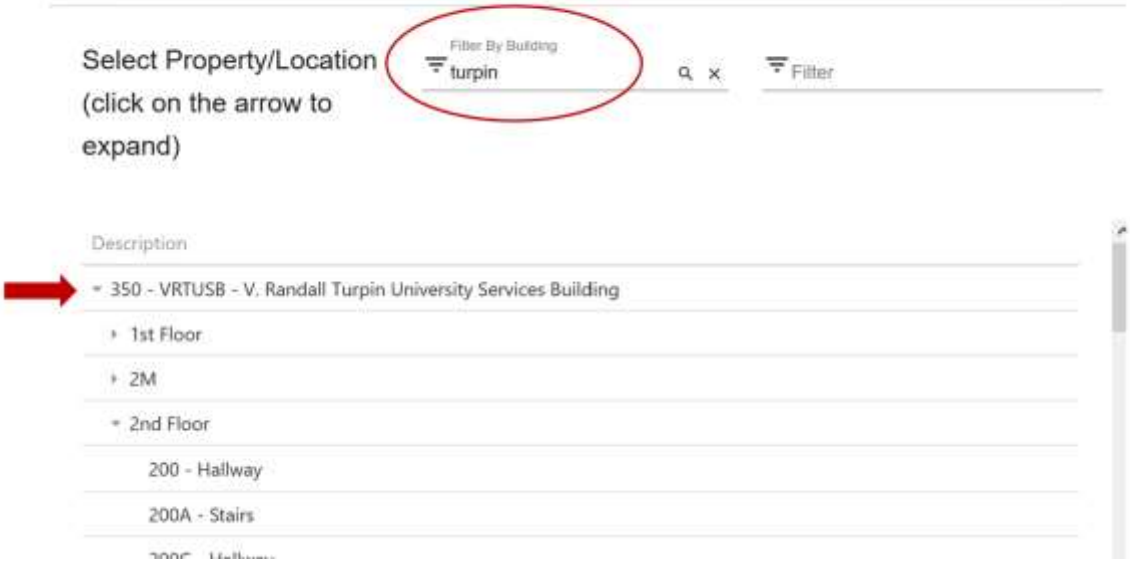
Click on the Types of Requests and select the appropriate request. You can find descriptions of the different types of requests by clicking on the box. The red button following the description will redirect you to the online request page.



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.**

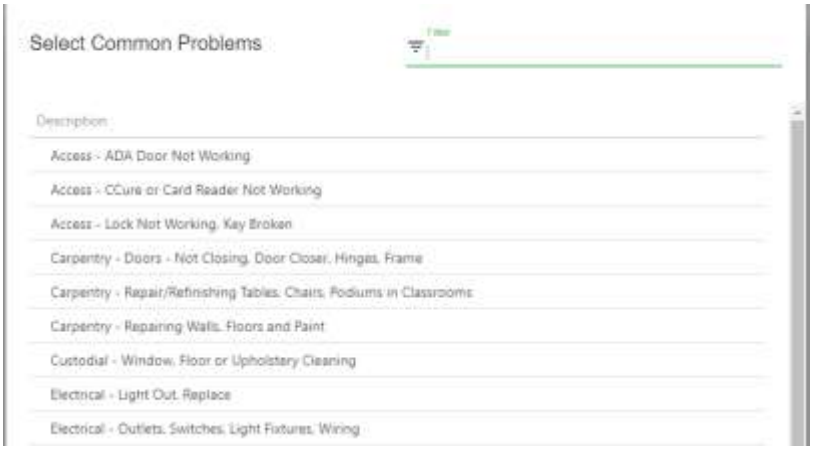
- **Property/Location is required**
  - Click the downward facing arrow to open the Property/Locations menu
  - You can type in the building name, abbreviation or number into the filter box



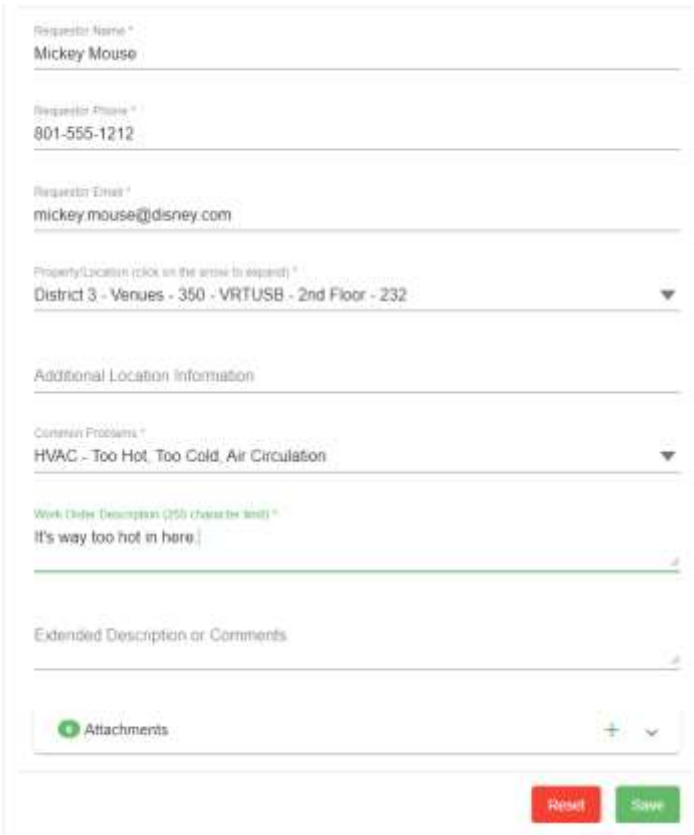
- When the building appears, click on the arrow on the left of the name and click it to expand the menu to the building floors.
- Select the floor of the building and click the arrow on the left side of the floor name to show the rooms, hallways, stairs that are located on that floor.
- Select the office,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

- The location will now appear on your online request.

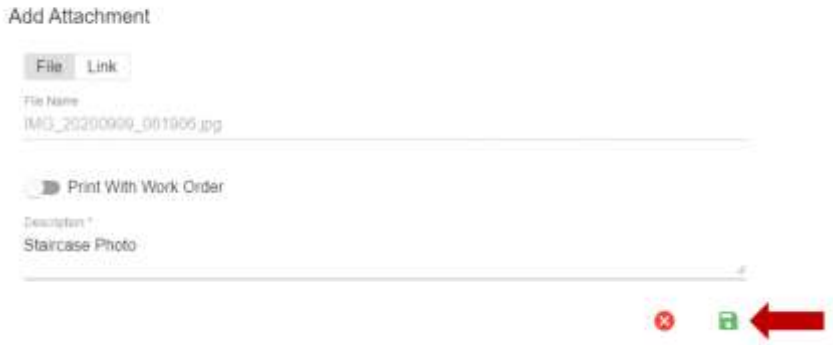
- **Common Problems is a required field**
  - These are the most common types of Corrective Maintenance requests that we get. The new online request will automate your request to the appropriate team to respond, based on the problem and the location.



- **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.

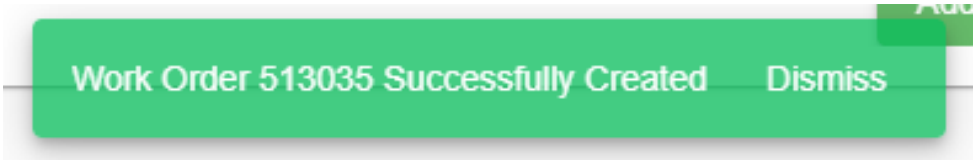


- There is a field for an additional comment or description if you run out of space in the Work Order Description.
- You can also include attachments, like a photo of the problem or a document.
    - The Description of an attachment is required. Click "Choose File" to select your image or document. Once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



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

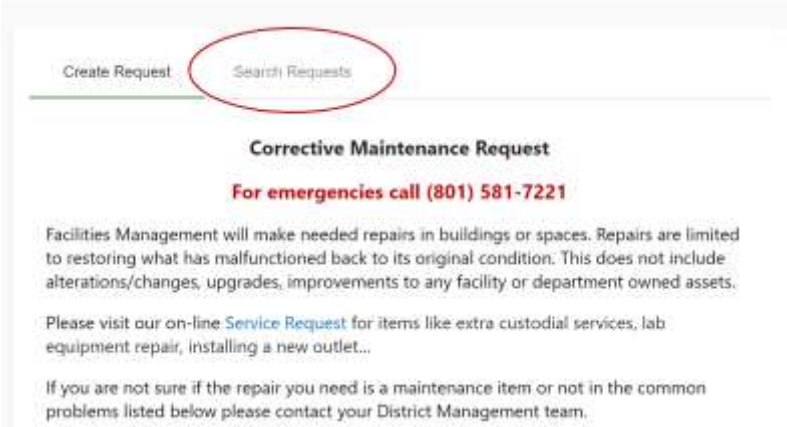
- A green box will appear at the bottom on the screen indicating that your Work Order was created.



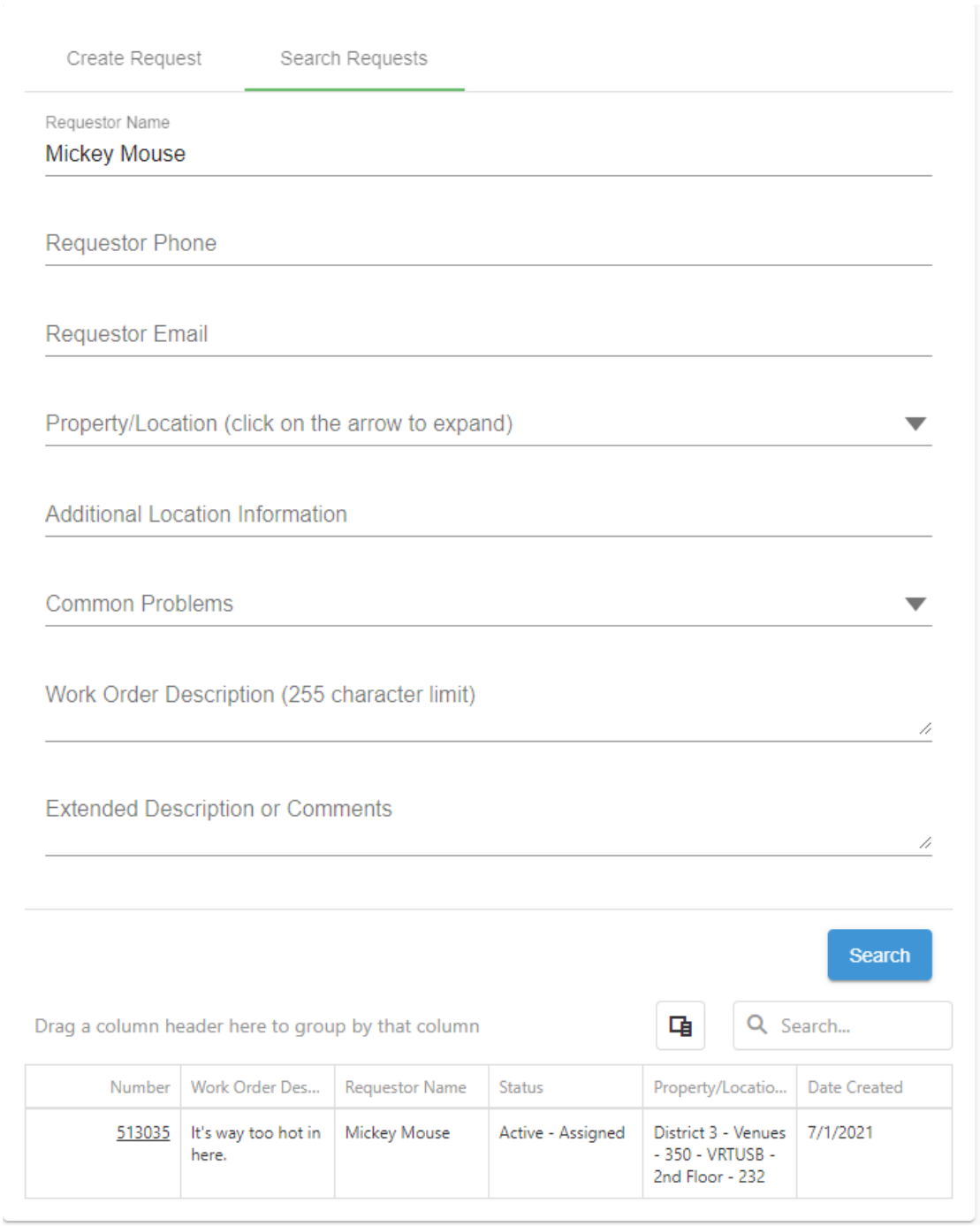
- You can expect to get an email from the system that includes a summary of what you submitted on your request.

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