**OPC WORK ORDER REQUESTS**

Working site: <http://csuci.webcmms.com/> Demo site: <http://demo.csuci.webcmms.com/>

First go to the Web Work site and add to your favorites or put a short cut on your desktop to make it easier to access.

Log in to the site. Your log in will be the first letter of your first name, the first three letters of your last name and the number 1.

 **VERY IMPORTANT-ALWAYS USE UPPERCASE IN WEB WORK. TYPE YOUR WORK REQUESTS AND ALL INFO IN UPPERCASE. IT MAKES IT EASIER FOR THE GUYS TO READ ON CELL PHONES AND ON WORK ORDERS**

Once logged in you will see the work request screen.

Click on the Help Menu and go to user setting. **Change your password**.

To enter a new work request you can either choose “New Work Request” in the operations menu or just hit the + icon at the foot of the screen. When you do this, your work order number is generated and a number of fields are populated. You need to do the following.

**DESCRIPTION:** ENTER YOUR WORK REQUEST IN CLEAR AND BRIEF LANGUAGE IN THE WINDOW NEXT TO THE WORK ORDER NUMBER. YOU CAN EXPAND THE FIELD BY CLICKING ON THE SCROLL ICON, DON’T COMPLICATE THE REQUEST…KEEP IT CLEAR AND SIMPLE.

**CHOOSE WORK TYPE:** GENERALLY YOU WILL BE CHOOSING EITHER ROUTINE MAINTENANCE OR COST RECOVERY.

**PRIORITY:** CHOOSE A PRIORITY FOR YOUR WORK ORDER. PLEASE BE REALISTIC ABOUT THIS AND PLEASE AVOID USING THE EMERGENCY OR HIGH PRIORITY UNLESS IT IS AN EMERGENCY OR ESSENTIAL. PRIORITY 1 IS ONE WEEK. PRIORITY 2 IS TWO TO THREE WEEKS. PRIORITY 3 IS ONE MONTH OR LONGER. PLEASE REMEMBER ALL SHOPS HAVE HEAVY WORK LOADS. WE WILL DO OUR BEST TO HAVE WORK COMPLETED IN AN APPROPRIATE TIME FRAME BUT WILL NOTIFY IF OTHERWISE.

**LOCATION:** YOUR DEFAULT LOCATION WILL APPEAR BUT IF YOU ARE REQUESTING THE WORK IN ANOTHER LOCATION, YOU NEED TO CHANGE THIS. YOU DO THIS BY HITTING THE MAGNIFYING GLASS NEXT TO THE LOCATION ID. WHEN THE NEXT SCREEN POPS UP, HIT THE FILTER ICON. MOST CAMPUS LOCATIONS HAVE BEEN LOADED INTO WEBWORK SO YOU NEED TO CHOOSE THE RIGHT BUILDING AND ROOM NUMBER. THIS CAN BE MADE EASIER BY TYPING THE BUILDING NAME IN THE DESCRIPTION FIELD AND HITTING THE FILTER ICON AGAIN. IF YOU CAN’T FIND THE RIGHT LOCATION, CLEAR THE FIELD AND TYPE THE INFORMATION IN THE REQUEST FIELD. IF YOU THINK A LOCATION NUMBER IS MISSING FROM THE DATABASE, PLEASE EMAIL THE WORK CENTER AND LET THEM KNOW.

**REQUESTOR:** THE REQUESTOR FIELD SHOULD BE SHOWING YOUR USER ID. IF NOT, SOMETHING IS WRONG SO PLEASE LET US KNOW.

**OPEN DATE:** THE OPEN DATE SHOULD BE SHOWING THE DATE OF THE ENTRY.

**CONTACT:** IF YOU ARE ALSO THE CONTACT, INPUT YOUR USER ID AND YOUR EXTENSION AUTO POPULATES. IF YOU ARE NOT THE CONTACT, PLEASE TYPE IN THE PERSON’S NAME AND THEIR EXTENSION IN THE CONTACT PHONE SECITON.

**DEPARTEMENT:** HIT THE MAGNIFYING GLASS AND SELECT YOUR DEPARTMENT. IF YOU CANNOT FIND YOUR DEPARTMENT NUMBER, PLEASE NOTIFY THE OPC WORK CENTER.

**ACCOUNT:** THE ACCOUNT FIELD NEEDS TO BE SELECTED. IF IT IS A ROUTINE MAINTENANCE CALL YOU NEED TO SELECT “NO CHARGE” WHICH IS ALMOST AT THE BOTTOM OF THE LIST. IF IT IS A COST RECOVERY, YOU NEED TO SCROLL THROUGH THE ACCOUNT CODES AND FIND YOUR ACCOUNT NUMBER. OR YOU CAN TYPE YOUR DEPARTMENT CODE INTO THE DESCRIPTION AND THE ACCOUNT CODES ENETERED FOR THAT DEPARTMENT SHOULD APPEAR. IF YOU WANT TO CHARGE A WORK ORDER TO AN ACCOUNT CODE WHICH IS NOT LISTED, THIS CODE NEEDS TO BE SET UP BY THE WORK CENTER.

WHEN ALL YOUR INFORMATION IS ENTERED, HIT THE SAVE BUTTON, THIS ACTION WILL NOTIFY THE WORK CENTER OF YOUR REQUEST.

YOU WILL RECEIVE YOUR EMAIL NOTIFICATION WHEN THE WORK ORDER IS APPROVED. ONCE YOU HAVE COMPLETED YOUR REQUEST, PLEASE LOG OFF.

YOU ARE ABLE TO VIEW THE PROGRESS OF YOU WORK ORDER BY CHOOSING WORK REQUEST QUERY FROM THE OPERATIONS MENU AND TYPING IN YOUR WORK ORDER NUMBER OR HITTING THE SEARCH BUTON AT THE FOOT OF THE PAGE. WHEN YOU HIT SEARCH, ALL WORK ORDERS REQUESTED BY YOU WILL APPEAR. YOU CAN SELECT THEM INDIVIDUALLY OR RETRIEVE ALL YOUR WORK ORDERS AND LOOK AT THEM ONE BY ONE. PLEASE FEEL FREE TO CALL THE WORK CENTER WITH ANY QUESTIONS AND WE CAN WALK YOU THROUGH IT.