**FS WORK ORDER REQUESTS**

Working site: <https://csuci.azzier.com/login.aspx>

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

Your user ID and temporary password will be emailed to you from the FS Work Center once your Azzier account has been set up. Instructions on how to change your password will also be included with this email.

**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.

To enter a new work request,click on the Auto New icon on the top of the Work Request screen. When you do this, your work request 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 REQUEST NUMBER. DON’T COMPLICATE THE REQUEST…KEEP IT CLEAR AND SIMPLE.

**CHOOSE WORK TYPE:** GENERALLY YOU WILL BE CHOOSING EITHER CORRECTIVE MAINTENANCE (CM) OR COST RECOVERY (CR).

**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:** YOU WILL NEED TO CHOOSE THE LOCATION FOR THE WORK BEING REQUESTED. YOU DO THIS BY HITTING THE MAGNIFYING GLASS NEXT TO THE LOCATION FIELD. WHEN THE NEXT SCREEN POPS UP, HIT THE FILTER ICON. MOST CAMPUS LOCATIONS HAVE BEEN LOADED INTO AZZIER 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 FS WORK CENTER.

**ACCOUNT:** THE ACCOUNT FIELD NEEDS TO BE SELECTED. IF IT IS A CORRECTIVE MAINTENANCE CALL, YOU NEED TO SELECT “660003-GD901-950301” WHICH IS SUPPLIES & SERVICES FOR OPERATIONS. 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 ICON ON THE TOP OF THE PAGE, THIS ACTION WILL NOTIFY THE WORK CENTER OF YOUR REQUEST AND YOUR WORK REQUEST WILL BE CONVERTED INTO A WORK ORDER.

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

IF YOU WOULD LIKE TO CHECK ON THE STATUS OF YOU WORK ORDER, CONTACT THE FS WORK CENTER WITH THE WORK ORDER NUMBER YOU WERE GIVEN IN YOU WORK ORDER NOTIFICATION.

PLEASE FEEL FREE TO CALL THE WORK CENTER WITH ANY QUESTIONS AND WE CAN WALK YOU THROUGH IT.