SUBMITTING A WORK REQUEST

1. Under the Site Menu, select Submit a Request.
2. On the Submit Your Request tab:
   a. It is important to provide as much information as possible.
   b. Detailed information will allow your work request to be processed efficiently.
   c. Some information may be filled in for you or copied over from your last request.
   d. For fields that default, review all for accuracy.
3. All fields labeled in **Red** are required.
   a. **Campus** – Select UW-Eau Claire.
   b. **Building** – Select the building name where the request is needed. Exceptions:
      i. **General – Academic Buildings** – for requests that apply to numerous
         Academic buildings.
      ii. **General – Centers** – for requests that apply to numerous Centers
          locations.
      iii. **General – Residence Hall** – for requests that apply to numerous
           Residence Hall locations.
      iv. **Main Campus – Outside** – for requests that apply to other exterior areas
         such as: Mall Clock, Footbridge, Lighting, Sculptures, Sidewalks, Signs,
         Stairs, etc.
      v. **Parking Lot** – for requests involving specific parking lots.
      vi. **Equipment Work Needed** – for work request on a piece of equipment.
      vii. **Key Work Needed** – for work request regarding key cutting, combo
           changes, etc. (not a key request).
      viii. **Vehicle Work Needed** – for work request on university owned vehicles
            (automobiles, trucksters, etc.).
c. **Floor** – Select the floor level of the work request needed. Exceptions:
   i. Note: Floor options can also be thought of as the next level and will vary based on the previous “building” selection.
   ii. For vehicle work needed, select **VWN-Other**.
   iii. For equipment work needed, select **EWN-Other**.
   iv. For key work needed (not a key request), select **KWN-Other**.

d. **Area** – Select the room or area where work is to be done.
   i. Area options will vary based on previous selections.
   ii. If you do not know the area number, under the **Site Menu**, locate the **Useful Links** drop down and select **FP Building Plans**, and search for the appropriate room number.
   iii. In cases, such as parking lots, vehicle work, etc. “**NA, Not Applicable**” will be the only option.

e. **Full Name** – Name of person requesting work to be done, or to whom all contact about the request should be directed.

f. **Phone #** – ###-####-#### format is best. However, UWEC extension is acceptable.

g. **Email Address** – Type your complete UWEC campus email address.
   
   **Note:** If you are not the person whom Facilities Management should contact regarding the request, you can enter the appropriate contact email. The Name and the E-mail address can differ, but only one can be entered in each place. If multiple contacts are required, the Email recipient will be responsible for forwarding updates to others.

h. **Department** – Use the drop down arrow and select the appropriate department name.

i. **Account #** – Is not required. If you happen to know the work request is going to be charged to one of your accounts, type in the account number. Otherwise, leave blank. The Work Flow Desk staff will contact you prior to turning this request into an actual work order if your department account is required.
   
   i. Refer to the **Useful Links** section of the **Site Menu** for policy information that defines what type of work is or is not billable to your department.
   ii. If you have signature authority for the account entered into this request, we consider the work request authorized.

j. **Tag Type** – This is where you define whether you are requesting work on an asset, tool, area, entity, vehicle, equipment or vehicle. Area is the default.

k. **Tag #** – Is not required.
   
   i. If you selected vehicle, enter the vehicle’s TMA tag number.
   ii. If you selected equipment, enter the equipment’s TMA tag number.

l. **Request** – Type a detailed description of the issue or work that is being requested.
   
   i. **Include Details** - Specific information about the issue such as: the exact location (or vehicle number or equipment number) of the work location—including other rooms for the work besides the primary location, whether moving of computers/technology is involved, observations, or history of the issue, etc.
ii. **Other Contact Information** – Persons or contacts delegated decision-making. For example, a person that will choose colors.

iii. **Availability** – Define room, vehicle or equipment availability. Are there special circumstances or conditions that effect access to the room, vehicle, equipment or area where the work needs to be done?

iv. **Computer/Technology** – If you will need to have computers/technology moved be sure to contact the LTS Help Desk (836-5711) in addition to submitting the work request.

v. Is this a request for an “ESTIMATE”? If so, indicate that here.

m. **Attachment** – You may attach a document to your work request. It must be less than 2.5MB in file size.

4. Select **Submit**.

5. The screen that appears is your work request receipt. It includes an assigned Work Request number and shows the status of your request as “Pending”.

6. An email acknowledging that Facilities Management’s Work Flow Desk received your work request is sent to the email address entered on the request form.

7. When the Work Flow Desk processes the request through the completion of the work order, status updates will be emailed to the email address entered on the request form.

8. You can keep track of your Work Requests by selecting **Query Request**. You can also keep track of your Work Orders by selecting **Query a Work Order**.

9. For more information, please check out the documentation located in the **Useful Links** drop down box.

If you have any questions, please contact the Work Flow Desk at 836-3411.