

## Physical Facilities Work Order Request

This document provides an overview of entering a Physical Facilities work request.

To access this application navigate to <https://pfoc.uanet.edu/webtma>. If you do not have an account setup you can contact the Physical Facilities Service Center at extension 7450.

There is also an online tutorial available which accompanies this manual. Please navigate to <http://www.uakron.edu/its/learning/training/PhysicalFac.php> and select the link for **“Tutorial: Add a Work Order Request”**.


### **Important Guidelines:**

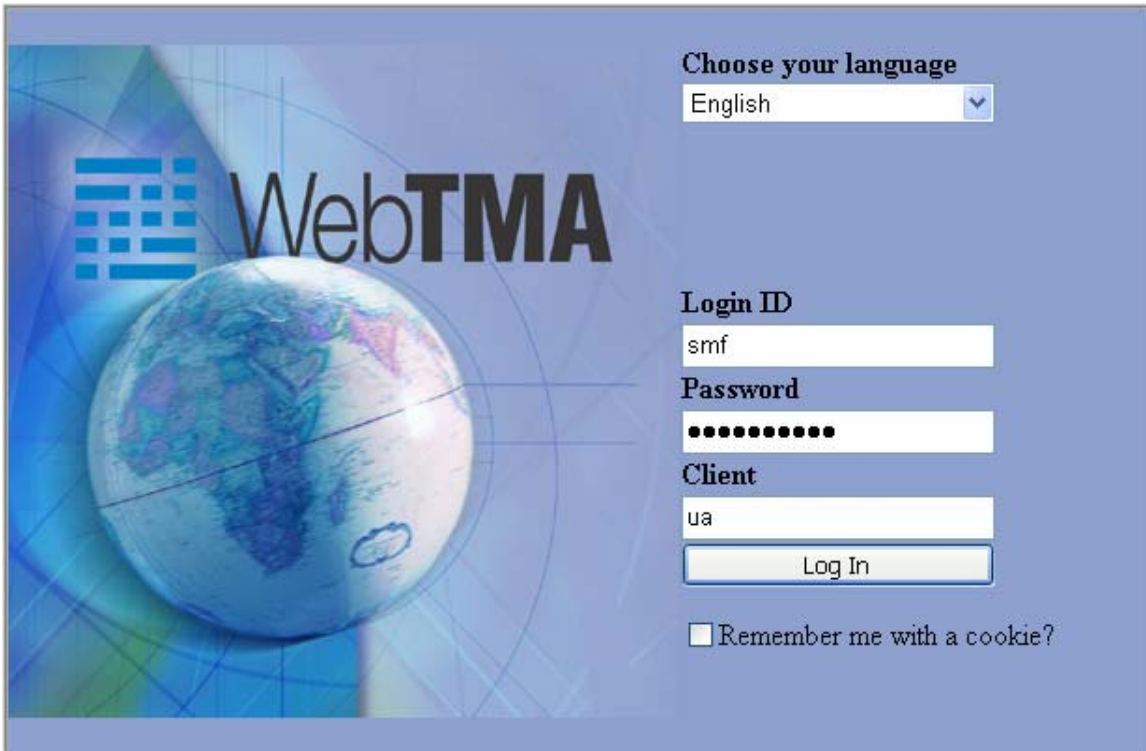
- ✓ If you have not been setup in the system, contact the Physical Facilities Service Center (x7450) to request access.
- ✓ When logging into WebTMA, make sure the client is UA.

## Enter a Work Request

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### Instructions:

1. Navigate to the application by using any of the following methods:
  - a. Open your web browser and enter the following web address:  
<https://pfoc.uakron.edu/webtma>
  - b. Open your web browser and enter the following web address:  
[www.uakron.edu/pfoc](http://www.uakron.edu/pfoc) and click on the link - *Submit Work Request*.
2. If you have been setup in the WEbTMA system you can enter your UanetID and password that has been assigned. NOTE: Contact the Physical Facilities Service Center at extension 7450 if you need to be setup in the WebTMA system.
  - a. Login ID = *your UAnetID* (for example – smf)
  - b. Password = *this will be issued by Physical Facilities during initial setup*
  - c. Client = UA
3. Click the  button.



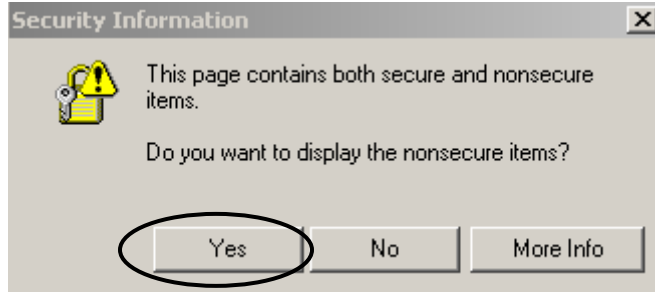
You may leave the Login ID and password field blank and simply enter the Client (UA). However, the benefit of logging in with your *UAnetID* and password is that certain fields will auto-complete, and you (the requestor) will be the only one that can view your work request.

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**Instructions:**

By logging in with no *UAnetID* and password, you are allowing anyone to see your work request.


4. You may receive the following message. If so, click the **Yes** button to proceed.



5. The **Requester Page** loads. Notice the following fields are automatically entered for you: **Request Date**, **Request Time**, **Phone No.**, **Requester Name**, and **Requester E-mail**.



Welcome, Sue McKibben  
Requestor Page



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Identity
Status
Reservations
Pending Authorization Requests
Browse
Logout

Personal Information:	Request Information:
<p><b>Request Date:</b> <input type="text" value="07/27/2006"/></p> <p><b>Request Time:</b> <input type="text" value="09:06"/></p> <p>Phone No: <input type="text" value="(330) 972-6391"/></p> <p><b>Requester Name:</b> <input type="text" value="Sue McKibben"/></p>	<p>Department: <input type="text" value="Select one"/></p> <p>Repair Center: <input type="text" value="PFOCSC-Physical Facilities"/></p> <p>Location ID: <input type="text"/></p> <p>Facility: <input type="text" value="Akron Campus"/></p> <p>Building: <input type="text" value="Bierce Library"/></p> <p>Area#: <input type="text"/></p> <p>Description: <input type="text"/></p> <p>Equipment <input type="text"/></p>
E-mail Address & Account:	Additional Comments:
<p><b>Requester E-mail:</b> <input type="text" value="smf@uakron.edu"/></p> <p>Request Copy To: <input type="text"/></p> <p>Account: <input type="text"/></p>	<div style="border: 1px solid #ccc; height: 40px;"></div>
<p><b>Action Requested:</b></p> <div style="border: 1px solid #ccc; height: 40px; background-color: #ffffcc;"></div>	<input type="button" value="Submit Request"/>

Field names which are in **red** denote **required** fields. *Data must be entered in the red fields in order to save the request.* All other information is *optional*. However, the department will be able to generate much more detailed reports if more information is provided.

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**Instructions:**

6. The only other information which is required is the **Action Requested**. Enter a description of the work which is being requested. The following fields are all *optional*:

**Request Copy to:** Enter the email address for anyone you wish to be copied on the request. If entering multiple email address, separate them with a semi-colon.

**Account:** Enter the speed type for the account you wish to charge. This is the 6-digit account code (for example 200704).

**Department:** Select the department number from the drop-down list. The departments are listed in order by the department number. Therefore, if you do not know your department number code it may be best to leave this field blank.

**Repair Center:** This field will default in.

**Location Id:** If known, enter the building abbreviation followed by a dash (-) and the room number. For example, Bierce Library room number 52B would be entered as “**LIB-52B**”. After entering the location ID hit the TAB key and the following fields will automatically be entered (based upon the Location ID entered): **Facility, Building, Area#, and Description**.

**Facility:** If the Location ID is entered, this field will automatically be filled in and there will be no need to enter this information. Otherwise, to select the facility, follow the instructions below:

- a. Click the down arrow for the Facility field.
- b. On the far left side of the screen click the plus sign (+) next to The University of Akron.
- c. There will be 3 entries listed in the center of the screen – **Akron Campus, Distance Learning, and Wayne College**. To select a campus, double-click the appropriate entry.

**Building:** If the Location ID is entered, this field will automatically be filled in and there will be no need to enter this information. Otherwise, to select the building, follow the instructions below:

- a. Click the down arrow for the Building field.
- b. On the far left side of the screen click the plus sign (+) next to the campus.
- c. All of the buildings for the campus will be listed on the left side of the screen. Click the plus sign (+) next to the appropriate building.
- d. Next, the building name will appear in the center of the screen. To select the building, double-click on the building name.

**Area#:** If the Location ID is entered, this field will automatically be filled in and there will be no need to enter this information. Otherwise, enter the room number where the work is to occur.

**Description:** The description will default in based upon the building and area#. *The description information cannot be modified – leave this field as is.*

**Additional Comments:** Enter any additional comments, if applicable.

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**Instructions:**

7. Below is an example of a work request with the information filled in:

The screenshot shows the WebTMA Requestor Page for Sue McKibben. The page is divided into several sections:

- Personal Information:** Request Date: 07/27/2006, Request Time: 09:06, Phone No: (330) 972-6391, Requestor Name: Sue McKibben.
- E-mail Address & Account:** Requestor E-mail: smf@uakron.edu, Request Copy To: ron.edu; rodehav@uakron.edu, Account: 200704.
- Action Requested:** Please add 2 skylight to the office.
- Request Information:** Department: Select one, Repair Center: PFOCSC-Physical Facilities, Location ID: LIB-52B, Facility: Akron Campus, Building: Bierce Library, Area#: 52B, Description: Office, Equipment: [dropdown].
- Additional Comments:** [Empty text area]

A "Submit Request" button is located at the bottom right of the form.

8. Click the **Submit Request** button.

9. Your screen should refresh and a message should appear above the Request Date indicating the request has been sent and the request number.

This screenshot shows the same WebTMA Requestor Page after the request has been submitted. A message is displayed above the Request Date field:

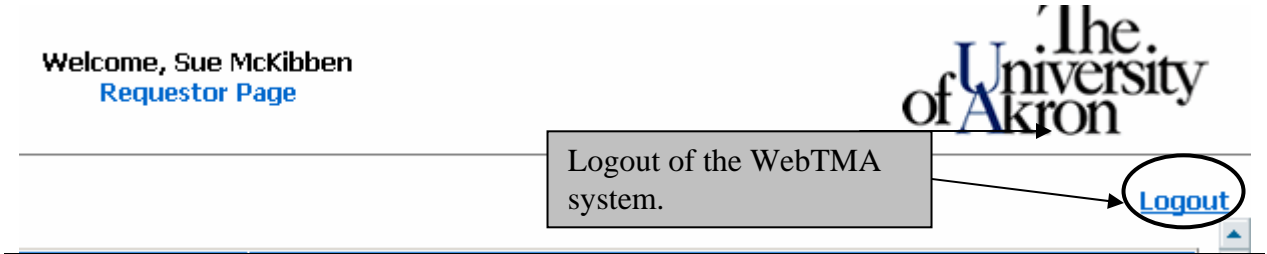
**Your request has been sent and the Number is: 9**

The form fields are now mostly empty, indicating the request has been processed. A callout box points to the message with the text: "Message indicating the request has been submitted and the request number assigned."

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**Instructions:**

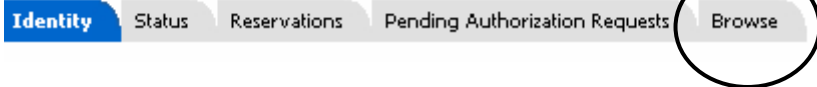
10. When finished, click the **Logout** link.



## View/Browse Work Requests

### Instructions:

1. Follow the instructions provided at the beginning of this document to log into the WebTMA system.
2. To browse requests, click the **Browse** tab.



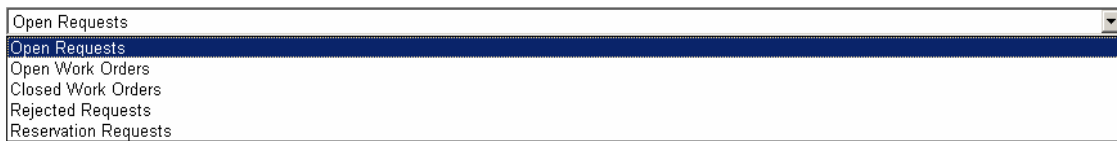
Click the Browse tab to browse work orders.

3. All open requests are listed. To view the details for a request, double-click on the request.

Welcome, Sue McKibben  
Requestor Page

Request	Date	Status	WO Number	WO Status	Repair Cent	Item	Item Code	Ite
9	07/26/2006	Created			PFOCSC	Area	LIB-52B	Office

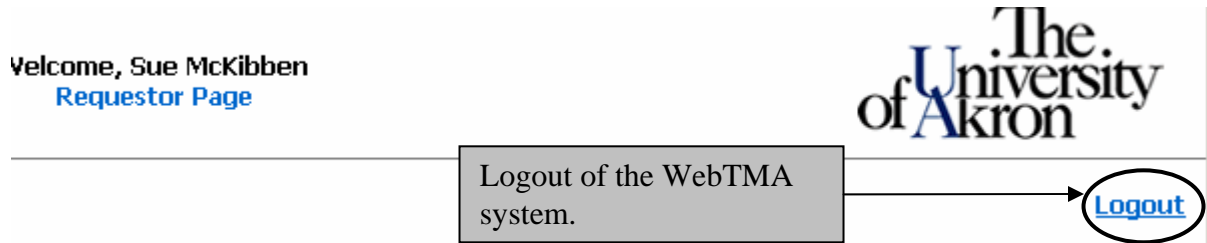
4. To view other requests/work orders, click the down arrow for **Open Requests** and select the desired status. The options available are: Open Requests, Open Work Orders, Closed Work Orders, Rejected Requests, and Reservation Requests.



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**Instructions:**

5. When finished, click the **Logout** link.



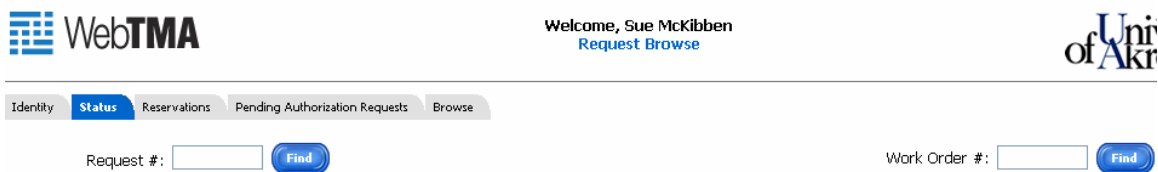
## View the Status of a Request/Work Order

### Instructions:

1. Follow the instructions provided at the beginning of this document to log in to the WebTMA system.
2. To view the status, click the **Status** tab.



3. Enter either the **Request #** or the **Work Order #** and click the **Find** button.



**NOTE:** If you do not know the Request# or Work Order# use the Browse tab (as detailed in the previous section) to locate the appropriate number.

**Instructions:**

- 4. The specified request, or work order, is displayed.

The screenshot shows the WebTMA interface. At the top left is the WebTMA logo. At the top right, it says "Welcome, Sue McKibben" with a "Request Browse" link. Below this is a navigation bar with tabs: Identity, Status (selected), Reservations, Pending Authorization Requests, and Browse. There are two input fields: "Request #: 9" with a "Find" button, and "Work Order #: " with a "Find" button. Below these is a section titled "Item Details:" with fields for Facility:1 (Akron Campus), Building:1 (Bierce Library), and Area: (Office). Below that is a section titled "Request Status:" with an "Accept Date:" field. A table shows the request history:

Date	Status
07/27/2006 10:00	Created

Below the table is a section titled "Action Requested:" with the text "Build 2 skylights for room."

- 5. When finished, click the **Logout** link in the upper right corner.

The screenshot shows the top right corner of the WebTMA interface. It includes the "Welcome, Sue McKibben" text and "Request Browse" link. The University of Akron logo is also present. A "Logout" link is circled in red. A grey box with the text "Logout of the WebTMA system." has an arrow pointing to the "Logout" link. Below the "Logout" link is a search bar with a "Find" button.

For questions regarding Physical Facilities work orders, please contact the Physical Facilities Service Center at: (330) 972-7450

For questions regarding this tutorial, please e-mail Software Training Services at: [pstrain@uakron.edu](mailto:pstrain@uakron.edu)