Physical Facilities
Work Order Request

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

To access this application navigate to https://pfoctma.uakron.edu/tmalogin/login.aspx

There is also an online tutorial available which accompanies this manual. Please navigate to http://www.uakron.edu/training/physical-facilities-work-requests--.dot 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 (x7415) to request access.

✓ When logging into WebTMA, make sure the client is UA.
Enter a Work Request

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://pfoctma.uakron.edu/tmalogin/login.aspx
   b. Open your web browser and enter the following web address: www.uakron.edu/pfoct
      and click on the link - Submit Work Request.

2. Use your University of Akron UANetID and password to log in.
   a. Login ID = uanet\your UAnetID (for example: uanet\smf)
   b. Password = this will be your network password
   c. Client = UA

3. Click the Log In 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. By logging in with no UAnetID and password, you are allowing anyone to see your work request.
Instructions:

4. The Requester Page loads. You will need to click “Requester Nav” located in the far left of the menu (at the bottom).

5. Click the link “WO Request A”.
**Instructions:**

6. 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.

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.
Instructions:

7. 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.
Instructions:

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

![Example Work Order Request Image]

9. Click the **Save** button.
Instructions:

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

Message indicating the request has been submitted and the request number assigned.

11. When finished, select File - Logout from the menu.
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.

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

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.
Instructions:

5. When finished, click **File - Logout** from the menu.
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. Select either the Request or Work Order button and then enter the number in the space provided. Click the Show Status 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.

6. When finished, click File - Logout from the menu.

For questions regarding Physical Facilities work orders, please contact the Physical Facilities Service Center at: (330) 972-7415