

Directions for the LHUP Web-based Work Requests

The URL address for work request screen is, <http://www.lhup.edu/facilities/LHUP%20Work%20Request.htm>, or go to the LHUP homepage, click on Administrative, then click on Facilities or Maintenance, then click on Work Request Form. This will take you to this same location. You can bookmark the page or create a shortcut on your desktop. (Right-click on your desktop, go to New, then shortcut. Copy the address above, click next, and rename it to Work Requests to make a shortcut.) Beginning screen is shown below in Figure 1.

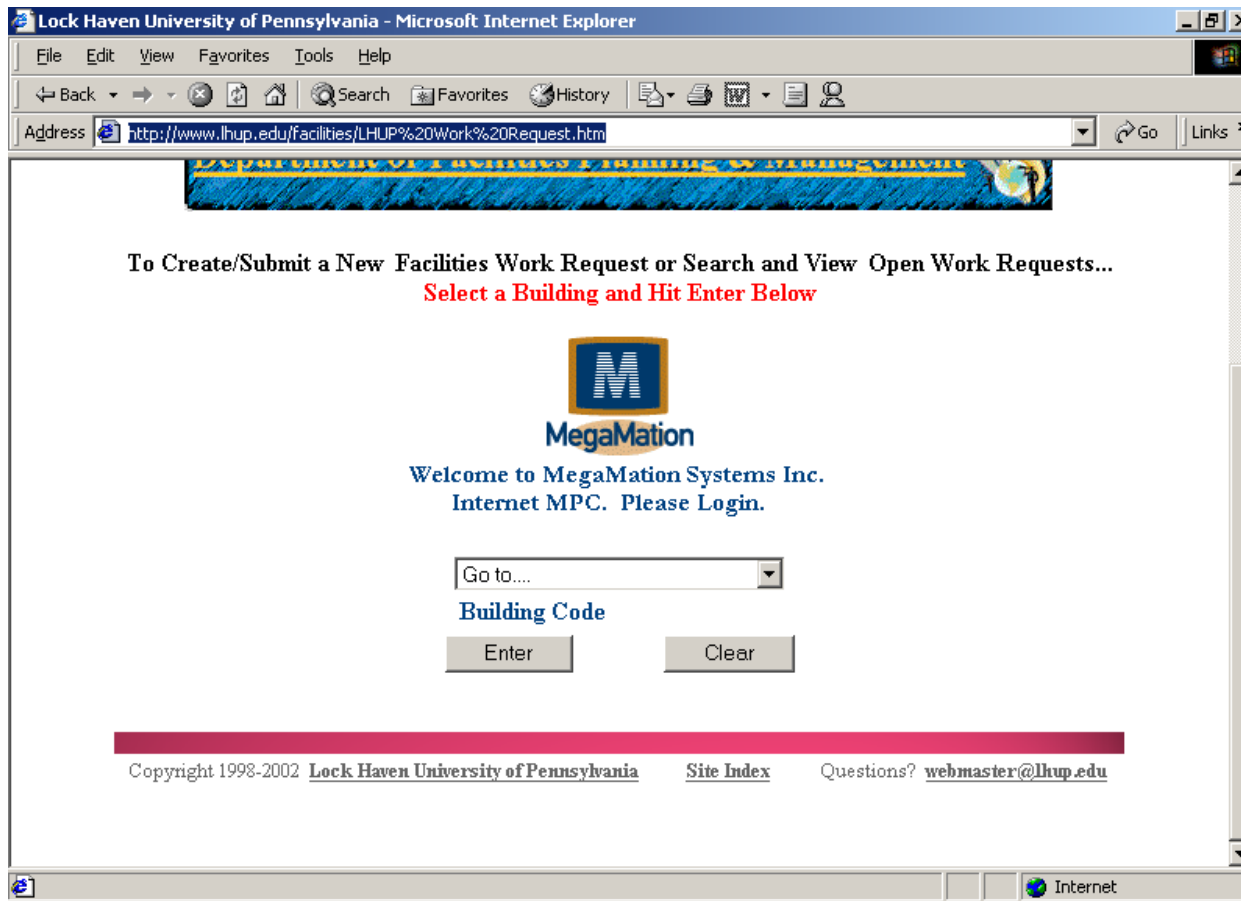


Figure 1 (Beginning screen)

Click on the drop down menu and select the building you want to make a work request for or look for the status of a work request which has already been submitted. Click on enter and you should go to the screen you see below in (Figure 2 & 3) with the name of the building you selected. You will only be able to submit or view work requests from the building you selected.

Fill in all the blanks. Put just your extension in for phone number (Ex. 2139). Drop downs are available for the departments. Be sure to fill in all the fields. If you want a print of your work request, click on Print before you click on submit. When you click on Submit, you should be given a work order number for your request. Write your work request number for your records and to have for any future inquiries to us about your request. If you wish to make multiple work requests just select "Make a new Service Request."

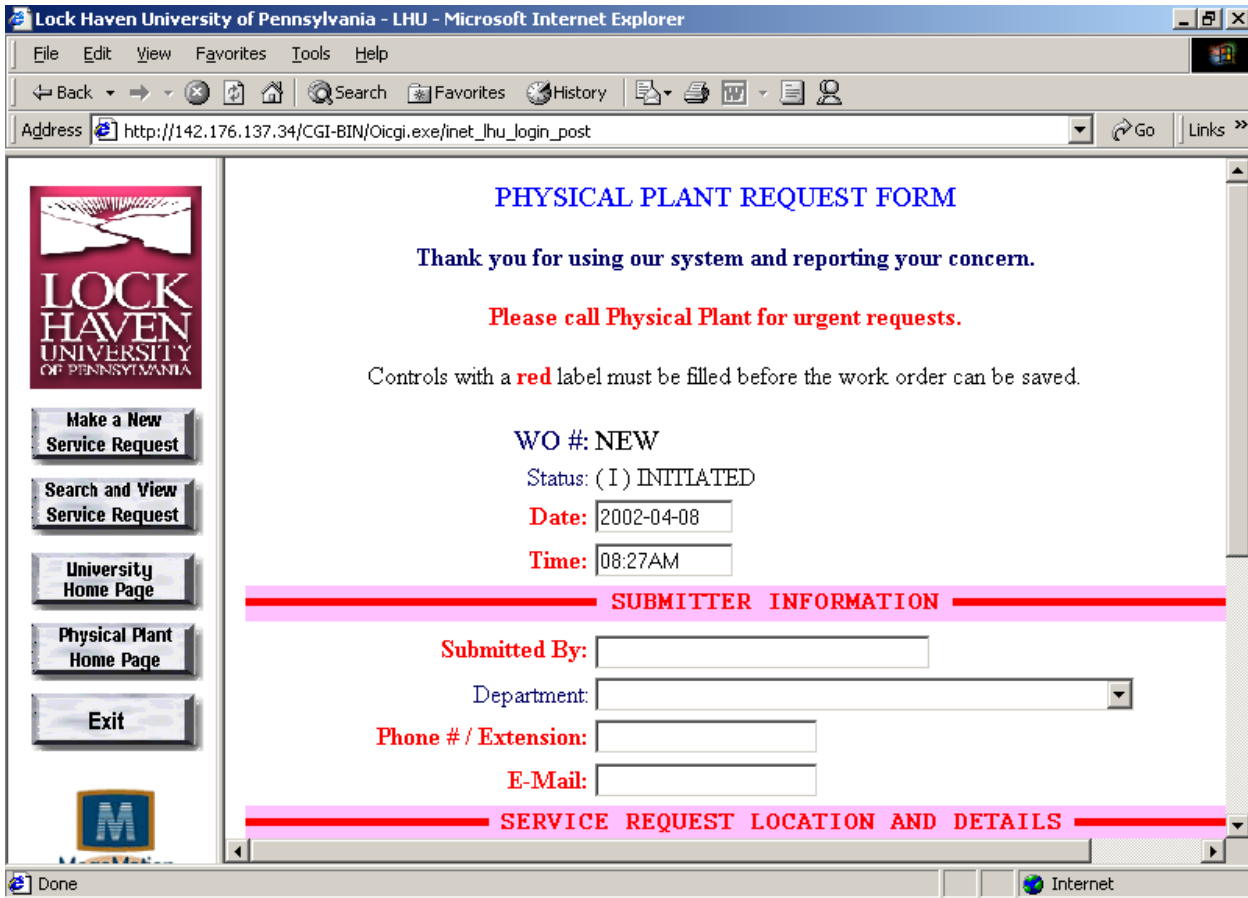


Figure 2 (top of screen)

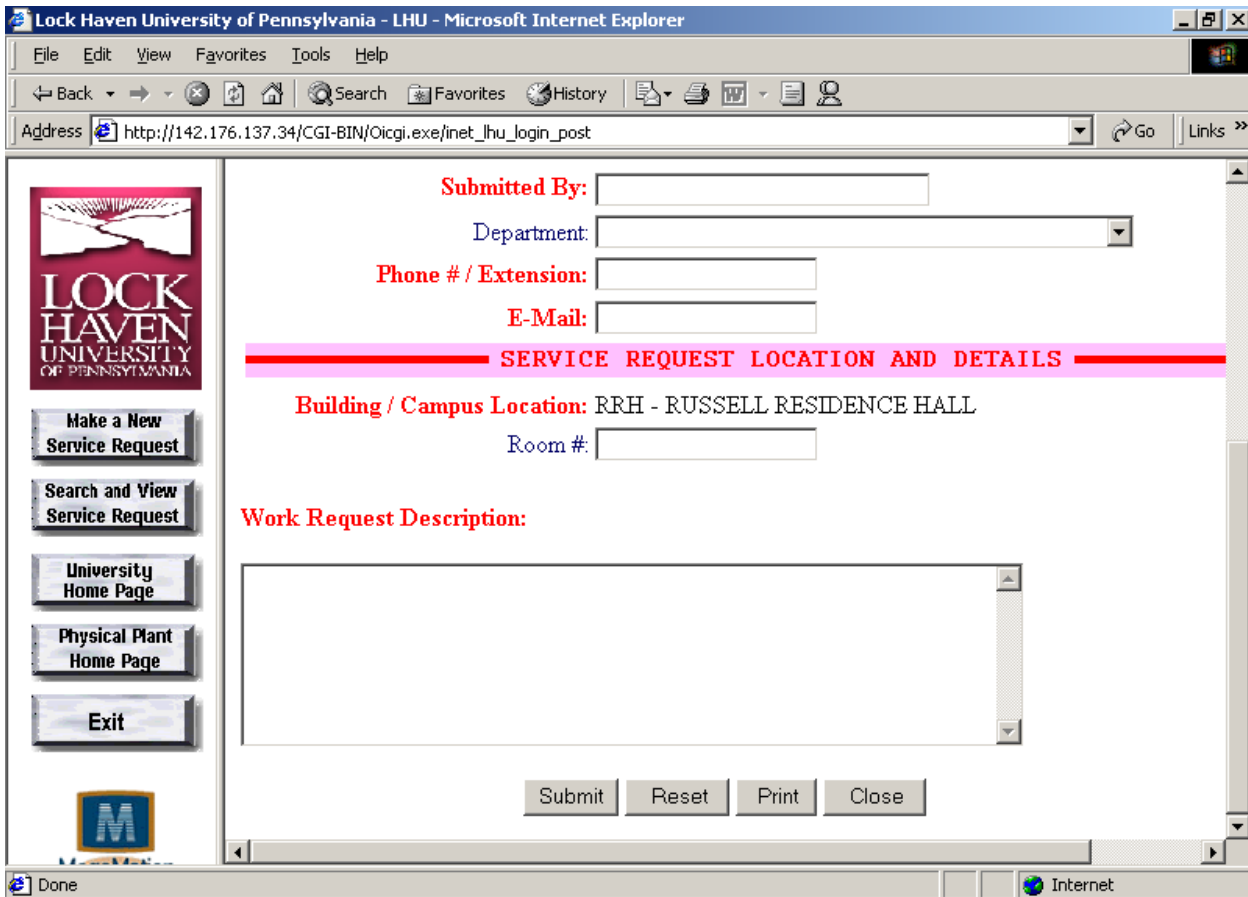


Figure 3 (bottom of screen)

Work Request Search Help

Beginning Work Request Search screen is shown below (Figure 4).

Work Request Search

Enter the search criteria below. You can use any of the following operators.
NOTE: Leave field blank to list all
] Starting With [] Containing
[Ending With # Not Equal To
> Greater Than < Less Than

School: RRH - RUSSELL RESIDENCE HALL Submitted By:

Type: Status:

Priority: Eqp Number:

WO#: Date (yyyy-mm-dd):

Start Search Clear Form Close

Figure 4

Figure 5 (below) shows the different status searches you can perform. Most common would be “C” completed, “S” scheduled, “H” on hold for parts, and “I” initiated, but not scheduled as of the time of your search. Note; you can only do a search in the building you are in. If you want to do a search on another building you must go back and pick that building from the drop down menu.

Make a selection, click on Search. You should get all the work orders in the system from the building and choices you have made.

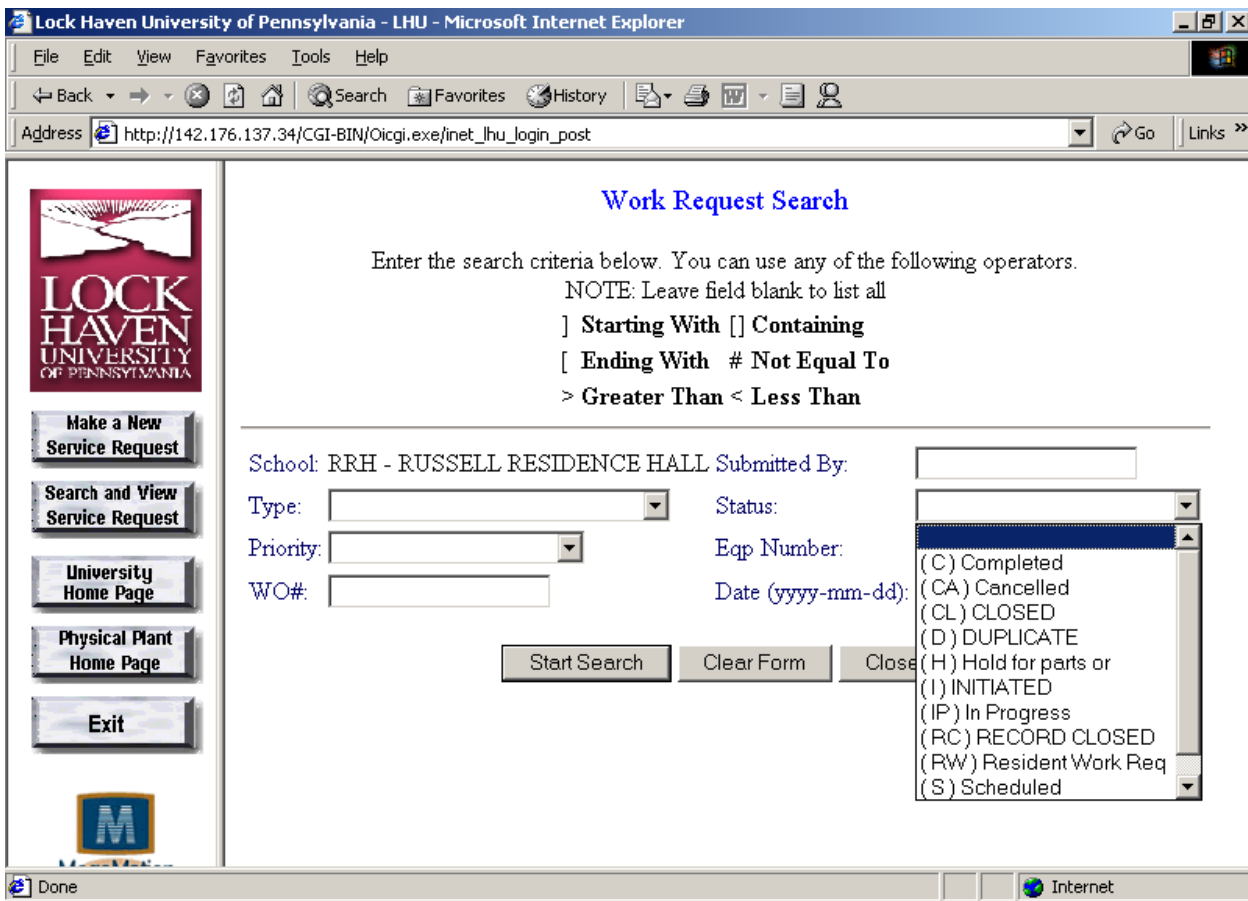


Figure 5 (Search by Status)

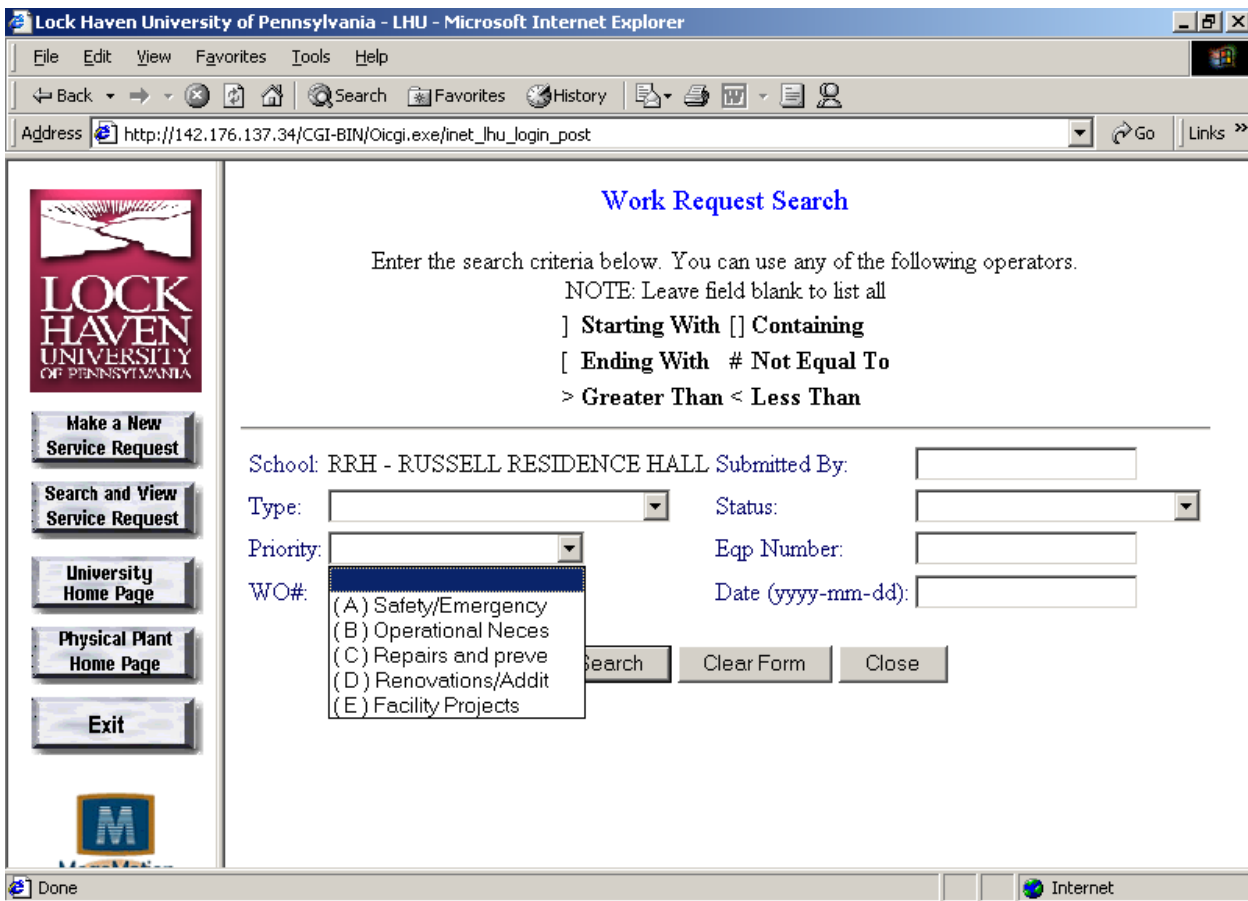


Figure 6 (Search by Priority)

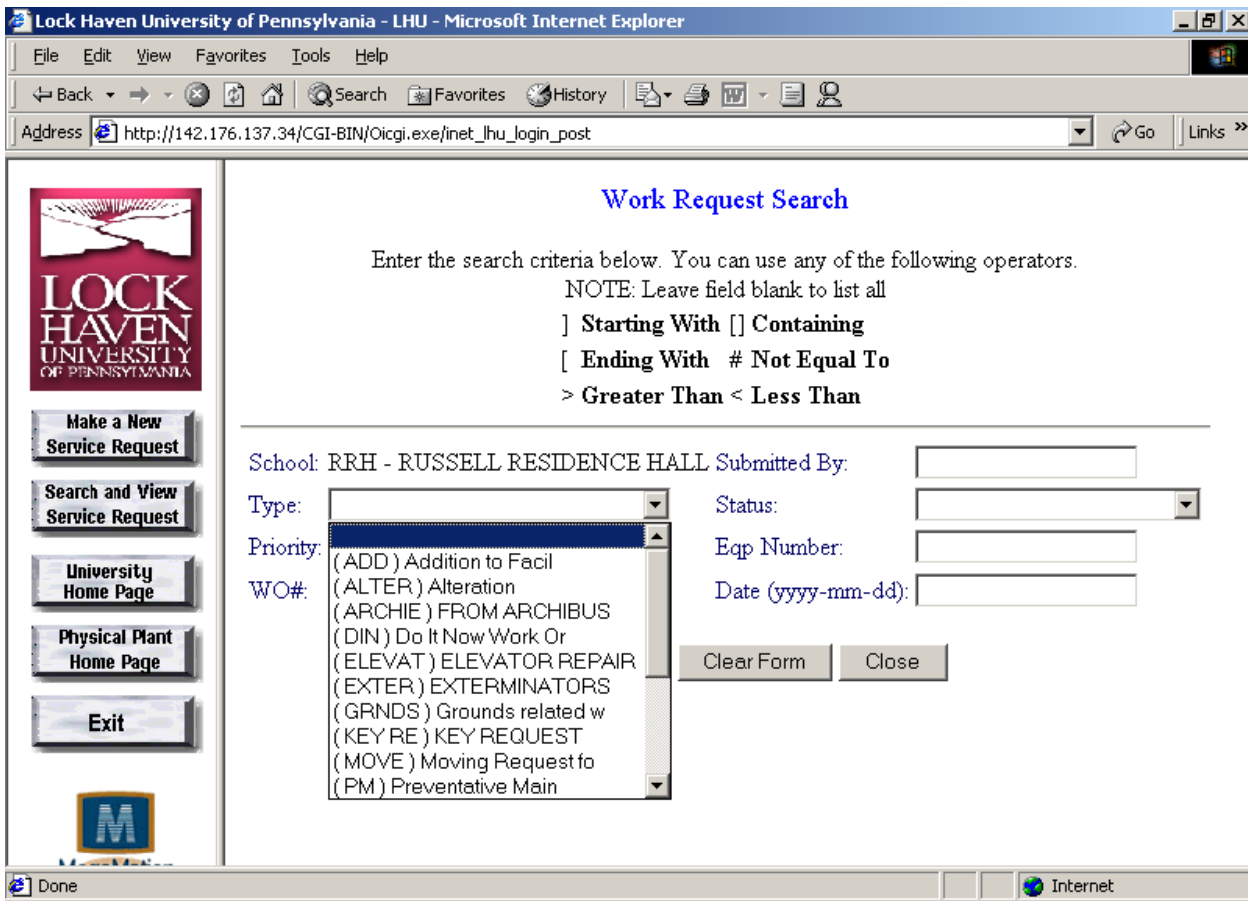


Figure 7 (Search by Type)

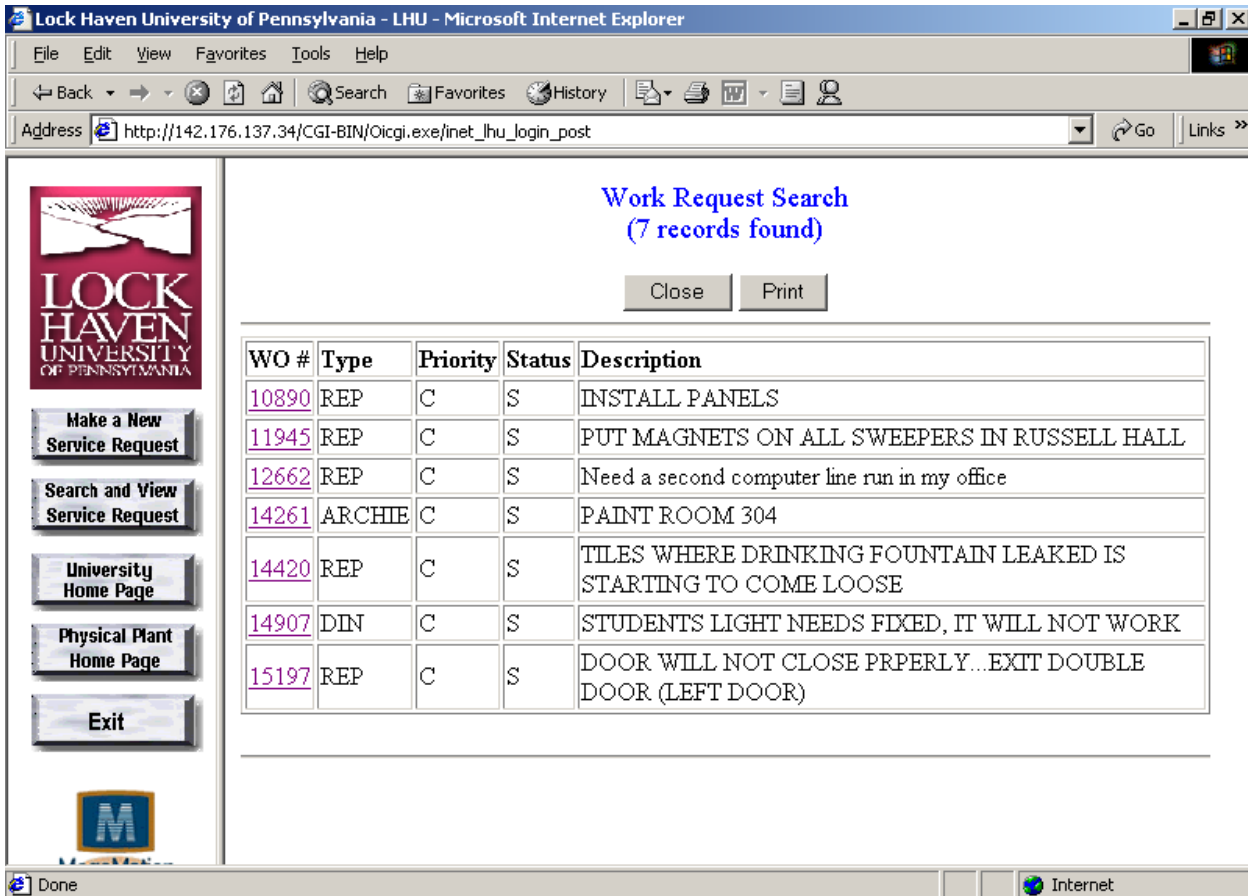


Figure 8 (Search result screen)

Click on work order number to see individual work order as shown below in Figure 9.

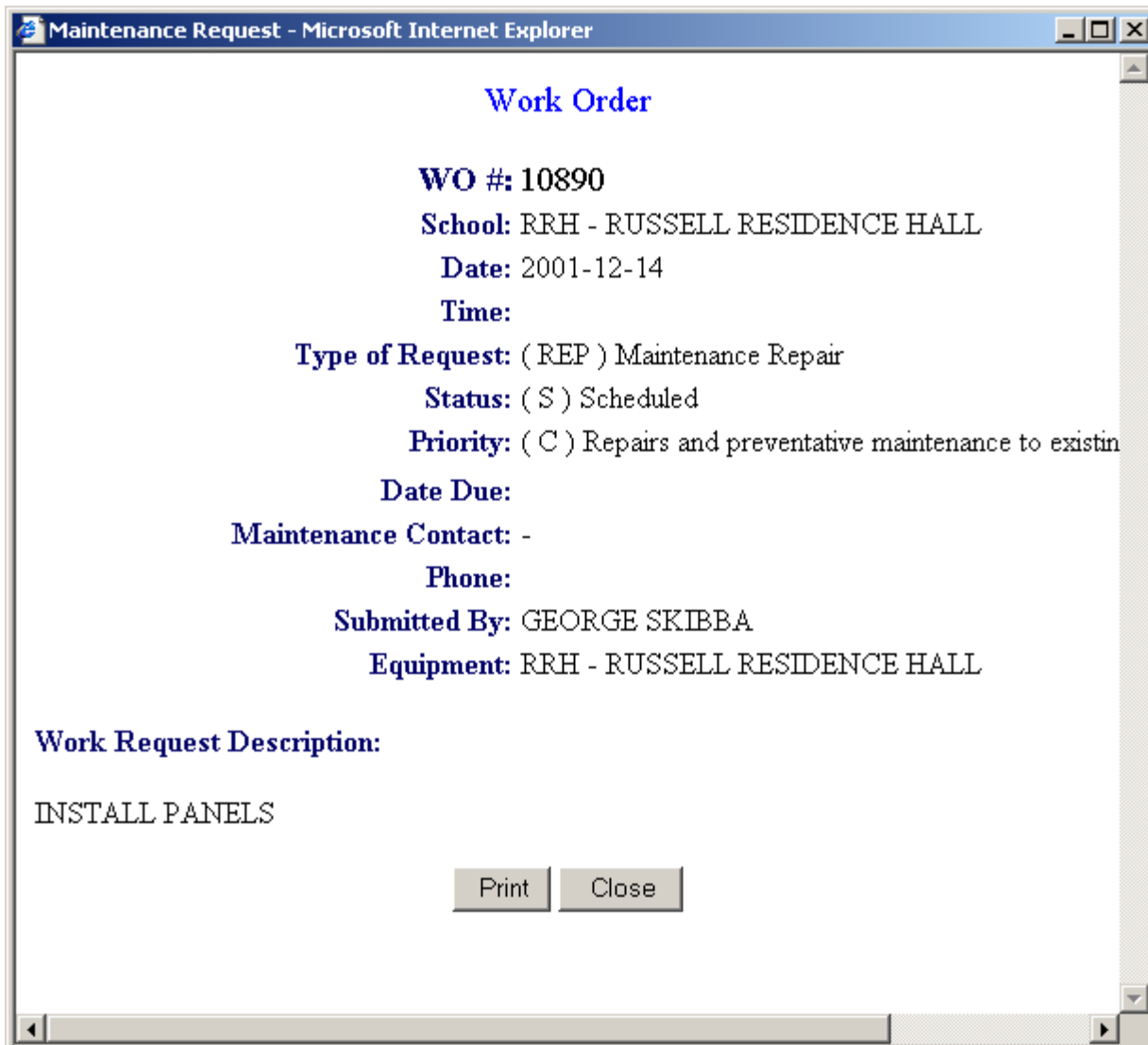


Figure 8 (Individual work Order from Search Result Screen)