

## Facilities Work Orders Web Module

You need to log on with your Franklin Pierce username and password in order to access this site. If you have forgotten your username or password, or you are locked out of your account, contact IT Help Desk Essential Services at extension 4214.

### [Logging On](#)

[Check your user information](#)

[Create a new work order request](#)

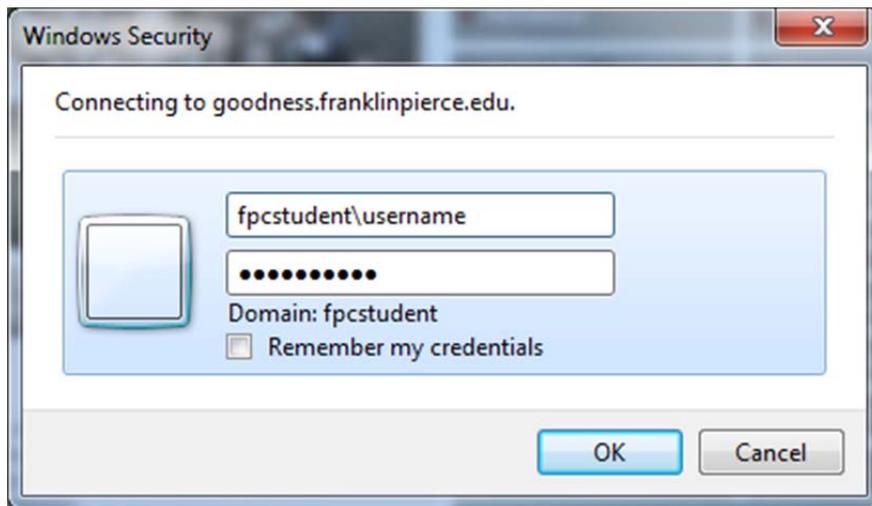
[Check the status of open calls](#)

[Check closed calls](#)

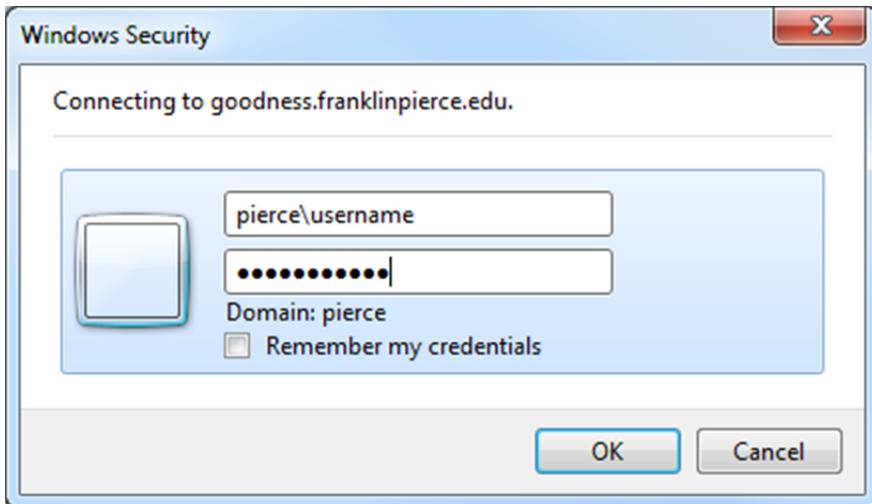
**Logging On:** Open your browser and go to <http://facilitieswo.franklinpierce.edu>

Enter your username and password per the specifications below

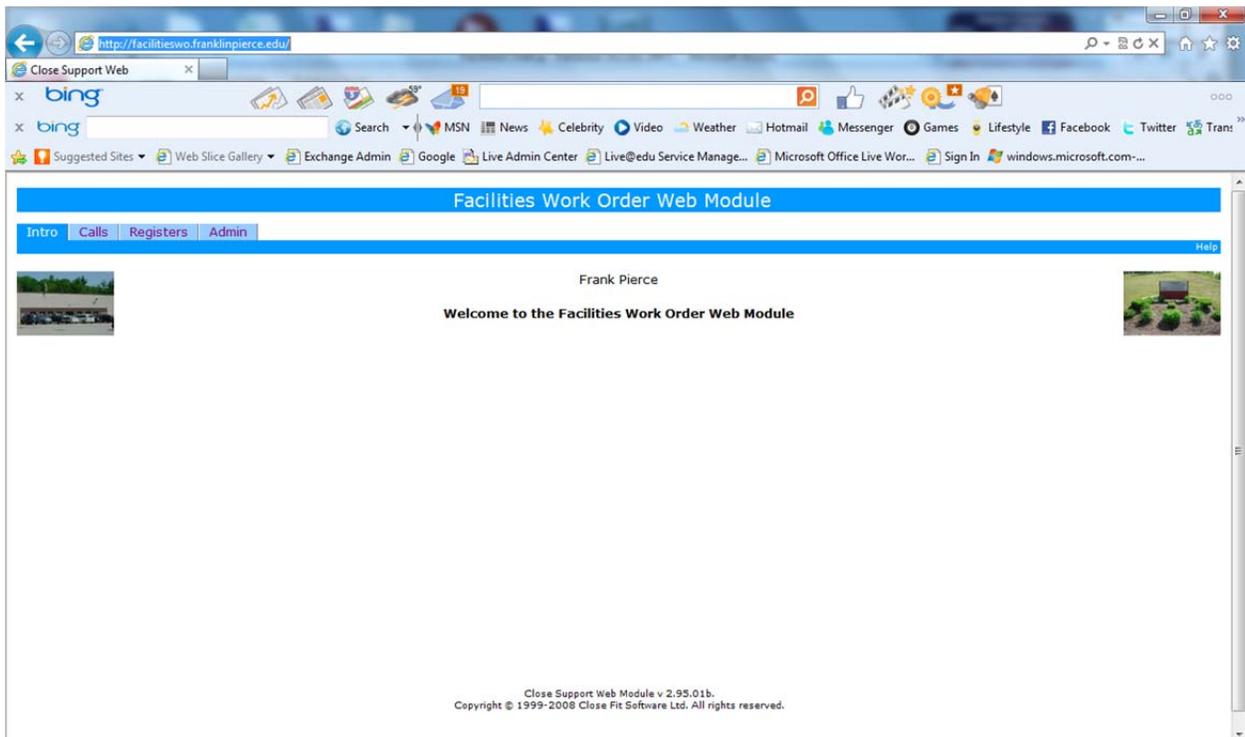
**Students:** Your logon window may look different based on the operating system on your computer



**Faculty/Staff:** Your logon window may look different based on the operating system on your computer



The Facilities Work Orders Web page will open



## Admin Tab

This tab shows the information we have on file for you. Please ensure that the information is correct so we may contact you if necessary.

If you need to make a change, click on 'Edit User Record', make your changes, and click Save.

Facilities Work Order Web Module

Intro | Calls | Registers | Admin 

My details

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**My details** [Edit user record](#)

<b>Username:</b> piercef	<b>Firstname:</b> Frank	<b>Lastname:</b> Pierce
<b>Job title:</b> Student Account	<b>Department:</b> Information Technology	<b>Location:</b> Library - Lower Level
<b>Telephone:</b> 1110	<b>Mobile:</b>	<b>Email:</b> <a href="mailto:piercef@fpc.edu">piercef@fpc.edu</a>
<b>Pager:</b>	<b>Fax:</b>	
<b>Analyst:</b> No	<b>Status:</b> Active	

Edit User Record

Intro | Calls | Registers | Admin

My details

### Edit user record: Frank Pierce

**Username:** piercef

**Firstname:**

**Lastname:**  \* Required field

**Job title:**

**Department:**

**Location:**

**Telephone:**

**Mobile:**

**Pager:**

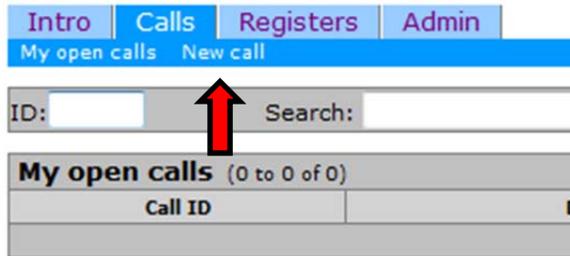
**Fax:**

**Email:**  \* Required field



## Open a New Work Order Request

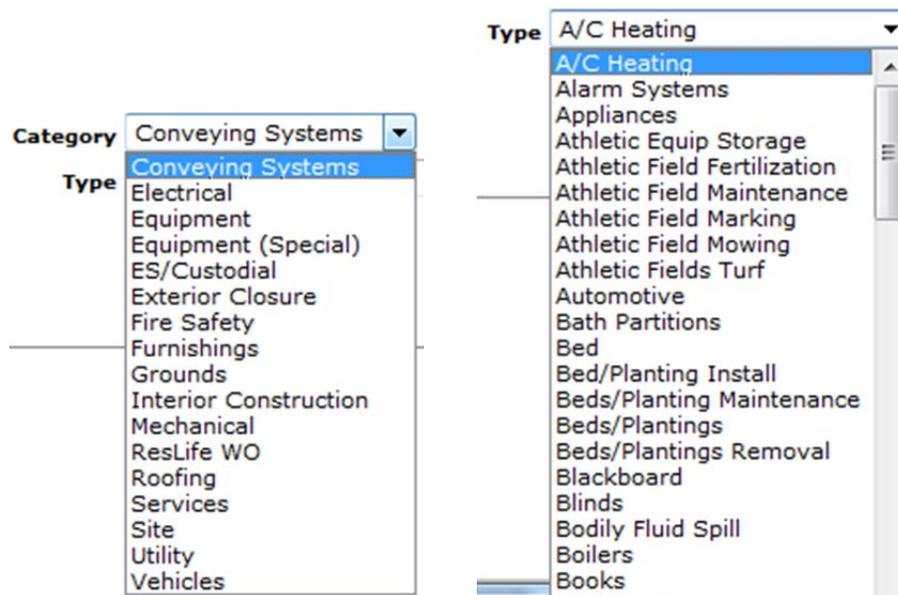
Select the Calls tab → New call on the sub menu bar.



The screenshot shows a navigation bar with four tabs: 'Intro', 'Calls', 'Registers', and 'Admin'. Below the 'Calls' tab, there are two sub-menu items: 'My open calls' and 'New call'. A red arrow points to the 'New call' option. Below the navigation bar, there is a search field with 'ID:' and 'Search:' labels. Below the search field, there is a table header for 'My open calls (0 to 0 of 0)' with a column labeled 'Call ID'.

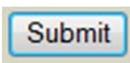
Complete each field. Please ensure that we have the correct [contact information](#) for you.

Selecting the correct Category and Type will assist us in assigning your request to the correct analyst or technician.



The screenshot shows two dropdown menus. The 'Category' dropdown is set to 'Conveying Systems' and the 'Type' dropdown is set to 'A/C Heating'. The 'Type' dropdown is open, showing a list of options including 'A/C Heating', 'Alarm Systems', 'Appliances', 'Athletic Equip Storage', 'Athletic Field Fertilization', 'Athletic Field Maintenance', 'Athletic Field Marking', 'Athletic Field Mowing', 'Athletic Fields Turf', 'Automotive', 'Bath Partitions', 'Bed', 'Bed/Planting Install', 'Beds/Planting Maintenance', 'Beds/Plantings', 'Beds/Plantings Removal', 'Blackboard', 'Blinds', 'Bodily Fluid Spill', 'Boilers', and 'Books'.

Type is an extensive list – not all values are shown.

Remember to click . This is the only way to save your request. Closing the window will not save the request. **Only click on the Submit button once!**

**Log New Call**

Description

Details

User

Priority

Category

Type



Once your request is submitted, you will receive a confirmation screen with the Call ID.

### Open Calls

To check the status of your open tickets, select the Calls tab

Click on the Call ID number of the call description to see more information about the call.

Once your request has been assigned to a technician, their name will appear under Analyst.

You can see any actions taken during the life of the request. You can add a new action (or send info to the analyst) by selecting 'Add new action/information'. You will see the changes when you view the Call Details.

**Closed Calls:** once a call has been closed, you can view it from the Closed Call window. It will no longer appear on the list of Open Calls.