




FranklinPierce
UNIVERSITY



FPU Facilities Ticketing System

When you click on the ticketing system, you will be brought to this page.

If there is a red * next to the descriptor, it means that you must fill in that line.

 FPU Facilities Ticketing System

[Home](#) [Submit a ticket](#) [Login](#)

[Home](#)

Submit a ticket

Subject *

Email Address *

Phone Number or Extension *

Building *

Choose... ▼

Subject *

In the Subject line, please put in the general issue. For example:

Sink plugged

Toilet plugged

No screen in window

Outlet not working

Steps are icy

Stairwell dirty

Email Address *

Phone Number or Extension *

These two sections are self explanatory. By providing your email and phone or extension, it will allow us to reach out to you if we need some clarification or need to make arrangements to meet up. You must answer these.

Building *

Choose...



In this section, you can click on the arrow in the right-hand corner, and it will give you all the locations available. If you cannot find your location, please choose what is closest to your space. You must answer this.

Room *









Please indicate your room number or space location – be as specific as possible. For example:

Dorm room NH 125

Granite restroom 3rd floor

Bubble reception area

Detailed Description of Concern *

B *i* U        

Type something

In this area, please be as descriptive as you can. The more information you can give us, the better we can help get the issue resolved. For example:

“The outlet in my room that is located on the right wall towards the window is not working and I am unable to use it.”

“The third stall in the women’s restroom will not stop running.”

Type of Work *

Choose...



In this section, you can click on the arrow in the right-hand corner, and it will give you the available type of work. These are the three choices, and you must choose one:

Maintenance

Custodial

Grounds

Brief Description Of Concern

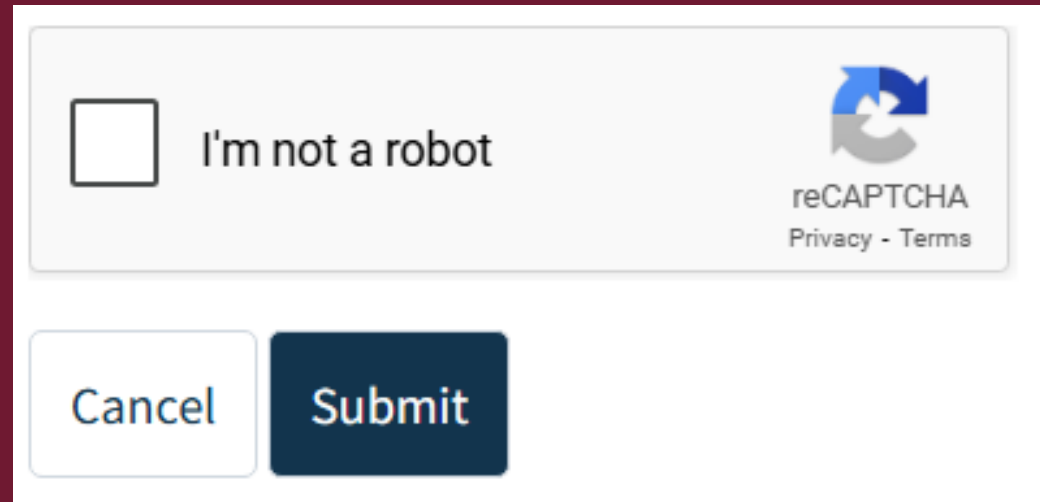
Choose...



In this section, you can click on the arrow in the right-hand corner, and it will give you some brief descriptions. Try to find the one that best fits your situation. If you do not see anything, you can choose “MISC”



You can attach a photo or document with your request! Click on this area and it will give you the ability to attach!

A screenshot of a reCAPTCHA interface. At the top, there is a light gray rounded rectangle containing a square checkbox on the left, followed by the text "I'm not a robot". To the right of this is the reCAPTCHA logo, which consists of two interlocking arrows (one blue, one gray) forming a circular shape. Below the logo, the text "reCAPTCHA" is displayed, with "Privacy - Terms" in smaller text underneath. Below the gray rectangle, there are two buttons: a white button with a gray border labeled "Cancel" and a solid dark blue button labeled "Submit".

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

Cancel Submit

Finally, you must prove that you are not a robot and then click on Submit! This ticket will come to the Facilities department, and we will get the work order assigned to the proper person best suited to address your needs and concerns!

Should you have any questions or concerns, or if you need to have some help to place a work order, please reach out to the Facilities Department! We will be happy to help you!

You can reach Sandie Kibbee at:
603.899.4123 (desk)

Facilities at:
603.899.4120 (desk)