

## Physical Facilities Work Order Request

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

To access this application navigate to <https://pfocma.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.

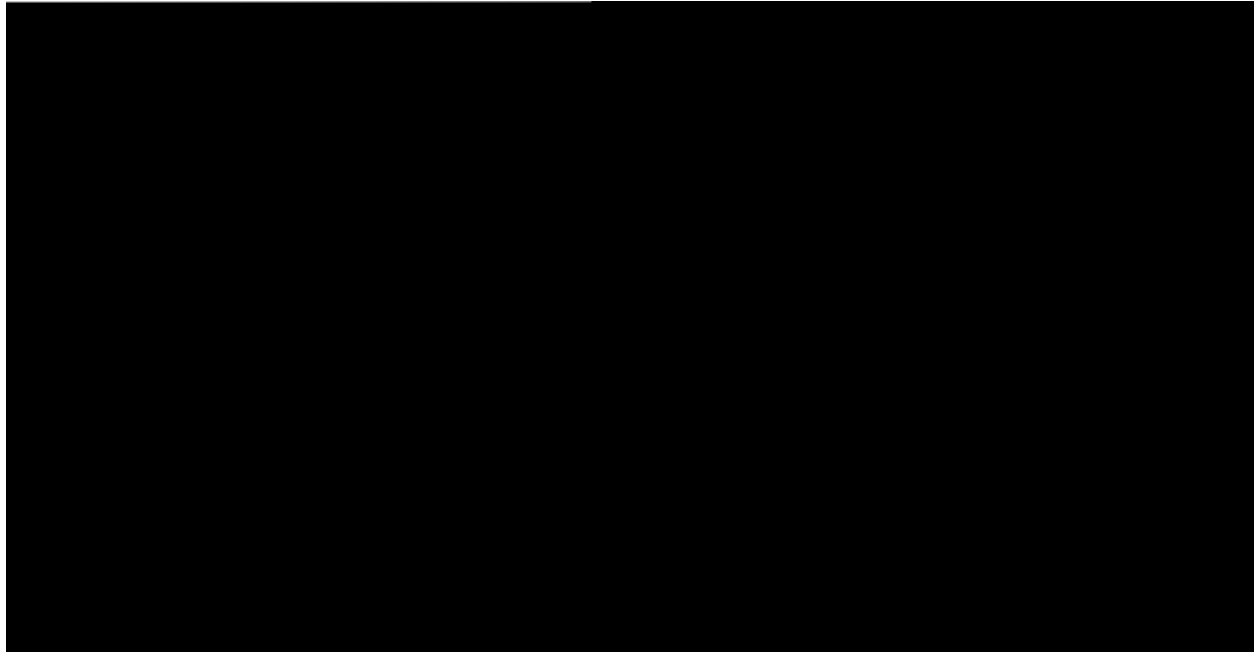
When logging into WebTMA, make sure the client is UA.

## Enter a Work Request

HomeET@BT/F1 8.04 Tf1 0 0 1 557.98 196.73 Tm0 g[ )-3( )-3( )-3( )11nd si1.75Qte6758.99uto3 reW\*nBT/

### Instructions:

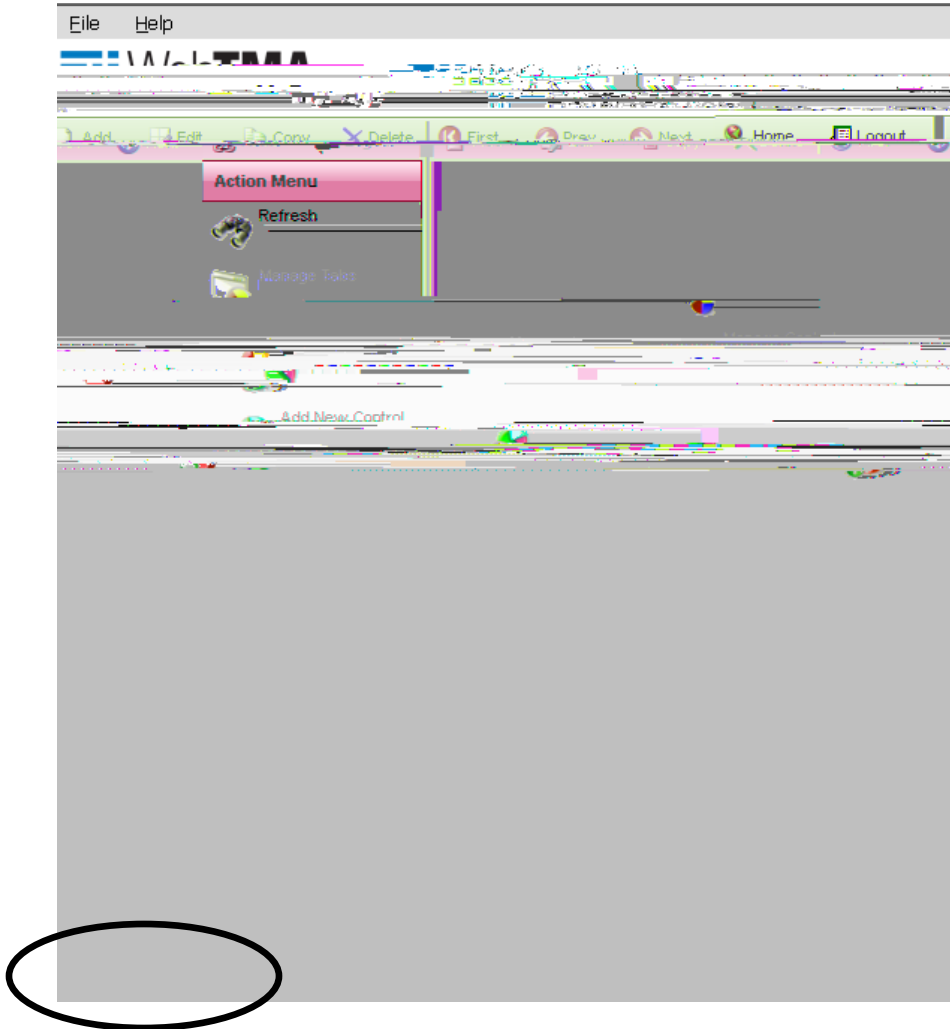
1. Navigate to the application by using any of the following methods:
  - a. Open your web browser and enter the following web address:  
<https://pfocma.uakron.edu/tmalogin/login.aspx>
  - b. Open your web browser and enter the following web address: [www.uakron.edu/pfoc](http://www.uakron.edu/pfoc)  
and click on the link - *Submit Work Request*.
  
2. 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  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

**Instructions:**

- The **Requester Page** loads. You will need to click "**Requester Nav**" located in the far left of the menu (at the bottom).



- 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**.

The screenshot displays a web-based form for requesting a work order. The form is divided into several sections with green headers:

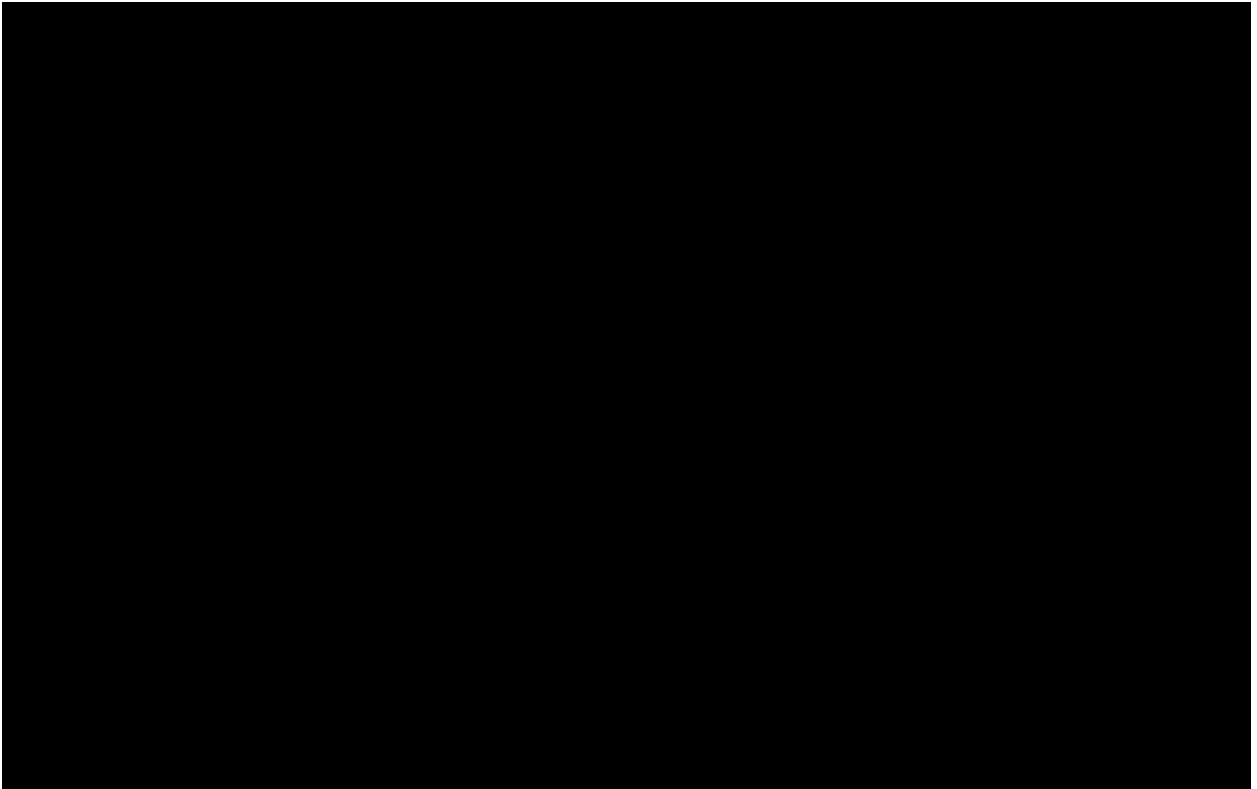
- Personal Information:** Request Date (07/27/2006), Request Time (09:06), Phone No. (330/972-6391), Requester Name (Sue McKibben).
- Request Information:** Department (Select one), Repair Center (Physical Facilities), Location ID, Facility (Akron Campus), Building (East Library).
- E-mail Address & Account:** Requester E-mail (smt@akron.edu), Request Copy To.
- Additional Comments:** A large text area for providing details.
- Action Request:** A section for specifying the request details.

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:**

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



**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.

WebTMA Welcome, Sue McKibben Requestor Pane

Status Reservations Pending Authorization Requests Browse

Personal Information: Request In

Your request has been sent and the Number is: 9

Request Date: 07/27/2006

Request Time: 10:00

Phone No: (330) 972-6391

Requestor Name: Sue McKibben

Requestor E-mail: smf@uakron.edu

Request Copy To: Account:

Equipment

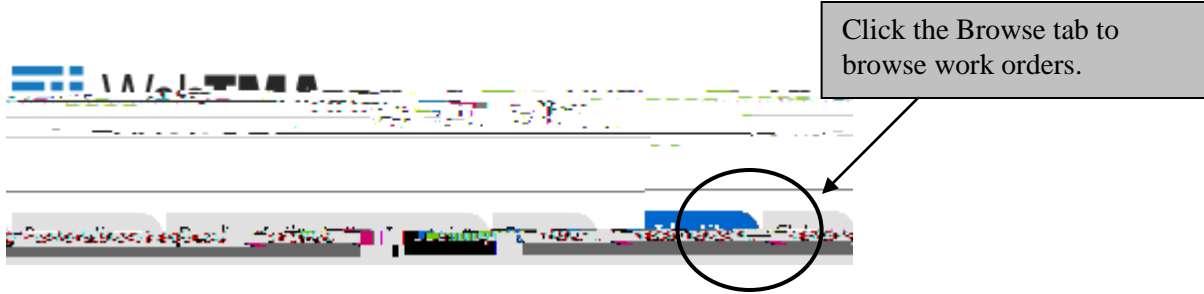
Additional Comments: Action Requested:

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

## View/Browse Work Requests

### Instructions:

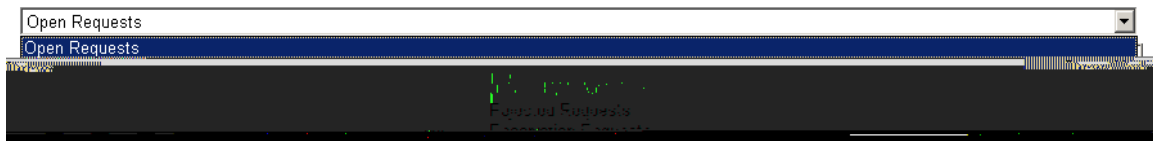
1. Follow the instructions provided at the beginning of this document to log into the WebTMA system.
2. To browse requests, click the **Browse** tab.



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

Request	Requestor	Date	Status	Repair Center	Item	Item Code	Item Description
34855	Susan M McKibben	09/07/2011 14:30		PFOCSC			

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.

**Instructions:**

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

The screenshot displays a web-based work order request form. At the top, there are tabs for 'New Item', 'Status', 'Desktop Authentication', and 'Request'. Below these, the 'Item Details' section includes fields for 'Requestor Name' (Susan M McKibben), 'Facility' (Akron Cam), 'Department Name' (Information Technology Support), and 'Repair Center Name' (Physical Facilities). The 'Action Requested' section shows a dropdown menu with 'handlers in CC141' selected. Below this is a table with columns for 'Date', 'Status', 'User', and 'Comment'. The table contains one entry: 'Created', 'Susan M McKibben', and '09/07/2011 15:10'. At the bottom, there are links for 'Tracking' and 'Technician Comments', and a pagination control showing '1 items in 1 pages'.

Date	Status	User	Comment
Created		Susan M McKibben	09/07/2011 15:10

- 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*