

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.

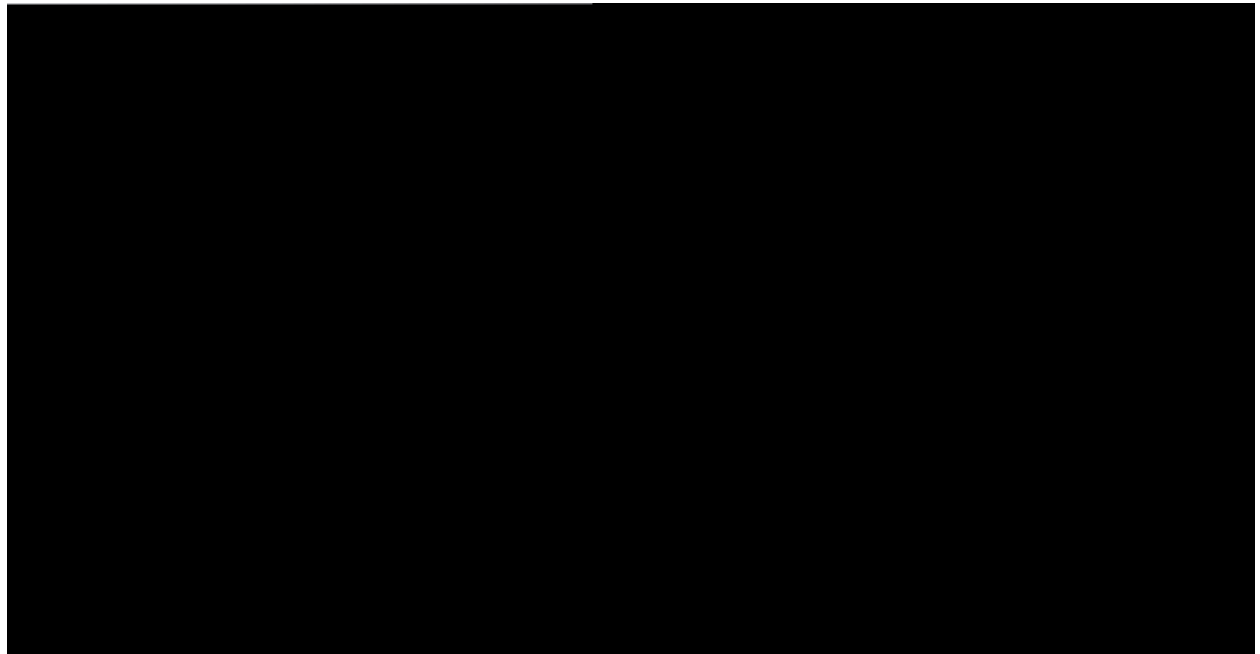
When logging into WebTMA, make sure the client is UA.

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:

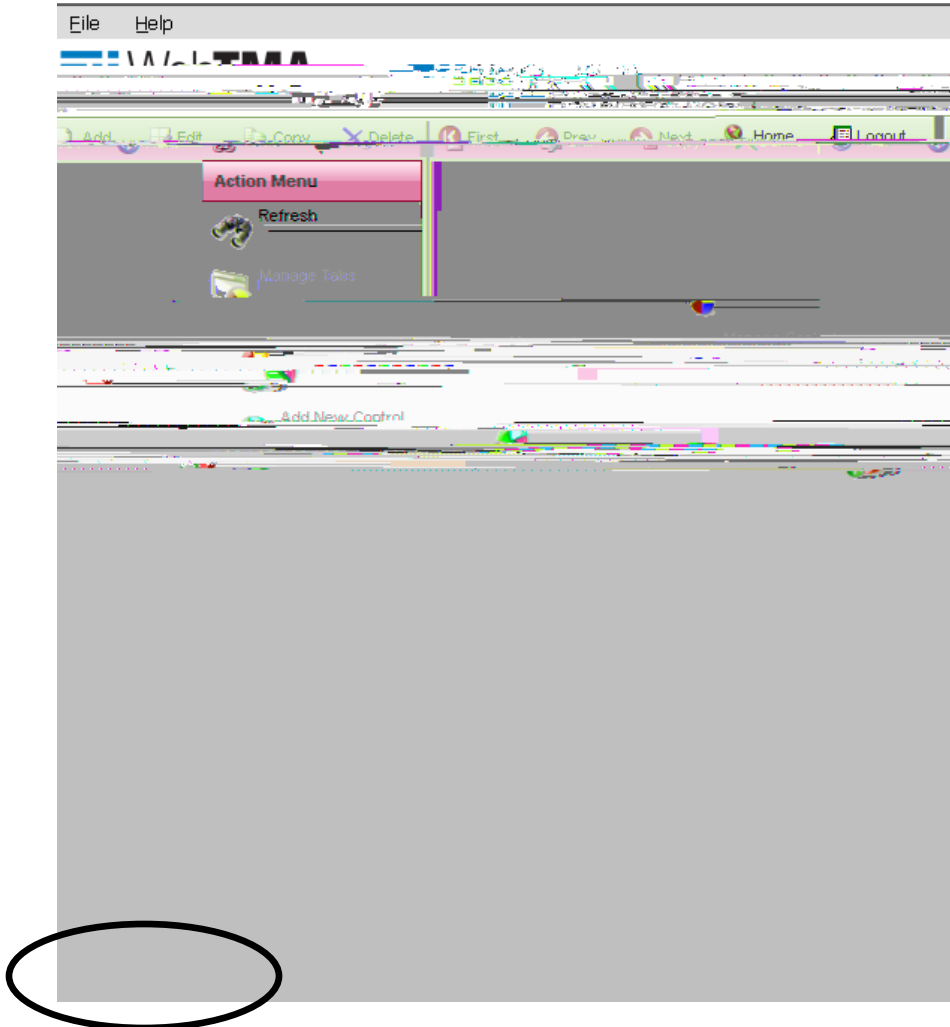
1. Navigate to the application by using any of the following methods:
 - a. Open your web browser and enter the following web address:
<https://pfocma.uakron.edu/tmalogin/login.aspx>
 - b. Open your web browser and enter the following web address: www.uakron.edu/pfoc
and click on the link - *Submit Work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



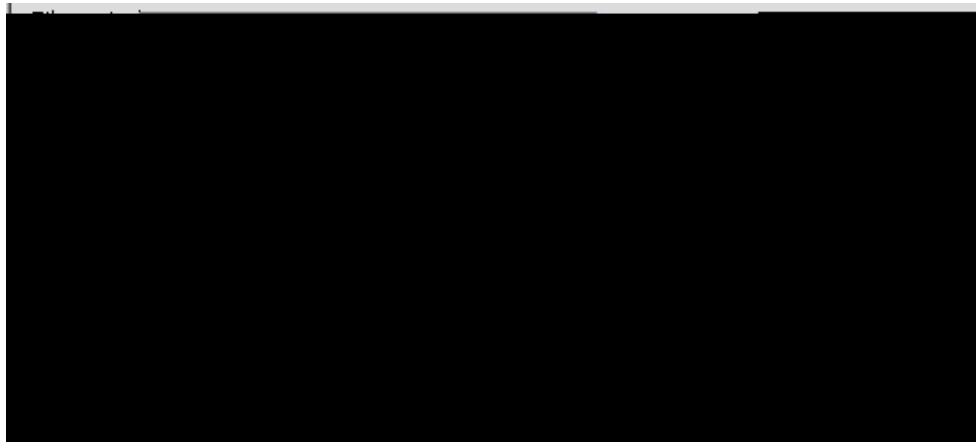
You may leave the Login ID and password field blank and simply enter the Client (UA). However, the benefit of logging in with your

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**.

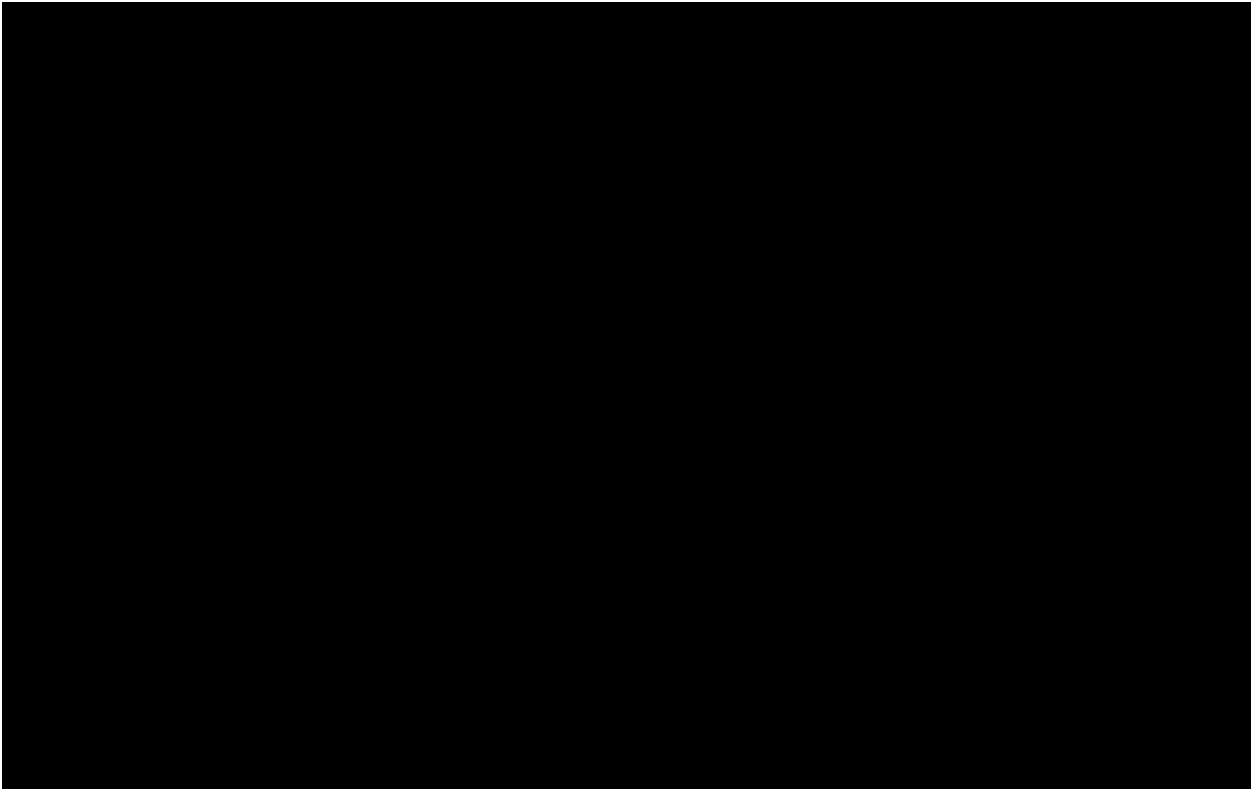
The screenshot displays a web-based form for requesting a work order. The form is divided into several sections with green headers:

- 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.

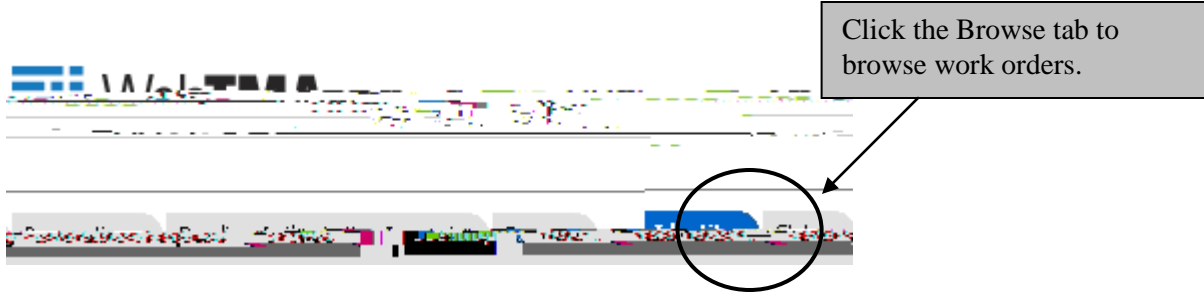
The screenshot displays the WebTMA system interface. At the top, there is a navigation bar with tabs for "Status", "Reservations", "Pending Authorization Requests", and "Browse". Below this, a "Personal Information:" section contains several input fields: "Department:" (with a dropdown menu showing "select one"), "Repair Center:" (with a dropdown menu showing "FFOCS Physical Facility"), "Location ID:", "Facility:", "Building:", and "Area#:". To the right of these fields, a green message reads "Your request has been sent and the Number is: 9". Below this message, there are fields for "Request Date:" (with a dropdown menu showing "07/27/2006"), "Request Time:" (with a dropdown menu showing "10:00"), "Phone No:" (with a text input field showing "(330) 972-6391"), and "Requestor Name:" (with a text input field showing "Sue McKibben"). At the bottom of the form, there is a field for "Requestor E-mail:" (with a text input field showing "smf@uakron.edu") and a "Request Copy To:" field. The interface also includes an "Equipment" dropdown menu and an "Additional Comments:" field.

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

View/Browse Work Requests

Instructions:

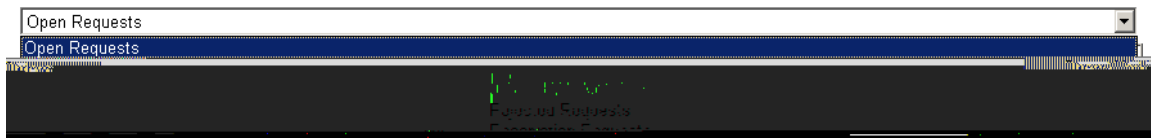
1. Follow the instructions provided at the beginning of this document to log into the WebTMA system.
2. To browse requests, click the **Browse** tab.



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:

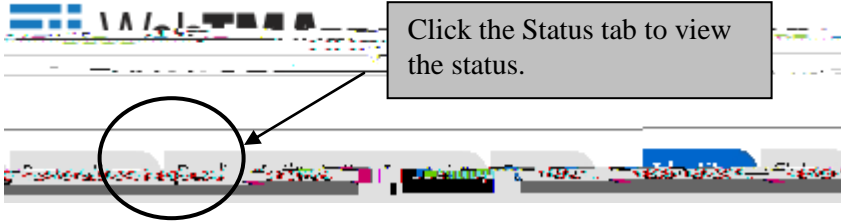
5. When finished, click **File - Logout** from the menu.



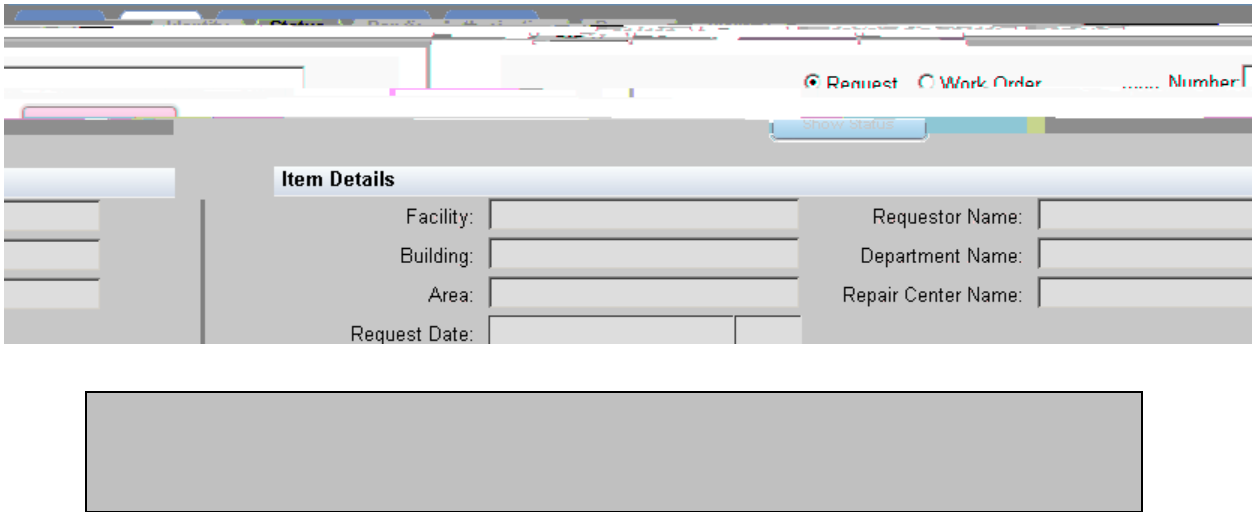
View the Status of a Request/Work Order

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.

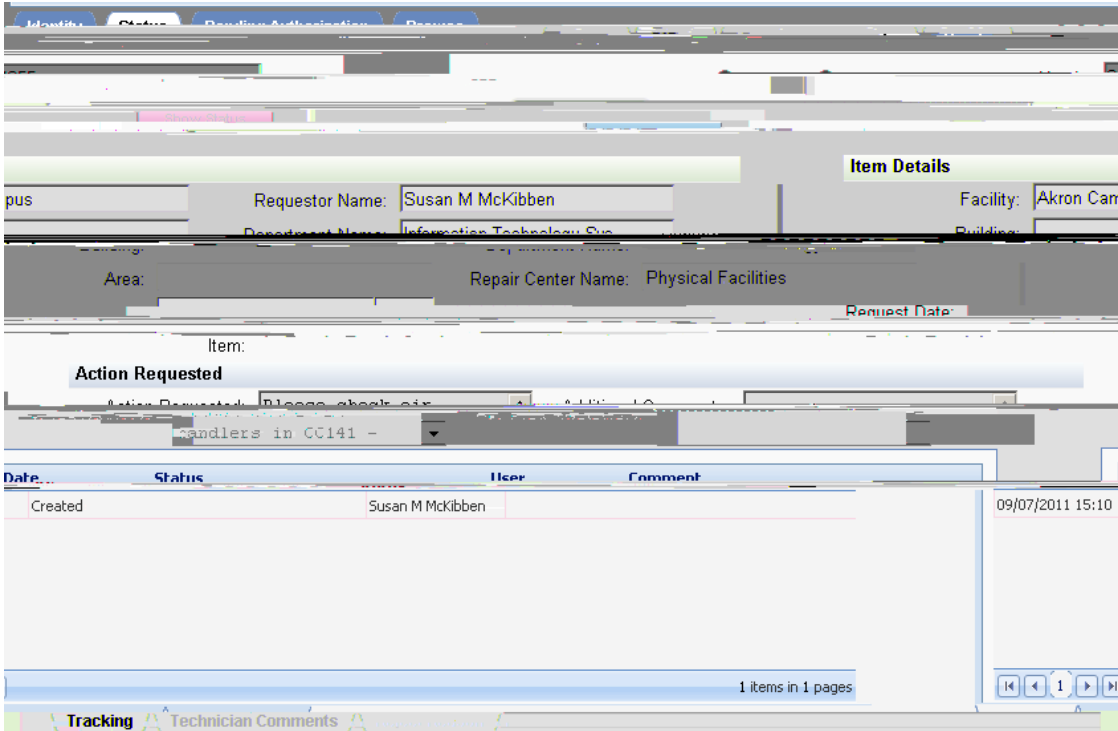


3. Select either the Request or Work Order button and then enter the number in the space provided. Click the button.



Instructions:

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



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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