

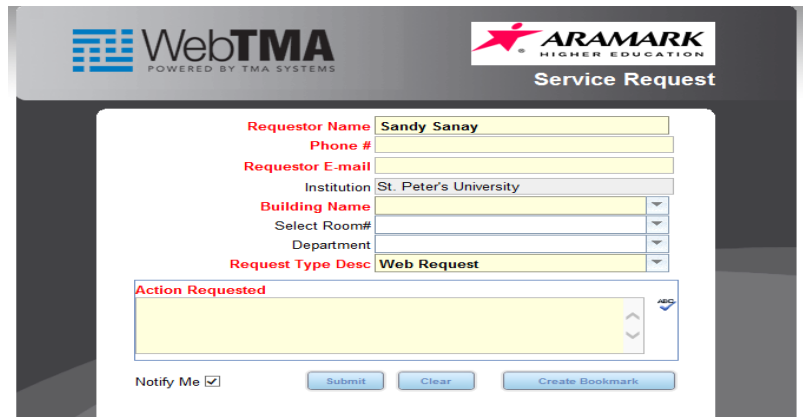
## How to Create a New Maintenance Work Order Request:

Saint Peter's University has a new Maintenance Work Order System in place for all maintenance requests. Access the new system [here](#) or online at the Saint Peter's University Maintenance Services Page:

To begin your Work Request, please fill in the form as requested. **Please note that only fields with red titles are required fields**

### 1. Type Your Full Name in the "Requestor Name" field –

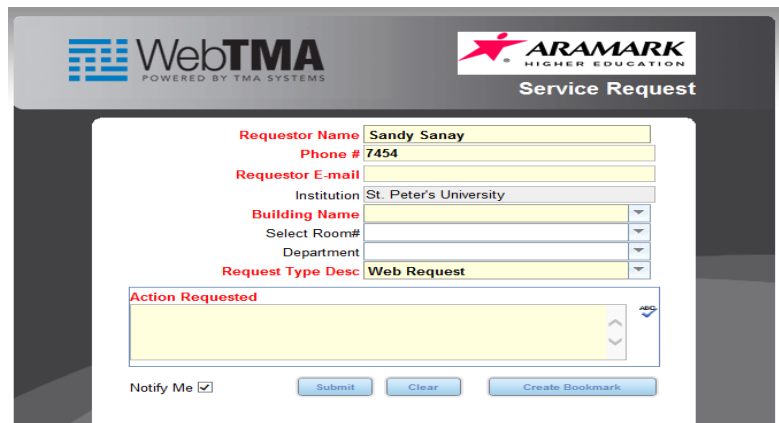
Please note clicking the down-arrow next to the field will not bring up any choices.



The screenshot shows the 'Service Request' form with the following fields filled: 'Requestor Name' (Sandy Sanay), 'Phone #' (empty), 'Requestor E-mail' (empty), 'Institution' (St. Peter's University), 'Building Name' (empty), 'Select Room#' (empty), 'Department' (empty), and 'Request Type Desc' (Web Request). The 'Action Requested' field is empty. The 'Notify Me' checkbox is checked. Buttons for 'Submit', 'Clear', and 'Create Bookmark' are visible at the bottom.

### 2. Type in Your Phone Number in the "Phone #" field

Type in your office number, extension, or an alternate number where you can be reached in the event the assigned maintenance crew member completing your request has any questions.

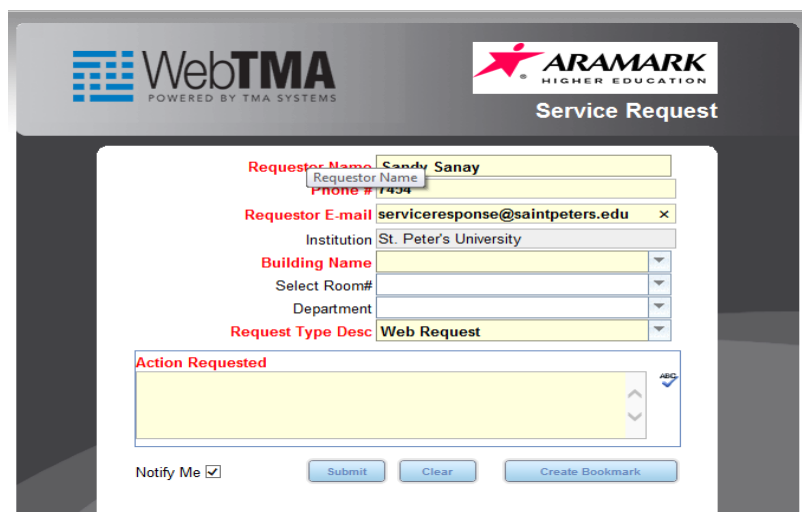


The screenshot shows the 'Service Request' form with the following fields filled: 'Requestor Name' (Sandy Sanay), 'Phone #' (7454), 'Requestor E-mail' (empty), 'Institution' (St. Peter's University), 'Building Name' (empty), 'Select Room#' (empty), 'Department' (empty), and 'Request Type Desc' (Web Request). The 'Action Requested' field is empty. The 'Notify Me' checkbox is checked. Buttons for 'Submit', 'Clear', and 'Create Bookmark' are visible at the bottom.

### 3. Type in your email address

Your email address is used to notify you during each step of the Work Order Process. First, you will receive an e-mail confirming your request was submitted successfully. Once Facilities receives your request, you will receive an e-mail with a Work Order # confirming your request has been accepted. Thereafter, every time the status of your Work Order changes, you will receive a "Status Change" email notification.

**Please note you may opt out of receiving these e-mails by un-clicking the "Notify Me" box located at the bottom left corner on the Request Order page.**



The screenshot shows the 'Service Request' form with the following fields filled: 'Requestor Name' (Sandy Sanay), 'Phone #' (7454), 'Requestor E-mail' (servicerresponse@saintpeters.edu), 'Institution' (St. Peter's University), 'Building Name' (empty), 'Select Room#' (empty), 'Department' (empty), and 'Request Type Desc' (Web Request). The 'Action Requested' field is empty. The 'Notify Me' checkbox is checked. Buttons for 'Submit', 'Clear', and 'Create Bookmark' are visible at the bottom.

4. **Select the location for your Request from the Building Name drop down list.**

Please refrain from typing in building name as it might not generate the correct options for the "Select Room #" field.

The screenshot shows the 'Service Request' form with the following fields filled: Requestor Name (Sandy Sanay), Phone # (7454), Requestor E-mail (servicerresponse@saintpeters.edu), and Institution (St. Peter's University). The 'Building Name' dropdown menu is open, displaying a list of campus locations including Campus Services, D'Alvia House, Dineen Hall, Durant Hall, Englewoods Cliff - Allison House, Englewoods Cliff - Main Bldg, Gannon Hall, Guarini House, Henneberry Hall, and Hilsdorf Faculty Memorial Hall. The 'Action Requested' field is empty. A 'Submit' button is visible at the bottom right of the form.

5. **Select "Room #" from drop down menu**

Please note that this is not a required field. If you cannot find your room #, please enter it in the Action Requested field along with your request description

The screenshot shows the 'Service Request' form with the following fields filled: Requestor Name (Sandy Sanay), Phone # (7454), Requestor E-mail (servicerresponse@saintpeters.edu), and Institution (St. Peter's University). The 'Building Name' dropdown menu is set to 'MacMahon Student Center'. The 'Select Room#' dropdown menu is open, displaying a list of room numbers and descriptions including 100 Main Hall-Main Hall, 100 a-Loading Dock, 103 Cafe-Jazzman Cafe, 118 Fire Pump-Fire Control, 128 Water Service Rm-Water Service F, 130 Storage-Storage, 131 Emergency Elec-Electric Control F, 200 Hall-Corridor, and 203 Dining Area-Main Dining. The 'Action Requested' field is empty. A 'Submit' button is visible at the bottom right of the form.

6. **The "Department" field is optional. It is not needed to complete your order request. If your Department is not on the drop down list, you can include it in the Action Requested field.**

7. **The "Request Type Desc" will always be "Web Request."**

If changed, request order might not be received by Facilities.

The screenshot shows the 'Service Request' form with the following fields filled: Requestor Name (Sandy Sanay), Phone # (7454), Requestor E-mail (servicerresponse@saintpeters.edu), and Institution (St. Peter's University). The 'Building Name' dropdown menu is set to 'MacMahon Student Center'. The 'Select Room#' dropdown menu is set to '100 Main Hall-Main Hall'. The 'Department' dropdown menu is set to 'Web Request'. The 'Request Type Desc' dropdown menu is also set to 'Web Request'. The 'Action Requested' field is empty. A 'Submit' button, a 'Clear' button, and a 'Create Bookmark' button are visible at the bottom of the form.

8. Type in your request/issue in the "Action Requested" field

Enter description of the request/issue. Please include any information that is needed to complete request.

The screenshot shows the WebTMA Service Request form. At the top, there are logos for WebTMA (POWERED BY TMA SYSTEMS) and ARAMARK HIGHER EDUCATION. The form fields are as follows:

- Requestor Name: Sandy Sanay
- Phone #: 7454
- Requestor E-mail: serviceresponse@saintpeters.edu
- Institution: St. Peter's University
- Building Name: MacMahon Student Center
- Select Room#: 100 Main Hall-Main Hall
- Department: (empty)
- Request Type Desc: Web Request
- Action Requested: Change Light Bulb Outside Bookstore

At the bottom, there is a "Notify Me" checkbox (checked), and three buttons: "Submit", "Clear", and "Create Bookmark".

9. Submit the work request by clicking on the "Submit" button.

After you hit "Submit" another window will confirm your request was created along with a Request Number. You will also receive a verification email shortly with the same information.

If you decide not to submit your request, or if you made an error, you can click on the "Clear" button and restart the work order request.

This screenshot shows the same WebTMA Service Request form as above, but with a "Request Created" dialog box overlaid on top. The dialog box contains a yellow warning icon and the text: "Request Number 166737 has been created." with an "OK" button below it.

10. Lastly, click "OK" to close the browser – you're done!

**IMPORTANT:** You can click the "Create Bookmark" at this point to save your information for future order requests.