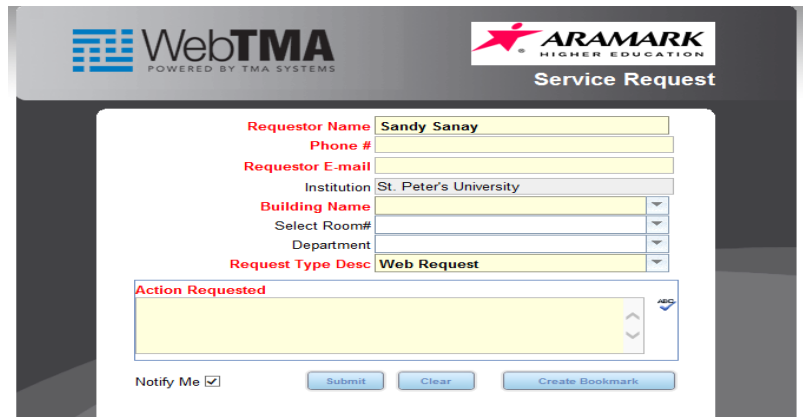# How to Create a New Maintenance Work Order Request:

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**

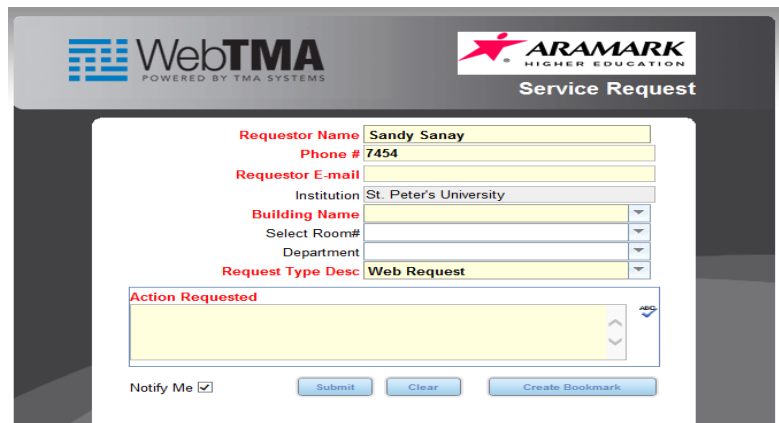1. **Type Your Full Name in the "Requestor Name" field** –

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

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.
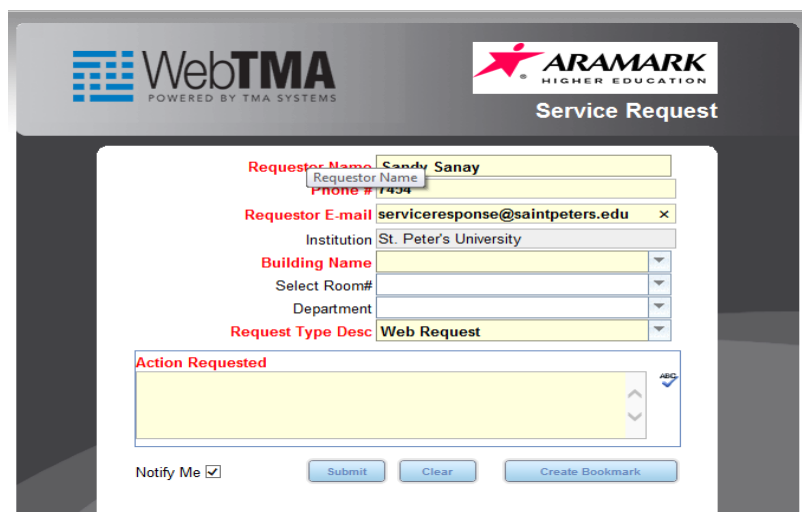

3. **Type in your email address**

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.

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.

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

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

6. **The "Department" field is optional. It is not needed to complete your order request. If you 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.

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.

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.

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.