

HOW TO SHOP ASSIST A WORK REQUEST

OPEN THE WORK REQUEST BY CLICKING ON THE BLUE WORK REQUEST NUMBER


ON THE BOTTOM RIGHT HAND SIDE OF THE PAGE ARE BUTTONS

CLICK ON THE "SHOP ASSIST" BUTTON (see **RED** arrow)

A BOX WILL APPEAR WITH FIELDS YOU NEED TO FILL IN (see **BLUE** arrow)

The screenshot displays the 'Building Operations Console' interface. The main window shows a 'Work Request Summary' for request # 201614260. A green arrow points to the 'Description' field, which contains the text: 'Arkansas 10/3/15 (Cost for 9/21/15 thru 10/4/15) Neyland Stadium Football Season 2015 Contact Tyler Johnson (E018675001)'. Below this, a blue arrow points to a 'Shop Assist' dialog box that is open. The dialog box has the following fields: 'Work Request to be copied' (201614260), 'Problem Type' (dropdown), 'Work Description' (text area), 'Work Team Code' (dropdown with an ellipsis button), and 'Supervisor' (text field). At the bottom of the dialog are 'Save' and 'Cancel' buttons. In the main window, a red arrow points to the 'Shop Assist' button in the bottom right corner of the 'Work Request' window.

FILL IN THE FOLLOWING FIELDS:

- PROBLEM TYPE
- WORK DESCRIPTION (YOU MUST ENTER A DESCRIPTION---**THIS FIELD CANNOT BE BLANK**)
 - IF THERE IS A DESCRIPTION ALREADY IN THE DESCRIPTION FIELD YOU CAN USE; COPY AND PASTE IT INTO THE WORK DESCRIPTION FIELD...**ESPECIALLY FOR ATHLETIC EVENTS** (see **GREEN** arrow)
- WORK TEAM CODE (ENTER THE WORK TEAM OF THE SHOP YOU NEED ASSISTANCE FROM)
 - TO FIND THE CORRECT WORK TEAM, USE THE ELLIPSE BUTTON  OR TYPE IN THE FIRST LETTER OF THE SHOP AND CHOOSE THE WORK TEAM YOU NEED

DO NOT PUT ANYTHING IN THE SUPERVISOR FIELD

IF THERE IS A NAME IN THE SUPERVISOR FIELD---**DELETE IT**

NOTE: IF YOU PUT A NAME IN THE SUPERVISOR FIELD, THE WORK REQUEST WILL ONLY BE SEEN BY THE SUPERVISOR AND NOT THE WORK TEAM.

CLICK SAVE (A BOX WILL APPEAR STATING: A NEW WORK REQUEST HAS BEEN CREATED)

CLICK OK

CLICK UPDATE REQUEST