

SUBMITTING A WORK REQUEST

(Request Service under Service Requests on Employee Home Page or Request Service button on the Building Operations Console)

The screenshot shows the ARCHIBUS Work Request form with the following sections and callouts:

- Requestor**:
 - Requested By: BAKER, TERRY DALE
 - Requestor Phone: 865 974-5346
 - Requested For: [Dropdown menu] (Callout 1 points to the dropdown arrow)
 - Same as Requestor
 - Same as Requested For (Callout Note 1 points to this checkbox)
 - College ID: 70172
 - Fund ID: E017219001
- Location**:
 - Use your assigned workspace location (Callout Note 2 points to this checkbox)
 - Location: [SITE] [BUILDING] [FLOOR] [ROOM NUMBER] (Callout 2 points to the ellipsis button on the right)
 - Describe the location: [Text area]
- Equipment**:
 - Equipment Code: [Text area]
 - Warranty Vendor: [Text area]
 - Warranty Expiration Date: [Text area]
 - Buttons: Review Warranty Details, List Request for Equipment
- Problem**:
 - Type of Problem: [Dropdown menu] (Callout 3 points to the dropdown arrow)
 - Problem Detail: [Dropdown menu] (Callout 4 points to the dropdown arrow)
 - View All Problem Types button
- Description**:
 - Description: [Text area] (Callout 5 points to the text area)
 - Select Common Description button
 - Workflow: No Steps Required. Request will be dispatched to FS ADMINISTRATIVE & SUPPORT SERVICES (DISPATCH)
 - Buttons: Submit, Cancel (Callout 6 points to the Submit button)

1. Click “Same as Requestor.”

Note 1: If requesting a work order for someone else (you are putting it in for them), select a “Requested For” name from the pick list. Additionally, you must select “Same as Requested For.”

2. Use ellipses buttons ... to select location of work to be done.

Note 2: You may have to uncheck this box to change the location.

3. Select “Type of Problem.”

4. Select “Problem Detail.”

5. Enter detailed description of work to be done.

6. Click “Submit.”