

## HOW TO SHOP ASSIST A WORK REQUEST

OPEN THE WORK REQUEST BY CLICKING ON THE WORK REQUEST NUMBER

ON THE 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 shows the ARCHIBUS Building Operations Console interface. At the top, there is a navigation bar with 'ARCHIBUS', 'UT System Admin Home', 'Applications', 'Tasks', and 'FSUTADMIN'. A search bar is on the right. Below the navigation bar is the 'Building Operations Console' header. The main content area is titled 'Work Request' and contains a 'Work Request Summary' section. This section includes fields for 'Work Request #', 'Description', 'Work Team Code', 'Shop Priority', 'Work Order #', 'Problem Type', 'Problem Location', and 'Status'. Below this is a 'General Details' section with fields for 'Requested by', 'Requested For', 'Date Requested', 'Time Requested', 'Location', 'Building Name', 'Date Required', 'Time Required', 'College ID', 'Residence Halls', and 'Fund ID'. At the bottom right of the 'General Details' section, there are two buttons: 'Shop Assist' and 'Map'. A red arrow points to the 'Shop Assist' button. At the bottom of the page, there are buttons for 'Update Request', 'Field Copy', 'Forward Request', and 'Close'.

The screenshot shows the 'Report Related Problem' form. It is divided into several sections: 'Billing (for chargeable work)', 'Equipment', 'Request', and 'Description'. The 'Billing' section has fields for 'College ID' and 'Fund ID'. The 'Equipment' section has fields for 'Equipment Code', 'Warranty Vendor', and 'Warranty Expiration Date'. The 'Request' section has dropdown menus for 'Type of Request' and 'Request Detail'. The 'Description' section has a text area for 'Description' and a 'Select Common Description' button. A blue arrow points to the 'Description' text area. At the bottom of the form, there are buttons for 'Submit', 'Add Documents', and 'Cancel'. Below the form, there is a note about the workflow: 'On status of Requested: Financial Approval is required by an employee with Service Desk Role Business Manager' and 'Request will be dispatched to CONSTRUCTION - PROJECTS (RUELLE)'.

IF NOT ALREADY AUTOMATICALLY FILLED, FILL IN ALL REQUIRED FIELDS AND ANY ADDITIONAL INFORMATION

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

CLICK OK

CLICK UPDATE REQUEST AT THE BOTTOM OF THE WORK REQUEST PAGE