

UW-Whitewater Work Request Web Interface

Section I: Submitting a Request

You can access the website at: <https://fpmtma.uww.edu:444/home.html>

Select “**Submit Request**” from the menu option on the left side of the screen

A screen will appear asking for a username and password.

Enter the User Name: **your campus net id** **Enter the Password:** **your campus password**

Press enter or click on the OK button.

A new page will open

Facility Select the pull-down arrow and click the appropriate selection (usually UWW Campus)

Building Select the pull-down arrow and click on the building that you wish to write the request for.

Area #: Use the pull down arrow to get a list of all the areas of the building you selected. **This area selection should be for the area in which the work is to be performed.** Click on the area

Name: Type in the name of the person that is actually requesting the work. **This is the person who should be contacted if questions arise.**

Phone #: Enter the contact person’s campus phone #.

E-Mail: **Must be filled in completely with the extension.**
Correct: vanschor@uww.edu Wrong: vanschor

Note: This is the e-mail address where the acceptance verification will be sent to.

Repair Ctr: Using your mouse click on the pull-down arrow and a menu of options will be provided. Select the appropriate Repair Center for this request. Please refer to the chart at the end of this document if you need help selecting the proper code.

Account: **If you chose PC-Chargeable as the Repair Center.** Enter the full 10 digit account code of the department to be charged. Otherwise this field can be left blank.

Tag Type: Leave at Area

Request: Type in exactly what you are requesting to have done. Please be as descriptive as possible. Some things you might want to include in this section besides the work description are: when the room/area is available, any special instructions or detailed location, etc.

Feel free to be as descriptive as you need to be; this will help us get the work completed in the most timely manner.

You may now press the “Submit” button – please only click on this one time

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A new screen will appear – you will be given your request #, write down this request # or print the page for your records. You can use this number in any communications you have when following up on this request.

Once your request is processed (accepted or rejected) you will receive another e-mail giving you the work order # or explaining why it was rejected. You may also use the work order # in any communications with facilities staff.

If any problems are encountered while submitting a request, please contact Facilities at 1320 or e-mail at facilities@uww.edu . You may also contact the FP&M front office at 1320 if I am not available.

Repair Center Selection Guide

AX – Residence Life:

Should be selected for any work orders that are being performed in the dorms and are non-chargeable.

PC – Chargeable:

This should be selected for all **chargeable work requests**. Ex: build new computer lab, hang picture, etc.

Refer to Chargeable vs Non-Chargeable document for further clarification.

PP – Physical Plant:

This code should be selected for all routine maintenance requests in any academic or office building.

TS – Telecom Services

This code should be selected for all requests pertaining to phone system issues

UC – University Center:

This code will be used for all work requests in the University Center that are non-chargeable.

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Section II: Using the Interface for follow-up tasks

You can access the website at: <https://fpmtma.uww.edu:444/home.html>

Work Request Search

Query Request: Click on the link and a new window will open. You can search by any specific building, by any specific date range and repair center. Press the ">>" button. A new window will appear with a listing of all the requests that match your search criteria. Click on the request # to open it up and see the specifics on the request.

Or

Search by Number: (left side of page near bottom) Click on the pull-down arrow and switch option to Work Request – enter the Request # and press the >>. A new page will open and give you all the details concerning your request. You can click on any of the hyperlinks to get more detail.

Work Order Search

Query a Work Order: Click on the link and a new window will open. You can search by any specific building, by any specific date range and repair center. Press the ">>" button. A new window will appear with a listing of all the requests that match your search criteria. Click on the request # to open it up and see the specifics on the request.

Or

Search by Number: (left side of page near bottom) Enter the Work Order # and press the >>. A new page will open and give you all the details concerning your request. You can click on any of the hyperlinks to get more detail.

Viewing Work Order Charges

You must locate the work order using one of the methods detailed above. Once you have found the work order you are looking for click on the "View Charges" link. The link is located in the upper right corner of the page. Clicking on this link will open another page that will give you the details on all charges associated with your work order.

Facilities Planning & Management

Non-Chargeable vs Chargeable Work

This document is meant to provide a guideline for the services that Facilities Planning & Management (FP&M) provides to the UW-Whitewater campus community. This document will provide you general information as to what is considered non-chargeable work versus what is considered chargeable.

Non-Chargeable Work:

Routine repair and maintenance of building interior and exterior of any fixture or component that was provided by the original building construction project, or any subsequent State of Wisconsin funded remodeling project. Some examples of non-chargeable work:

Any HVAC system repairs	Elevator repairs
Plumbing repairs	Classroom furniture repairs
Electrical system repairs	Williams Center pool maintenance
Maintenance painting per schedule	Grounds maintenance
Window air conditioner repairs (<u>policy change 2004</u>)	

Chargeable Work:

Maintenance, repair, or assembly of **“departmentally owned”** items which were purchased and installed separately from the original construction budget. Some examples of chargeable work:

Repairs to lounge equipment (stoves, etc)	Departmental furniture moves
Key cutting for any lost keys	Re-keying any functionally working lock
Replacement of carpet	Installation/repair to any departmental equipment
Renovation/remodeling	Painting (outside of maintenance schedule)
Window treatment repairs/installation	Table/chair rental & setup/teardown
Custodial services for special events	New window air conditioner purchase

Is this chargeable? N	Y	N	Is this chargeable?	Y	N
Office is cold/warm		X	Hang picture/plaque	X	
Water fountain not working		X	Make office signs or nameplates	X	
Toilet, sink, urinal repairs		X	Move office furniture	X	
Install new water line for coffee maker	X		Departmental equipment repairs	X	
Office, hall, or exterior overhead light		X	Office furniture repairs	X	
Desk lamp needs repair	X				
Light switch or outlet not working		X	Repair ceiling tiles, base cove, etc		X
Install dimmer switch	X				
Fuse blown, power outage		X	Door lock not working		X
Install new data, phone, electric line	X		Re-key door	X	
Repair existing communications line		X	Unlock file cabinet, desk, etc	X	
Elevator not working		X	Handicap door not working		X
Fire alarm going off		X			
Install projector, new lighting, etc	X		Window air conditioner repairs		X
“Common Area” clock repair		X	Table, chair, or risers rental	X	