

Physical Facilities Work Order Request

This document provides an overview of entering a Physical Facilities work request.

To access this application navigate to <https://pfocma.uakron.edu/tmalogin/login.aspx>

There is also an online tutorial available which accompanies this manual. Please navigate to <http://www.uakron.edu/training/physical-facilities-work-requests--.dot> and select the link for “**Tutorial: Add a Work Order Request**”.

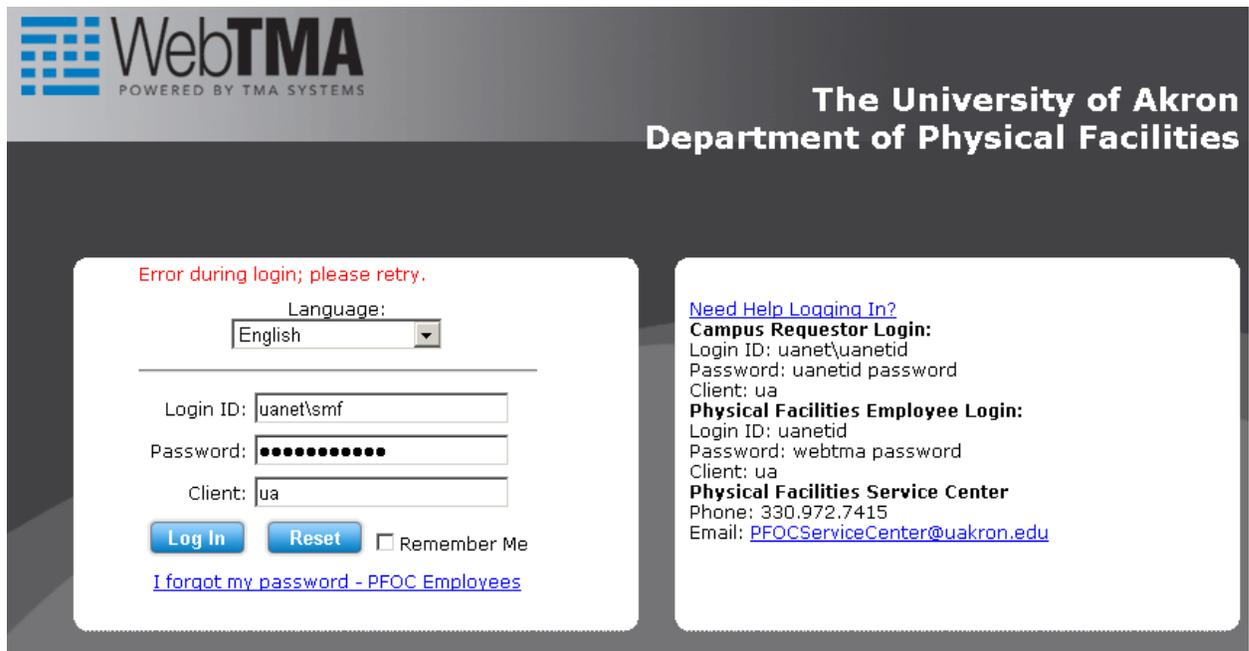
Important Guidelines:

- ✓ If you have not been setup in the system, contact the Physical Facilities Service Center (x7415) to request access.
- ✓ When logging into WebTMA, make sure the client is UA.

Enter a Work Request

Instructions:

1. Navigate to the application by using any of the following methods:
 - a. Open your web browser and enter the following web address:
<https://pfocma.uakron.edu/tmalogin/login.aspx>
 - b. Open your web browser and enter the following web address: www.uakron.edu/pfoc and click on the link - *Submit Work Request*.
2. Use your University of Akron UANetID and password to log in.
 - a. Login ID = uanet\your *UANetID* (for example: uanet\smf)
 - b. Password = *this will be your network password*
 - c. Client = UA
3. Click the  button.



WebTMA
POWERED BY TMA SYSTEMS

The University of Akron
Department of Physical Facilities

Error during login; please retry.

Language:
English

Login ID: uanet\smf

Password: ●●●●●●●●

Client: ua

Remember Me

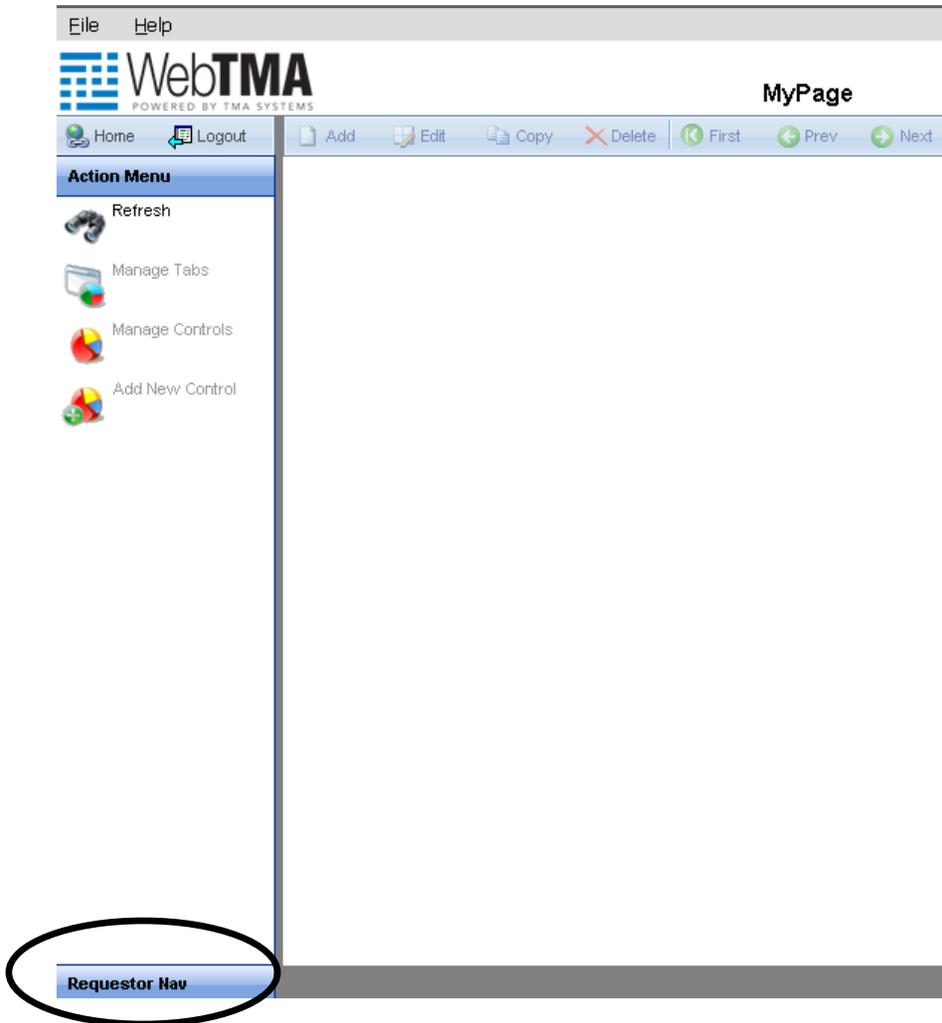
[I forgot my password - PFOC Employees](#)

[Need Help Logging In?](#)
Campus Requestor Login:
 Login ID: uanet\uanetid
 Password: uanetid password
 Client: ua
Physical Facilities Employee Login:
 Login ID: uanetid
 Password: webtma password
 Client: ua
Physical Facilities Service Center
 Phone: 330.972.7415
 Email: PFOCServiceCenter@uakron.edu

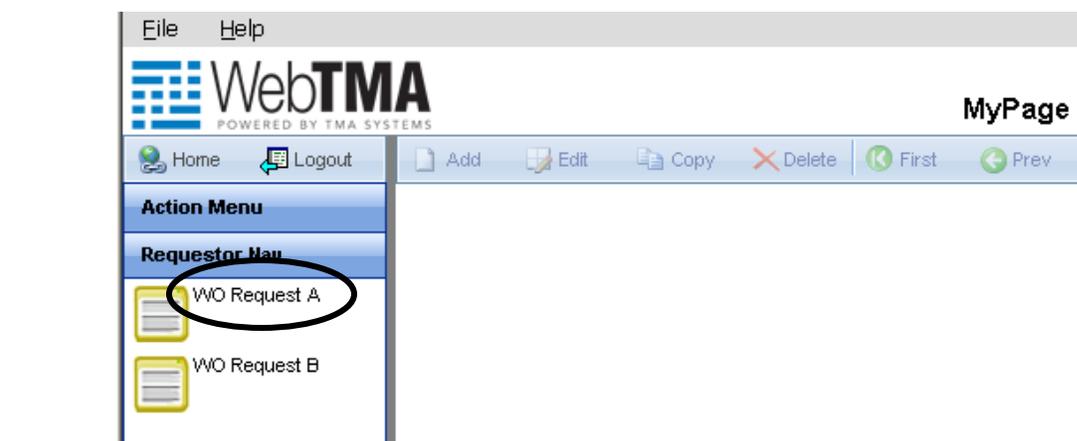
You may leave the Login ID and password field blank and simply enter the Client (UA). However, the benefit of logging in with your *UANetID* and password is that certain fields will auto-complete, and you (the requestor) will be the only one that can view your work request. By logging in with no *UANetID* and password, you are allowing anyone to see your work request.

Instructions:

- The **Requester Page** loads. You will need to click “**Requester Nav**” located in the far left of the menu (at the bottom).



- Click the link “**WO Request A**”.



Instructions:

- The **Requester Page** loads. Notice the following fields are automatically entered for you: **Request Date, Request Time, Phone No., Requester Name, and Requester E-mail.**

The screenshot shows the WebTMA interface. At the top left is the WebTMA logo. In the center, it says "Welcome, Sue McKibben" and "Requester Page". At the top right is the University of Akron logo. Below the header is a navigation bar with tabs: Identity, Status, Reservations, Pending Authorization Requests, and Browse. A "Logout" link is on the far right. The main form is divided into several sections:

- Personal Information:** Contains fields for Request Date (07/27/2006), Request Time (09:06), Phone No. ((330) 972-6391), and Requester Name (Sue McKibben). The labels "Request Date:", "Request Time:", and "Requester Name:" are in red.
- E-mail Address & Account:** Contains fields for Requester E-mail (smf@uakron.edu), Request Copy To, and Account.
- Request Information:** Contains dropdown menus for Department (Select one), Repair Center (PFOCSC-Physical Facilities), Location ID, Facility (Akron Campus), Building (Bierce Library), Area#, and Description. There is also an "Equipment" dropdown.
- Action Requested:** A large empty text area.
- Additional Comments:** A large empty text area.

A "Submit Request" button is located at the bottom right of the form.

Field names which are in **red** denote **required** fields. *Data must be entered in the red fields in order to save the request.* All other information is *optional*. However, the department will be able to generate much more detailed reports if more information is provided.

Instructions:

7. The only other information which is required is the **Action Requested**. Enter a description of the work which is being requested. The following fields are all *optional*:

Request Copy to: Enter the email address for anyone you wish to be copied on the request. If entering multiple email address, separate them with a semi-colon.

Account: Enter the speed type for the account you wish to charge. This is the 6-digit account code (for example 200704).

Department: Select the department number from the drop-down list. The departments are listed in order by the department number. Therefore, if you do not know your department number code it may be best to leave this field blank.

Repair Center: This field will default in.

Location Id: If known, enter the building abbreviation followed by a dash (-) and the room number. For example, Bierce Library room number 52B would be entered as “**LIB-52B**”. After entering the location ID hit the TAB key and the following fields will automatically be entered (based upon the Location ID entered): **Facility, Building, Area#, and Description**.

Facility: If the Location ID is entered, this field will automatically be filled in and there will be no need to enter this information. Otherwise, to select the facility, follow the instructions below:

- a. Click the down arrow for the Facility field.
- b. On the far left side of the screen click the plus sign (+) next to The University of Akron.
- c. There will be 3 entries listed in the center of the screen – **Akron Campus, Distance Learning, and Wayne College**. To select a campus, double-click the appropriate entry.

Building: If the Location ID is entered, this field will automatically be filled in and there will be no need to enter this information. Otherwise, to select the building, follow the instructions below:

- a. Click the down arrow for the Building field.
- b. On the far left side of the screen click the plus sign (+) next to the campus.
- c. All of the buildings for the campus will be listed on the left side of the screen. Click the plus sign (+) next to the appropriate building.
- d. Next, the building name will appear in the center of the screen. To select the building, double-click on the building name.

Area#: If the Location ID is entered, this field will automatically be filled in and there will be no need to enter this information. Otherwise, enter the room number where the work is to occur.

Description: The description will default in based upon the building and area#. *The description information cannot be modified – leave this field as is.*

Additional Comments: Enter any additional comments, if applicable.

Instructions:

8. Below is an example of a work request with the information filled in:

The screenshot shows a web-based form for creating a work order request. The form is titled "Request Information" and is divided into two main sections: "Requester Information" and "Request Information".

Requester Information:

- Request Date:** 09/07/2011 (with a calendar icon) 08:15
- Requester Name:** Susan M McKibben (with a dropdown arrow and a menu icon)
- Phone #:** 6391
- Requester E-mail:** smf@uakron.edu
- Request Copy To:** (empty text field)
- Status:** (dropdown menu with a menu icon)
- Notify Me:**

Action Requested:

Add 2 skylights to office.

Additional Comments:

(Empty text area)

Request Information:

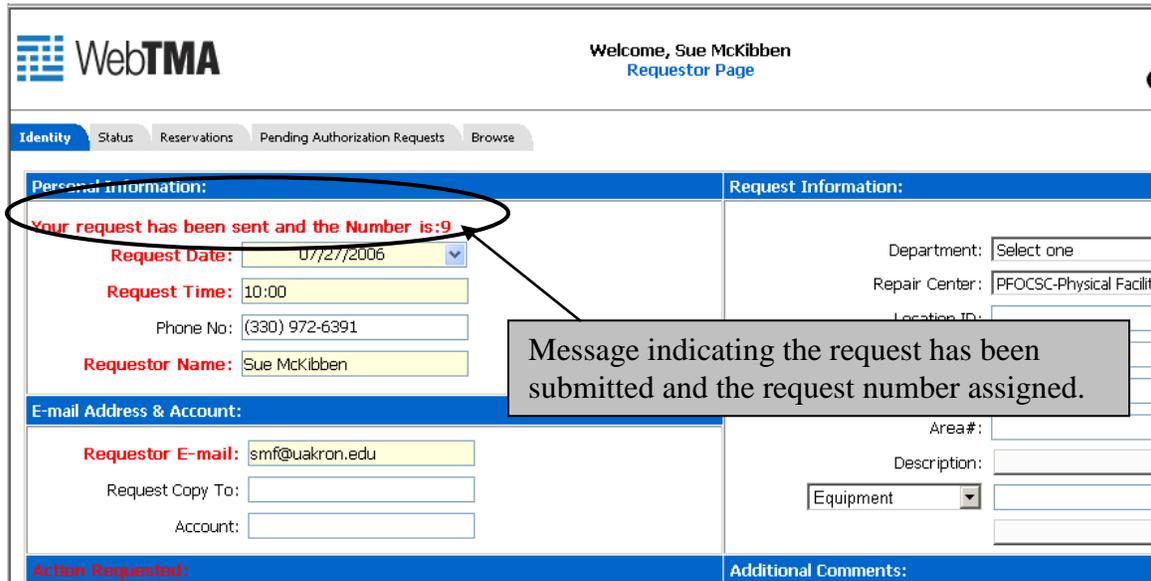
- Request Type Desc:** Web Request (dropdown menu with a menu icon)
- Department Name:** Not Assigned (dropdown menu with a menu icon)
- Repair Center Name:** Computer Center (dropdown menu with a menu icon)
- Account #:** 200101 (dropdown menu with a menu icon)
- Building:** COMP (dropdown menu with a menu icon)
- Equipment:** (dropdown menu with a menu icon)
- Approval Routing Passed:**

The form is displayed within a browser window. The top toolbar includes buttons for Add, Edit, Copy, Delete, First, Prev, Next, Last, Search, Print, Help, Save, and Cancel. The "Save" button is circled in red.

9. Click the  Save button.

Instructions:

10. Your screen should refresh and a message should appear above the Request Date indicating the request has been sent and the request number.



The screenshot shows the WebTMA interface for a requestor. The page title is "WebTMA" and the user is identified as "Sue McKibben". The page is titled "Requestor Page". The main content area is divided into two columns: "Personal Information" and "Request Information".

Personal Information:

- Request Date:** 07/27/2006
- Request Time:** 10:00
- Phone No.:** (330) 972-6391
- Requestor Name:** Sue McKibben

Request Information:

- Department:** Select one
- Repair Center:** PFOCSC-Physical Facilit
- Location ID:**
- Area#:**
- Description:**
- Equipment:** Equipment

E-mail Address & Account:

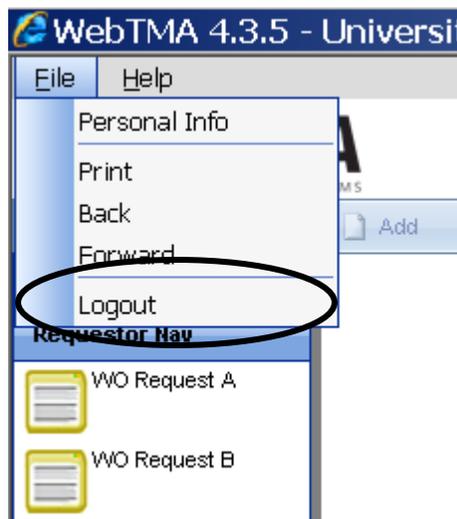
- Requestor E-mail:** smf@uakron.edu
- Request Copy To:**
- Account:**

Action Requested:

Additional Comments:

A red message is displayed above the Request Date: "Your request has been sent and the Number is:9". A callout box points to this message with the text: "Message indicating the request has been submitted and the request number assigned."

11. When finished, select **File - Logout** from the menu.



View/Browse Work Requests

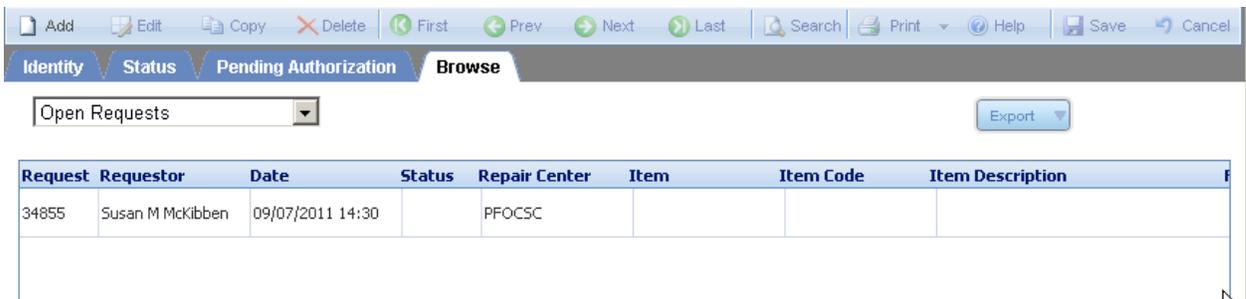
Instructions:

1. Follow the instructions provided at the beginning of this document to log into the WebTMA system.
2. To browse requests, click the **Browse** tab.



Click the Browse tab to browse work orders.

3. All open requests are listed. To view the details for a request, double-click on the request.

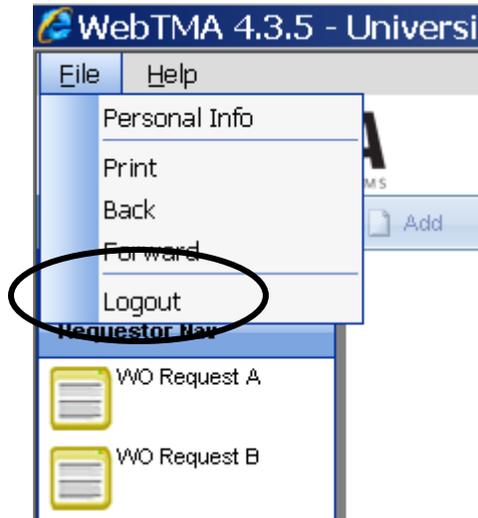


4. To view other requests/work orders, click the down arrow for **Open Requests** and select the desired status. The options available are: Open Requests, Open Work Orders, Closed Work Orders, Rejected Requests, and Reservation Requests.



Instructions:

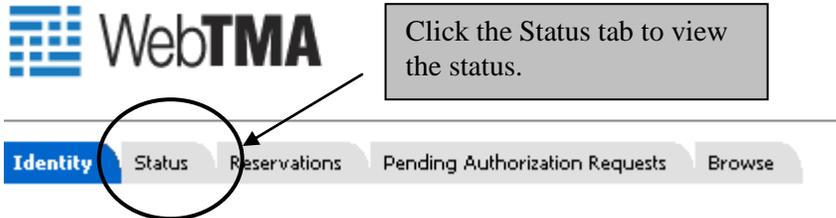
5. When finished, click **File - Logout** from the menu.



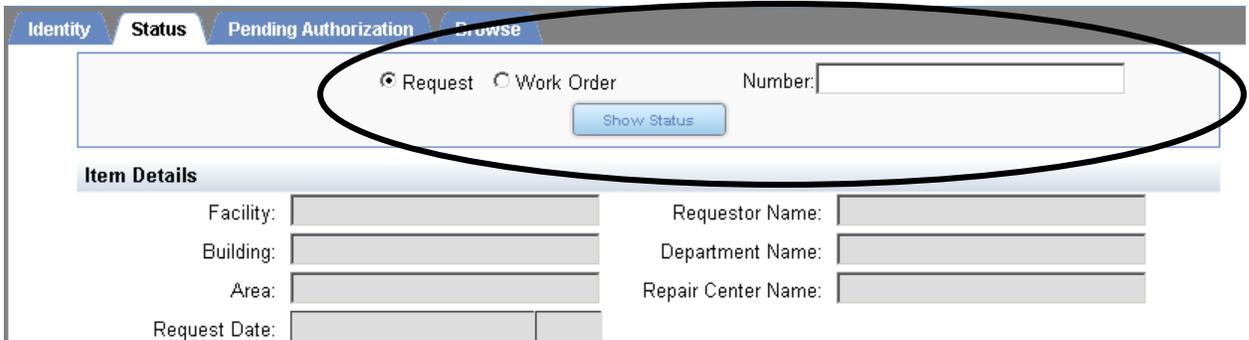
View the Status of a Request/Work Order

Instructions:

1. Follow the instructions provided at the beginning of this document to log in to the WebTMA system.
2. To view the status, click the **Status** tab.



3. Select either the Request or Work Order button and then enter the number in the space provided. Click the **Show Status** button.



NOTE: If you do not know the Request# or Work Order# use the Browse tab (as detailed in the previous section) to locate the appropriate number.

Instructions:

4. The specified request, or work order, is displayed.

Identity Status Pending Authorization Browse

Request Work Order Number: 34855

Show Status

Item Details

Facility: Akron Campus Requestor Name: Susan M McKibben
Building: Department Name: Information Technology Sys
Area: Repair Center Name: Physical Facilities
Request Date:
Item:

Action Requested

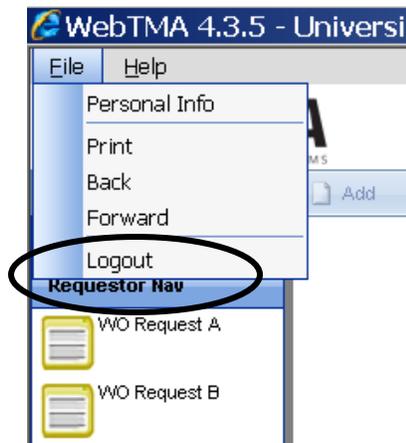
Action Requested: Please check air handlers in CC141 - Additional Comments:

Date	Status	User	Comment
09/07/2011 15:10	Created	Susan M McKibben	

1 items in 1 pages

Tracking Technician Comments Reject Reason

6. When finished, click **File - Logout** from the menu.



For questions regarding Physical Facilities work orders, please contact the Physical Facilities Service Center at: (330) 972-7415