Facilities Management – Customer Portal

The Customer Portal is the single point for all OSU Stillwater campus facility requests. Customers use the portal to submit requests and to view information about previously submitted requests. The Customer Portal is used to quickly respond to requests for maintenance, services, billable work or for renovation and construction projects by Facilities Management and Long Range Facilities Planning.

For Emergencies, call (405)744-7154

How to Create a Work Request

1. **FM Customer Portal:** [https://workorder.okstate.edu/Customer](https://workorder.okstate.edu/Customer)

2. Enter your user name, password and click: Login

3. **Contact information**  Defaults based on your login.
   
Enter your name, phone, email, division and department information. AiM will remember your contact information at your next login.
4. **Location Information** Where will work be performed or location of the problem to be corrected?

   a. Region OSU-STILLWATER

   b. Area – *Most common options*:

      i. CENTRAL CAMPUS

         1. Building **Need help? Click:**

         2. Floor *Optional*

         3. Room *Optional*

      ii. GROUNDS AND HARDSCAPES

         1. Building: Select a landscaping area by description of location

      iii. lots and roads

         1. Building: Select a parking lot number or road
5. Request Information
   
a. Select **Problem Code** by typing in a key word. *If your problem is not shown on the list, please leave blank.*
   
b. **Desired Date** - Optional - What date would you like work to be complete?
   
c. **Do you have alternate funding?** All requested billable work will be charged to the Department default account each OSU Department placed on file with Facilities Management. If you are unsure of your Default Account, please contact your Fiscal Officer.
   
d. **Alternate Funding** If yes was selected, enter the account number to charge for the billable work instead of the Department Default Account.
   
6. Request Description   Enter a detailed description of the problem
   
7. Review and click: **Submit Request**
   
   A note appears at the top of the form that states *“Your request has been sent to Facilities Management”* and will disappear after a few minutes.

8. Status notifications will be received via the email address submitted, upon:
   
a. **Submission of the request**
   
   ```
   Customer Request: 2645
   AIM/CUSTOMER@OKSTATE.EDU
   Sent: Fri 2/21/2013 8:07 AM
   To: Bates, Mark G.

   Facilities Management Work Control has received the following request:
   Request Number: 2645
   Requested By: MARLA
   Request Date: 2/20/2013
   Description: SINK IN WOMEN'S RESTROOM IS DRIPPING WATER FROM THE FAUCET

   Once this request is approved, you will receive a work order email confirmation. If you have questions, please contact Work Control at (405) 744-7134. If you would like to access more information about your request, you can do so at the Facilities Management Customer Portal.
   ```
   
b. Once Facilities Management Work Control Center has reviewed the customer’s request, a **work order will be created** and an email will be sent to the customer listing the work order number for future reference in the Portal.

   ```
   Work Order: 35-0610424
   AIM/CUSTOMER@OKSTATE.EDU
   Sent: Fri 2/21/2013 9:13 AM
   To: Bates, Mark G.

   Facilities Management has approved your service request 2645 and opened a work order for maintenance service.

   Work Order: 35-0610424
   Requested By: MARLA
   Request Date: 2/20/2013
   Description: SINK IN WOMEN’S RESTROOM IS DRIPPING WATER FROM THE FAUCET

   Maintenance services in General University buildings are NOT billable to your department. If you have any questions, please reply to this email or call (405) 744-7134.
   ```
c. Once **work has been completed** and final processing of the work order through Facilities Management is achieved, the customer will receive a final email notice.

Along with this email, the customer will receive a link to a short questionnaire regarding performance on this work order. Please encourage the Customer to provide feedback.

For assistance using the FM Customer Portal, **please call FM Work Control at 744-7154**.