

## EHS: Request Equipment Repair Work Order

EHS staff will use the online Facilities Management Customer Portal to submit service requests anytime repair or replacement of fire pumps, fire suppression systems, alarm panels or alarms is needed.

This web form *replaces* the email requests previously sent to Adrian Self for approval. A request must be submitted for ALL campus facilities, both GU and auxiliary. The request will be routed to the appropriate manager for their review and once approved, the Action Desk will process a work order with appropriate detail and funding information.

The screenshot shows a web form with the following fields and values:

- Contact Information:**
  - Contact Name: Steve Stevenson
  - Contact Phone: (123) 456-7891
  - Contact Email: steve@email.com
  - Select Division: AA - GENERAL UNIVERSITY
  - Select Department: D0605 - ENVIRONMENTAL H
- Location Information:**
  - Select Region: OSU-STILLWATER
  - Select Area: CENTRAL CAMPUS
  - Select Building: OLD CENTRAL
  - Select Floor: First Floor
  - Select Room: 102 EXHIBITION
- Request Information:**
  - Select Problem: EHS REQUESTED REPAIR OR
  - Desired Date: 2014-09-05
  - Do you have alternate funding?: No
  - Alternate Funding: Select this option if you are requesting a billable service and it will be funded with a different account than Physical Plant has on file for your department.
- Request Description:**

Fire suppression testing failed. Several damaged fire sprinklers in Old Central Room 102 must be replaced.

At the bottom of the form is a button labeled "Submit Request".

<https://workordertest.okstate.edu/Customer/Request>

- CONTACT INFORMATION**  
 The contact information should be the EHS staff person requesting the repair.
- LOCATION INFORMATION**  
 Select the Region, Area and Building. If location is not applicable leave these entries blank.
- REQUEST INFORMATION**  
 A problem code has been created for EHS requested equipment repair. Simply type in "EHS" and select the code. Enter a desired date if needed, leave other fields blank.
- REQUEST DESCRIPTION**  
 Enter a detailed description of the needed repair.
- SUBMIT REQUEST**  
 You will receive an email notification as the request is reviewed and approved.