

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>
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.

Facilities Management Customer Portal

Customer Lookup **Work Request** Administration Logout

Customer Work Request

Please fill out the following form to submit a work request to the Facilities Management Work Control. For Emergencies, please call (405) 744-7154.

Contact Information

Contact Name *

^ This field is required.

Contact Phone

Contact Email *

Select Division *

Select Department *

Location Information

Select Region *

Select Area *

Select Building *

Select Floor

Select Room

Find Your Building

Building Name:

Request Information

Select Problem

Desired Date

Do you have alternate funding?

Alternate Funding

Select this option if you are requesting a billable service and it will be funded with a different account than Facilities Management has on file for your department.

Request Description

Please provide a very detailed description of your request...

Submit Request

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.

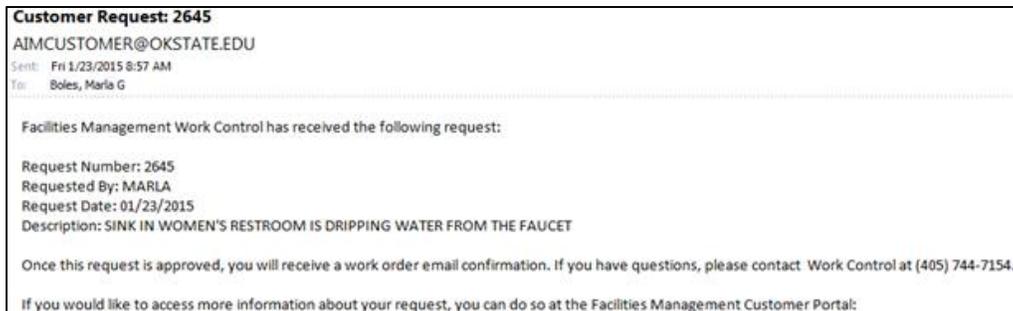
6. **Request Description** Enter a detailed description of the problem

7. Review and click: **Submit Request**

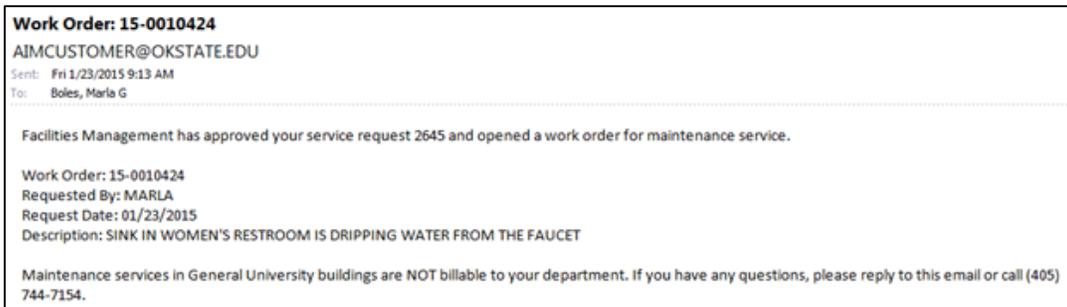
A note appears at the top of the form that states “Your request has been sent to Facilities Management” and will disappear after a few minutes.

8. Status notifications will be received via the email address submitted, upon:

- a. Submission of the request



- 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.



- 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.

Work Order: 15-0010424
AIMCUSTOMER@OKSTATE.EDU
Sent: Sat 1/24/2015 8:38 AM
To: Boles, Marla G

Facilities Management has updated your work order to indicate that all work has been completed and all financial transactions have been processed.

Work Order: 15-0010424
Requested By: MARLA
Request Date: 01/23/2015
Description: SINK IN WOMEN'S RESTROOM IS DRIPPING WATER FROM THE FAUCET

If you have any questions, please reply to this email or call (405) 744-7154.

If you would like to access more information about your work order, you can do so at the Facilities Management Customer Portal:

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.

Please answer the following questions about the work order below.

WORK ORDER: 15-0004462
ACCESS ISSUE

1. The work request was completed in an appropriate time frame.

Strongly Agree Agree Disagree Strongly Disagree

2. The quality of the work performed was:

Excellent Above Average Average Below Average Poor

3. The courtesy and professionalism exhibited by our staff was:

Excellent Above Average Average Below Average Poor

4. How would you rate our staff in keeping you informed about your work request?

Excellent Above Average Average Below Average Poor

5. Please provide us with any additional comments or suggestions (optional):

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