



## Facilities Services Online Work Order System

### Instructions for Creating & Viewing Tickets

Facilities Services is responsible for the following campus needs:

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| <ul style="list-style-type: none"> <li>• Lighting</li> <li>• Heating</li> <li>• Air conditioning</li> <li>• Plumbing</li> <li>• Audio/Visual</li> </ul> | <ul style="list-style-type: none"> <li>• Grounds</li> <li>• Custodial</li> <li>• General maintenance</li> <li>• Workplace safety concerns</li> </ul> |
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#### **To access the Facilities Services Online Work Order System**

Visit the Work Order Ticket Systems channel on myCuesta. Click on the “Facilities Services Work Order System” link. You will be automatically signed on.

#### **To create a new ticket**

1. Click on the **New Ticket** link in the upper-left of the screen.  
*The “RT Self Service / Create” screen will appear.*

**Only one item per work order, please!**

2. Enter information in the appropriate fields:

Field:	Enter:
<b>Cc</b>	1. Begin typing your supervisor’s name. <i>A drop-down list of possible e-mail addresses will appear.</i> 2. Click on your supervisor’s e-mail address. <i>The address will appear in the Cc: field.</i> <i>Note: Multiple emails can be inserted. Simply separate each email address with a comma.</i>
<b>Subject</b>	<ul style="list-style-type: none"> <li>• Type a brief description of the problem. <b>Include the room number and/or location.</b>  <i>Examples: “7309 - Lights out”, “Remove cobwebs from office windows in 9100”, “Ants in 5402”, etc.</i></li> </ul>
<b>IMPORTANT:</b> Only <b>one item per work order</b> is allowed. <b>Work orders with more than 1 item will be rejected.</b>	
<b>Impacts Instruction</b>	<ul style="list-style-type: none"> <li>• Select “Yes” or “No”.  <i>This is a mandatory field</i></li> </ul>

Field:	Enter:
<b>Safety issue</b>	<ul style="list-style-type: none"> <li>Select "Yes" or "No". <i>This is a mandatory field</i></li> </ul>
<b>Building/Room Number or Exact Location</b>	<ul style="list-style-type: none"> <li>Re-enter location information. <i>Be as precise as possible. This is a mandatory field.</i></li> </ul>
<b>Date Needed</b>	<ul style="list-style-type: none"> <li>Enter the date needed. <i>Valid entries include exact dates (09/22/09), date ranges (between 9/22/09 &amp; 9/25/09), "ASAP", etc.</i></li> </ul>
<b>Telephone or extension number</b>	<ul style="list-style-type: none"> <li>Enter your telephone extension number. <i>This is a mandatory field.</i></li> </ul>
<b>Attach file</b>	<p>If you have a picture, layout, or anything else relevant to the work order, you may attach it to the ticket.</p> <ol style="list-style-type: none"> <li>Click the <b>Browse</b> button. <i>The Choose File dialog will appear.</i></li> <li>Locate and select the file you want.</li> <li>Click the <b>Open</b> button.</li> </ol>
<b>Description</b>	<ul style="list-style-type: none"> <li>Completely describe, in as much detail as possible, the problem and the <u>exact</u> location. Also describe how this impacts instruction, if applicable. <i>Example: "Lower right-hand side of east wall", "Under the desk by the back door", etc.)</i></li> </ul>
<p><b>IMPORTANT:</b> Only <b>one item per work order</b> is allowed.  <b>Work orders with more than 1 item will be rejected.</b></p>	

- Click the **Create ticket** button.  
*The results screen will appear, displaying the ticket.*  
*Note: You will also receive a copy of your work order via email.*

To comment or respond to a work order, please reply back from the email you received.

### **To view open tickets**

- Click the **Open Tickets** link in the upper-left of the screen.

### **To view closed tickets**

- Click the **Closed Tickets** link in the upper-left of the screen.

### **To logout of the Facilities Services Online Work Order System**

- Click the **Logout** link in the upper-right of the screen.

For additional help, please call Facilities Services at Ext. 3283