

STEP 1: Select "SUBMIT REQUEST" in the upper left-hand corner

ESU EAST STROUDSBURG UNIVERSITY Tuesday, Jul 12, 2022

Work Request
Submit Request

Search by Number
Work Request
Search

Emergencies for Facilities Management should first be called into ext 3223 during normal business hours 8AM-4:30PM M-F, after hours call University Police at ext 3064. Calls MUST be followed with the submission of a work order request.

To Open Work Request:

- Select **Submit a Request** from the **Work Request** Section on the left.
- Select the building were work is to be completed then click the **Next** button.
- Fill out the form completely. **Ensure all fields marked with an ✖ are completed or you will not be able to submit the request.**
 - ✖ Name: - Person requesting work
 - ✖ Phone: - Campus 4 digit extension
 - ✖ Email: - Email addresses. This person will be notified by email of the status of the work request.
 - ✖ Area: - Room number or area that work is to be completed. Building drawings with room numbers are available by clicking "**Building Room Drawings**".
 - ✖ Department: - Department the work is being requested for.
 - ✖ Request: - Describe the work requested.
- When the form is filled out push the **submit** button.
- You will see a request number. Print or copy this number down for reference.
- **Only one request per form Please!** To submit additional requests, repeat the first four steps.
- Click the **submit** button again to receive a new request number.

To find out the status of your request:

- On the left side of the screen under Search by Number choose **Work Order or Work Request**.
 - A Work Order Number begins with "FM" (ex. FM-XXXXXX)
 - A Work Request Number is all numeric (ex XXXXXX)
- Type in the work order or work request number in the field provided.
- Click the **SEARCH** button to search.
- You will then see the current status of your request. If the request has been accepted a work order number is provided.
- Click the work order number to view work order detail and the current status.

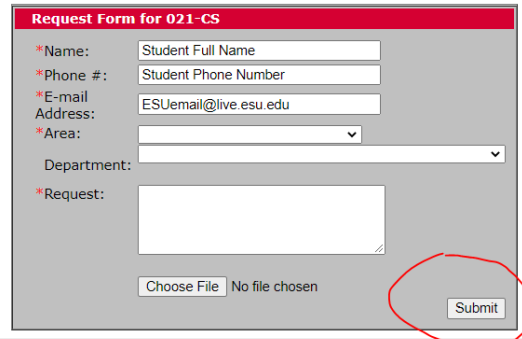
STEP 2: Use the drop-down arrow to select the building or area needing the work order then click "NEXT"

ESU EAST STROUDSBURG UNIVERSITY **TMA SYSTEMS**

Select Building
Please select your Building:
103 Smith Street Next

Feel free to contact (570)422-3223 if you have any questions.

STEP 3: Input the proper information for each section as prompted, once complete click "SUBMIT"

A screenshot of a web form titled "Request Form for 021-CS". The form has a red header bar. It contains several input fields: "Name:" with "Student Full Name", "Phone #:" with "Student Phone Number", "E-mail Address:" with "ESUemail@live.esu.edu", "Area:" with a dropdown menu, and "Department:" with another dropdown menu. There is a large text area for "Request:". Below the text area is a file upload section with a "Choose File" button and the text "No file chosen". A "Submit" button is located at the bottom right of the form and is circled in red.

Feel free to contact (570)422-3223 if you have any questions.
Building Floor Plans

Please Note: Only your ESU student email xxxxxx@live.esu.edu will be accepted in the work order request.

Once you have submitted the request you will receive an email shortly after stating that your request has been submitted to the FM Work Request system. **This does not mean your request has been accepted.**

Example:

Facilities Management Work Request # 130067 has been submitted



ppstudent@esu.edu

To: FM Help Desk



Wed 7/6/2022 1:04 PM

Facilities Management Work Request # 130067 has been created as of Jul 6 2022 1:04PM for the following action:



The requested action has not yet been accepted or reviewed by the Facilities Management Office. This email is an acknowledgement of submission for services.

PLEASE NOTE THAT DUE TO COVID-19 AND THE MINIMAL STAFFING LEVELS, THERE MAY BE A DELAYED RESPONSE TO WORK REQUESTS AND WORK ORDERS. WE APOLOGIZE FOR THE INCONVENIENCE AND THANK YOU FOR YOUR PATIENCE AND UNDERSTANDING.

PLEASE DO NOT REPLY TO THIS MESSAGE, AS IT HAS BEEN ELECTRONICALLY GENERATED.


← Reply

→ Forward

Once your work request has been reviewed you will receive an email informing you whether your request has been accepted or rejected. Accepted work request will generate a FM# that will be provided in the email as confirmation that the request will be fulfilled.

Example of Accepted Work Request:

Facilities Management Work Request 130067 Accepted

 ppstudent@esu.edu
To: FM Help Desk
Wed 7/6/2022 1:05 PM



Work Request 130067 has been accepted and is under review as Work Order **FM-171196**

Please reference the Work Order # for all future inquiries.

If you have any questions or concerns please contact the Facilities Management Office at (570) 422-3223.

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If your work request has been rejected the reason why will be provided. You can then submit another work request taking into consideration the reason why it has been rejected.

Example of Rejected Work Request:

Facilities Management Work Request 130142 Rejected

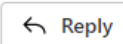

 ppstudent@esu.edu
To: FM Help Desk
Tue 7/12/2022 11:30 AM

After review, Work Request 130142 cannot be processed for the following reason:

Rejection Reason: provide more detail

If you find this status is an error or have questions/concerns, please contact the Facilities Management Office at (570) 422-3223 referencing the work request number listed above.


PLEASE DO NOT REPLY TO THIS MESSAGE, AS IT HAS BEEN ELECTRONICALLY GENERATED.

Once your work order has been completed you will receive an email stating that it has been completed

Example of completed work order:

Facilities Management Work Order FM-169280 Completed

 **Stacey Grant**
To: FM Help Desk


Wed 7/13/2022 10:06 AM

Work Order FM-169280 has been completed.

If you find this status is an error or have questions/concerns, please contact the Facilities Management Office at (570) 422-3223 or email fmhelpdesk@esu.edu referencing the Work Order # listed above.

Stephen Strunk was the supervisor assigned to this work order.

General Comments:

 Are the suggestions above helpful?