Manual for Submitting Electronic Service Requests to Facility Management
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Introduction

This manual is to assist all staff and faculty who wish to submit service requests for campus work or events to the Housekeeping and Grounds or Building Maintenance divisions of the Facility Management Department. It is our goal to receive 100% of all requests via this system. In order to successfully manage the amount of work needed on the SPU campus and the limited resources we possess; receiving, reviewing, implementing and completing all requests via the new system will be vital in this effort.

As you will see this new system gives immediate feedback to requests that are submitted and continual feedback on the status of requests and information regarding the requests once completed. At any time after a request is submitted you can retrieve information via this system. In the following pages you will be walked through the process step by step from submission to completion.
Where to Begin

The name of this new system is iService Desk and it is integrated into our work order management program. There are two ways to access this new system.

Campus WEB page

Navigating to the Building Maintenance web site via http://www.spu.edu/depts/plant will bring up several options. In the left margin is an icon, labeled “Faculty / Staff Request”, for the program. This icon will launch the iService Desk Program.

Desktop Icon

An icon can also be placed on the desktop of your computer for faster access. The following steps will show you how.

• Right click on your desktop

• Choose “New” and “Shortcut”

• Type http://199.237.187.229:8080/home.html in the “Location” box.

• Give your shortcut a name and then press finish

These instructions are for Windows XP. Older versions of windows will have a similar solution.
The Process

After picking on the icon, your computer will open up iService Desk and should bring you to the below screen. This screen is the Home Page for iService Desk and also has a quick reminder of how to use the program.

Welcome to Seattle Pacific University’s Facility Management Online work request system. SPU staff may use this site to submit work requests for building maintenance and housekeeping issues, as well as request assistance from Building Maintenance for classroom and event set-ups. iService Desk also allows the customer to query the status of submitted work requests. To begin using iService Desk, please follow the guidelines below. If you experience difficulty with iService Desk, please call Building Maintenance at 206-281-2330 or contact Jessica McMillan at Jessdmc@spu.edu.

To Submit a Request:

- Click on “Submit Request” in the box to the left of this Welcome Screen.
- Select “Main Campus” when the Facility screen comes on.
- Select the Building in which you are requesting work to be done.
- Fill out the request form with all required information as well as a detailed description of your request. Note: Please make sure to include the date and time that your request needs to be completed as well as your account number in the request field.
- Click on “Submit”.
- After your request has been submitted, you will receive an email with your request number. You will also receive a confirmation email with a work order number when your request has been processed.
Submitting a request

Choose “Submit a Request” from the left margin and you will be taken to this screen.

This screen assumes you want work done on main campus. And you can click the arrow next to “Main Campus” and move to the next screen.
In this screen you choose the building you want to do work in. If your building does not show up you may choose “General Campus” and in the body of the work order describe what you could not find and we can add it to the system. Examples of this would be Martin Square or the Dravus Parking Lot. After choosing the building you will be taken to the work order screen.

In this screen you fill in all of the pertinent information. The red asterisks are required fields. The account number is also required. Although a request can be submitted without an account number the request will not be processed without an account number.
The “Repair Ctr” field is used for our tracking purposes. Simply follow this rule when choosing one of the options:

*If it happens in Gwinn Commons, choose “FS”. If it happens in a building that houses students, choose “HS”. If it happens anywhere else, choose “CO”. Do not use the Building Maintenance or Auxiliary repair centers*

The “Area” field is the specific area in the building you need the work done. We have tried to get every area of every building accounted for in this program. For all areas the very first line is the building name. If for some reason the area you are trying to find does not appear please choose the building name as the area and refer to the missing area in the body of the request.

The “Request” field can handle many lines of text so be as specific as possible and you can paste this information in from another source if needed.

After all information is filled in press the “Submit” button.

You will be taken to the following screen.
This is the “Pending Request” Screen. This screen is important because it shows you all of the information that you have just entered and gives you a request number.

The request number is your key to track this request from here through completion. At the point that your request is accepted by the office you will receive a work order number but the request number can always be used to track your request.

You may also print this page for your records and you will notice toward the top right the status of your request will be shown as pending.

You should immediately receive an email confirming that you submitted a request to us and the front office receives an email stating that someone has submitted a request. If you do not receive the confirmation email call x2330 to confirm that your request was received.

**The Next Step - Processing**

You will need to allow up to (5) five business days for processing of your request. If your request is more urgent then this please follow up your submission with a phone call to the Work Control desk, x2330, and reference your request number and the urgency of the request.

When the office accepts your request you will receive another email confirming that your request has been accepted and what the work order number is that has been assigned. It will also have the link back to the iService Desk web page for checking status of the request. If you follow the link it will take you back to the main home page.
Checking Status

In the left margin of the Home page there is a search function. From here you can either search by the request number or the work order number your request has been assigned. Type in either number, being sure to check the appropriate type of number you are searching for and hit “Return” or the arrow next to the box. This will open up the following screen.

This new screen provides you more information about your work order. It provides you the status of the work order, what trade it has been assigned to, all of the request information, and the ability to view charges, if any, that have been posted to the work order.
Work Order Completion

After the work has been completed by our office and the work order has been closed you will receive another email stating that the work order has been completed. There is usually a time delay of 3 - 5 days between the work being completed and the work order being closed. By going to the home page and searching for the work order and then picking “View Charges” in the upper right, you will get a page similar to the following:

This new page will list out all of the hours spent on the request and any materials or items bought to fulfill the request. It breaks each of these down and shows a total. This page can also be printed for your information.
Attachments for work requests

At this time we do not have any way for you to attach directly to these web requests setups or other information. We are working to get a page where you can choose setups from a list of configurations and tie them to requests via the web. In the meantime, please fax your attachments to requests to x2737, being sure to reference your request number on the fax.

Changes to work requests

If you need to make a change or cancel a request you may either call the Work Control desk, x2330, or email Janell Moore, janell@spu.edu, with your change.

The Future

As this is a new system and more and more users are accessing it, it will evolve. We will be sending out update notifications and information as these changes happen.

If, at anytime, you find that you are not getting the confirmation emails, the information you are seeing is not accurate, or you are not able to access iService desk, please let the main office know as soon as possible so we can correct the situation.