

# Requestor Manual

CUNY

## Table of Contents

|                                           |    |
|-------------------------------------------|----|
| REQUESTOR MANUAL .....                    | 3  |
| MAINTENANCE CONSOLE TIPS AND TRICKS ..... | 3  |
| CREATE WORK REQUEST.....                  | 4  |
| 1- REQUESTOR .....                        | 4  |
| 2- LOCATION .....                         | 6  |
| 3- EQUIPMENT.....                         | 7  |
| 4- PROBLEM .....                          | 9  |
| 5- DESCRIPTION .....                      | 11 |
| 6- DOCUMENTS.....                         | 11 |
| 6-SUBMIT .....                            | 14 |
| VIEW MY WORK REQUESTS .....               | 14 |
| VIEW WORK REQUESTS BY DEPARTMENT .....    | 16 |



# APPLIED DATA SYSTEMS

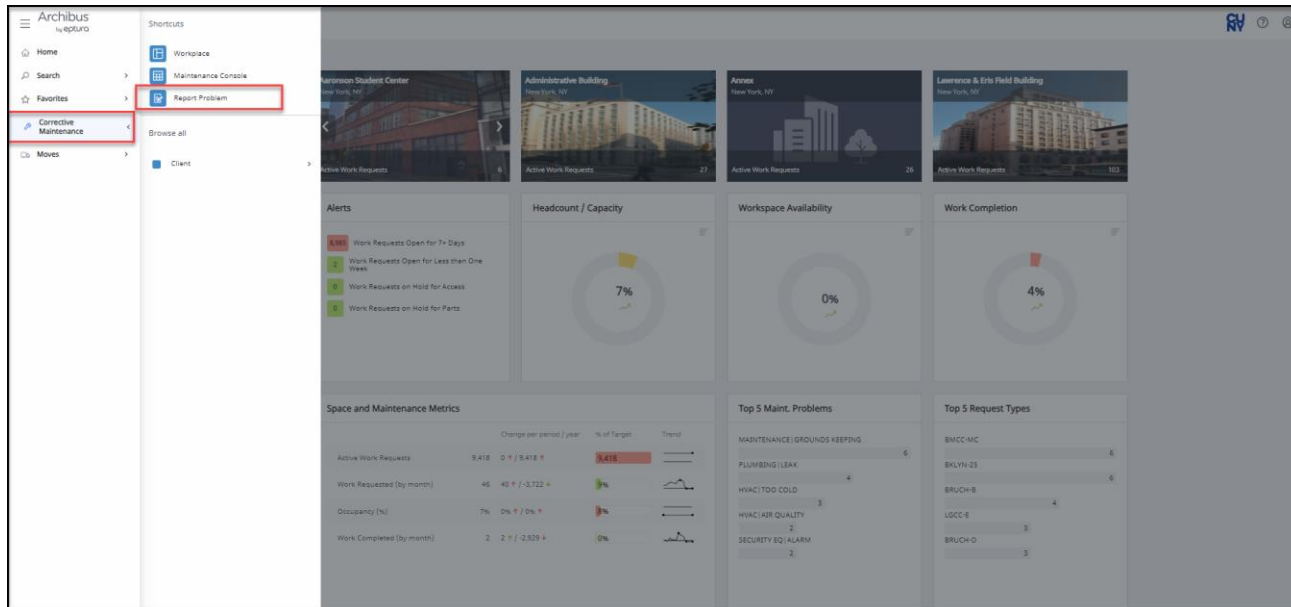
---

I N C O R P O R A T E D

Applied Data Systems ("ADSI") has prepared this document to describe ARCHIBUS solutions and provided documentation for end-users. Although the Active Directory in this document has been carefully prepared and is current to the best of ADSI's knowledge, ADSI does not accept any legal responsibility for any consequences, including direct or indirect liability, arising from its use; for example, ADSI is not responsible for errors due to inaccurate or incorrect Active Directory, errors arising out of modifications to this Active Directory, or errors arising out of incorrect use of this Active Directory. Copyright 2021 Applied Data Systems, Inc. All rights reserved.

## Requestor Manual

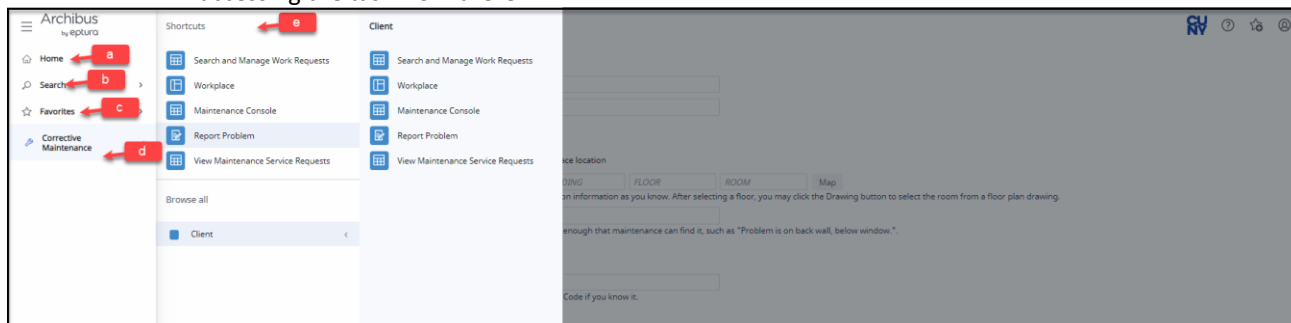
Using the navigation on the right of the screen select Corrective Maintenance>Report Problem.



## Maintenance Console Tips and Tricks

### 1. Navigator:

- Home: Presents the default home page for your role.
- Search: Presents a form for searching for the views by view title.
- Favorites: Presents your favorites list – A list of views that you have marked as favorites for easy access
- Navigator: The list of entries beneath the favorites entry represent the navigator – a tool for accessing the modules or application for which you are licensed. Expand a module or application to access it's processes and roles, which in turn present a list of tasks
- Shortcuts: For each module or application, the Shortcuts panel lists the tasks that are most commonly requested. Selecting a task from the shortcuts menu saves you from expanding a process or role and accessing the task from there



- Hover over any box to look for “...” with your cursor. This lets you know that you **MUST** select this and choose from one of the select value options from the pop up.

## Create Work Request

In the Report Problem page, there are 7 sections with information to create a Work Request.

1. Requestor
2. Location
3. Equipment
4. Problem
5. Description
6. Documents
7. Submit

### 1- Requestor

There are two name fields associated with every request:

**Requestor** – this is who you are creating the request for (this can be you or another person).

**Creator** – this is you. The person creating the request. You do not see this field on the web page – it is automatically filled in.

The field Requested By will default to your name. If you are creating the request for another person you will need to select the 3 dots on the right hand side of that white box and find the person you are requesting for. You will then select the “x” to clear out the selections.

When the selections have cleared there will be a full list of employees with a filter on the top for name, phone and employee standard. You can begin typing or scroll to search for the employee that you are requesting for. Once you

selected the employees name their information will display in the Requestor section.

The screenshot shows the 'Report Problem' form in the Archibus system. A modal window titled 'Select Value - Requested By, Requestor Phone' is open, displaying a list of employee codes and names. The modal has columns for 'Employee Code', 'Phone-Work', and 'Employee Standard'. The background form shows fields for 'Requestor', 'Location', 'Equipment', 'Problem', and 'Description'. The 'Location' section includes a checkbox for 'Use your assigned workspace location' which is checked.

## 2- Location

If the box is checked for “Use your assigned workspace location” it will automatically fill in the signed in users location.

This screenshot shows the 'Report Problem' form with the 'Use your assigned workspace location' checkbox in the 'Location' section highlighted with a red box. The checkbox is checked. Below it, the 'Location' fields (SITE, BUILDING, FLOOR, ROOM) are populated with values. The 'Describe the location' field contains the text: 'Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing. Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."'. The 'Equipment' section has a field for 'Equipment Code' with a hint: 'You can enter the Equipment Code if you know it.' The 'Problem' section has a dropdown for 'Type of Problem' and a 'View All Problem Types' link. The 'Description' section has a text area for 'Description\*' and a 'Select Description' button. At the bottom, there is a 'Workflow' section indicating 'No Steps Required' and 'Request will be supervised by APM'. The 'Submit' button is highlighted in blue.

If the box is not checked, a location must be entered by hovering over the right side of each box to select a SITE, BUILDING, FLOOR, ROOM.

Check the three dots at the end of the boxes for Site to select the appropriate site. Repeat for Building, Floor and Room. If you have selected a building and a floor but do not know the room, there is a “Map” button that will open up the floor plan to be able to select a specific room/location. Please note that a Building is REQUIRED. Adding more detail with the floor and room will speed up the promptness of completion of the work request. The Describe a location box is a free form text box that is to provide additional location information and is optional.

**Report Problem**

**Requestor**  
 Requested By\*  
 Requestor Phone

**Location**  
☐ Use your assigned workspace location  
 Location SITE BUILDING FLOOR ROOM Map  
Enter in as much detail as you know. After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing.  
 Describe the location  
Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."

**Equipment**  
 Equipment Code  
You can enter the Equipment Code if you know it.  
 Warranty Vendor  
 Warranty Expiration Date  
[Review Warranty Details](#) [List Request for Equipment](#)

**Problem**  
 Type of Problem  
[View All Problem Types](#)  
The more precisely you specify your problem, the better we can route it to people who can help.

**Description**  
 Description\*  
[Select Description](#)

**Workflow**  
 No Steps Required  
 Request will be supervised by AFM

[Submit](#) [Add Documents](#) [Cancel](#)

### 3- Equipment

In the Equipment section there is a box with 3 dots to see a drop-down selection of all pieces of equipment. If you know the Equipment Code you can enter it without using the selection option. If the equipment has a Warranty Vendor



#### 4- Problem

**THIS IS A REQUIRED FIELD.** Click on the black down arrow and select the Problem Type that best describes your issue. The top drop down will be a list of top tier problem types. The bottom drop down will be second tier problem types, going into more detail of the issue.

The screenshot shows the 'Report Problem' form in the Archibus system. The form is divided into several sections:

- Requestor:** Fields for 'Requested By\*' and 'Requestor Phone'.
- Location:** A checkbox for 'Use your assigned workspace location'. Below it are fields for 'Location' (SITE, BUILDING, FLOOR, ROOM) and a 'Map' button. A text field for 'Describe the location' with a hint: 'Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing.' Below that, another text field with a hint: 'Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."'
- Equipment:** Fields for 'Equipment Code' (with a hint: 'You can enter the Equipment Code if you know it.'), 'Warranty Vendor', and 'Warranty Expiration Date'. There are also buttons for 'Review Warranty Details' and 'List Request for Equipment'.
- Problem:** This section is highlighted with a red box. It contains a 'Type of Problem' dropdown menu with a black down arrow. Below the dropdown is a link: 'View All Problem Types'. A hint below the link says: 'The more precisely you specify your problem, the better we can route it to people who can help.'
- Description:** A text field for 'Description\*' and a 'Select Description' button. Below this is a 'Workflow' section with the text: 'No Steps Required' and 'Request will be supervised by APH'.

At the bottom of the form are three buttons: 'Submit', 'Add Documents', and 'Cancel'.

An example is below. The top tier is HVAC and the second tier is TOO HOT.

**Report Problem**

**Requestor**

Requested By\*

Requestor Phone

**Location**

☐ Use your assigned workspace location

Location  SITE  BUILDING  FLOOR  ROOM  Map

Describe the location

Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing.

Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."

**Equipment**

Equipment Code

You can enter the Equipment Code if you know it.

Warranty Vendor

Warranty Expiration Date

[Review Warranty Details](#) [List Request for Equipment](#)

**Problem**

Type of Problem

[View All Problem Types](#)

The more precisely you specify your problem, the better we can route it to people who can help.

**Description**

Description\*

[Select Description](#)

**Workflow**

No Steps Required

Request will be supervised by AFM

[Submit](#) [Add Documents](#) [Cancel](#)

Clicking on the View All Problem Types button will display a list of Problem Types including the Problem Type Description.

**Report Problem**

**Requestor**

Requested By\*

Requestor Phone

**Location**

☐ Use your assigned workspace location

Location  SITE  BUILDING  FLOOR  ROOM  Map

Describe the location

Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing.

Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."

**Equipment**

Equipment Code

You can enter the Equipment Code if you know it.

Warranty Vendor

Warranty Expiration Date

[Review Warranty Details](#) [List Request for Equipment](#)

**Problem**

Type of Problem

[View All Problem Types](#)

The more precisely you specify your problem, the better we can route it to people who can help.

**Description**

Description\*

[Select Description](#)

**Workflow**

No Steps Required

Request will be supervised by AFM

[Submit](#) [Add Documents](#) [Cancel](#)

The screenshot shows the 'Report Problem' form in the Archibus system. A modal window titled 'Select Value - Problem Type' is open, displaying a list of problem types. The modal has a search bar and a table with two columns: 'Problem Type Code' and 'Problem Type Description'. The table lists various codes and their corresponding descriptions, such as 'CARPENTRY', 'CARPENTRY (CABINETS)', 'CARPENTRY (CARPET)', etc. A red box highlights the 'View All Problem Types' link in the main form, with an arrow pointing to the modal. The main form includes fields for Requestor, Location, Equipment, and Problem, along with a 'Description' field at the bottom.

## 5- Description

**THIS IS A REQUIRED FIELD.** This field is a text field to enter an explanation of the issue being reported.

This screenshot shows the 'Report Problem' form with the 'Description' field highlighted by a red rectangle. The form includes sections for Requestor, Location, Equipment, and Problem. The 'Description' field is a large text area at the bottom of the form, labeled 'Description\*'. Below the field is a 'Select Description' button. The form also includes a 'Workflow' section at the bottom, indicating 'No Steps Required' and 'Request will be supervised by APM'. The 'Submit' button is located at the bottom right of the form.

## 6- Documents

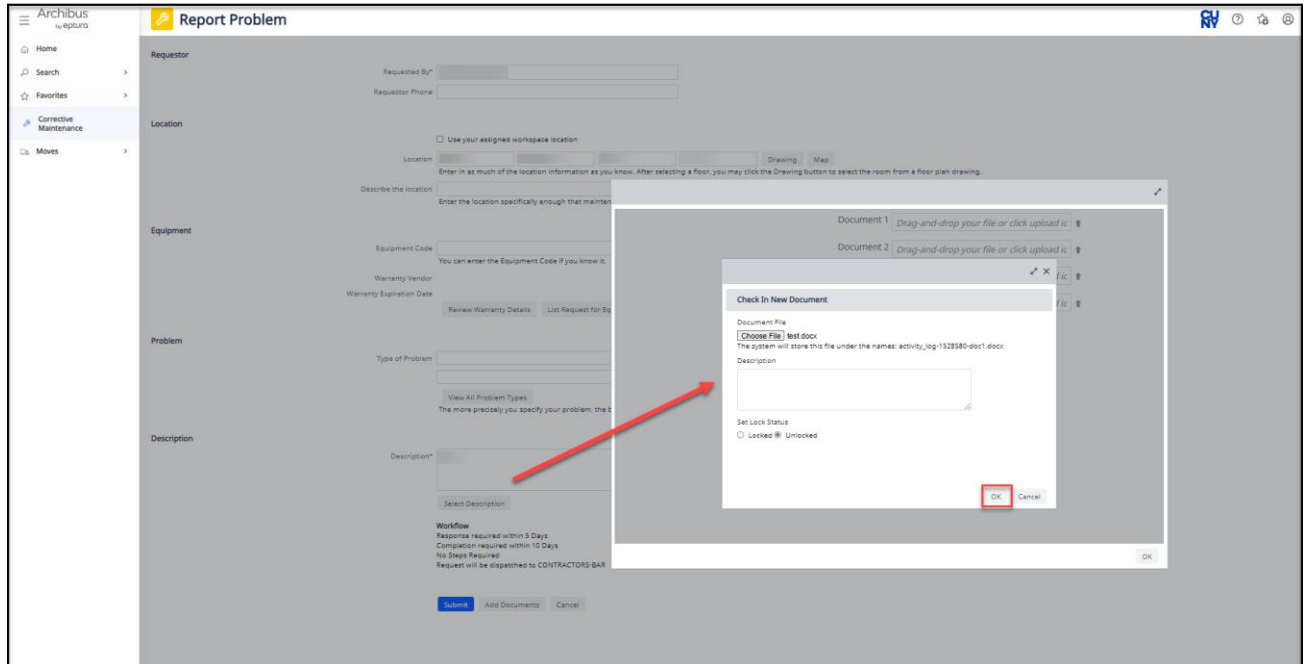
Up to 4 documents can be attached to each Work Request. Click the Add Documents button.

The screenshot shows the 'Report Problem' form in the Archibus system. The form is divided into several sections: Requestor, Location, Equipment, Problem, and Description. The 'Add Documents' button is located at the bottom of the form, below the 'Description' section, and is highlighted with a red box.

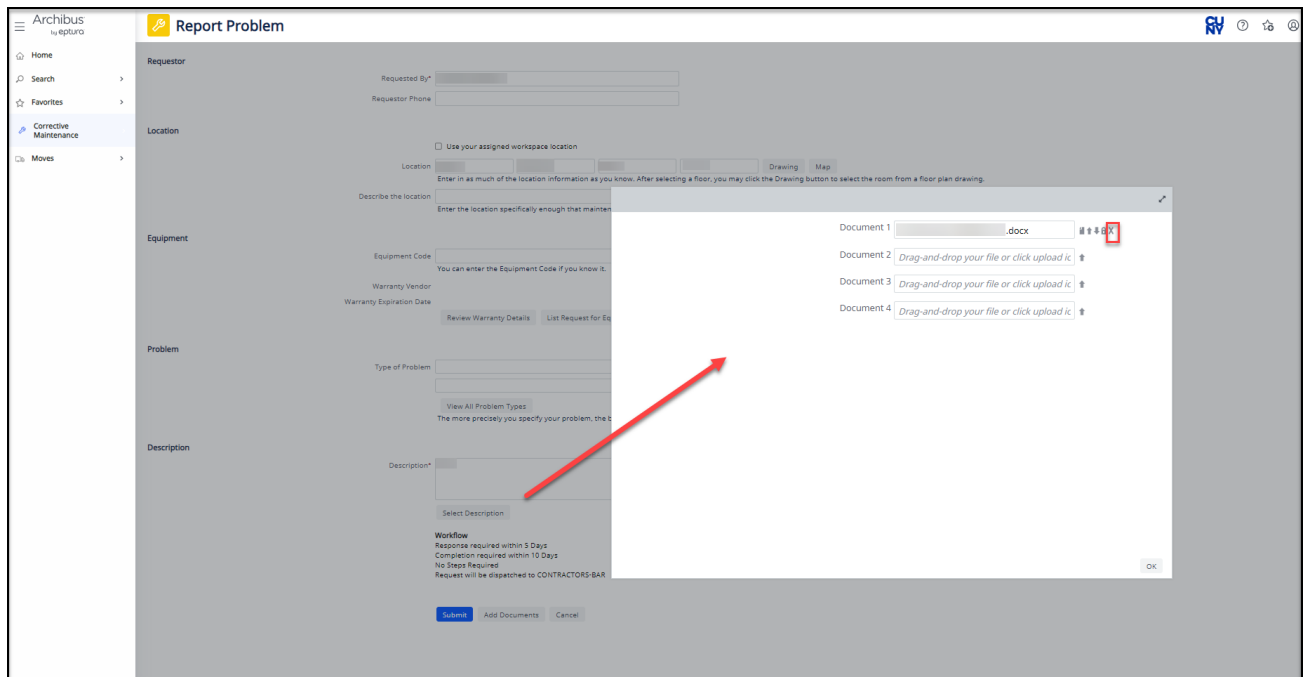
To add a document click on the grey up arrow at the end of the box or drag and drop the file.

The screenshot shows the 'Report Problem' form with a document upload modal open. The modal displays four document slots, each with a text input and a grey up arrow. A red arrow points to the grey up arrow in the first slot, indicating where to click to add a document.

When adding each document there is also a place to add a description of the document provided. Select “OK” and the document will show as uploaded.



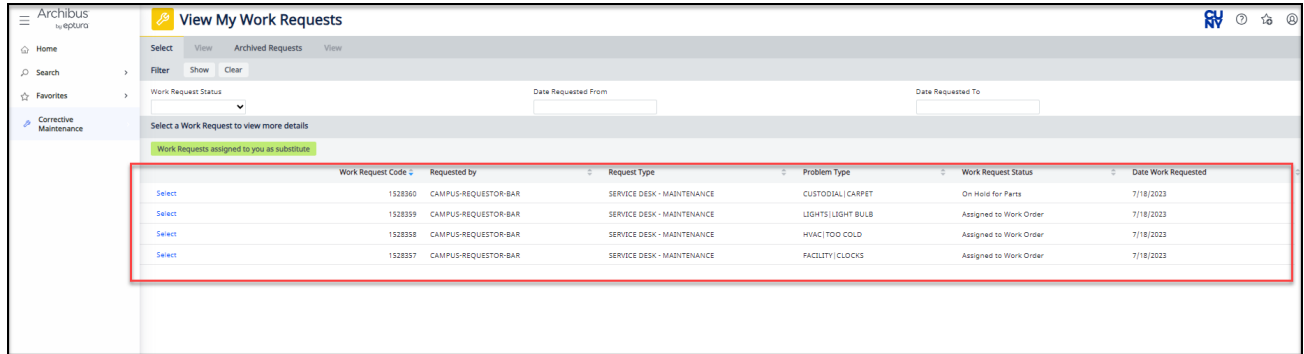
To delete the document attached select the “X” button.



**NOTE:** If the desired image to upload was taken with a device (cell phone or tablet) that image will have to be downloaded to a computer and attached from there. If more than four images are needed, it is possible to download all desired images to a computer, add them all to a word doc and then attach the word doc as shown in the manual.

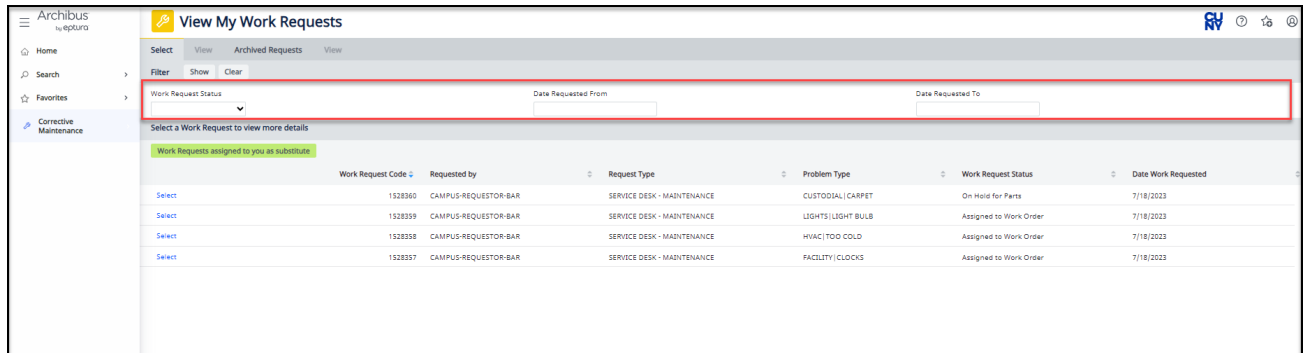


The display of work requests will be those requests that you have requested. It will display the data for Work Request Code, Request Type, Problem Type, Work Request Status and Date Work Requested.

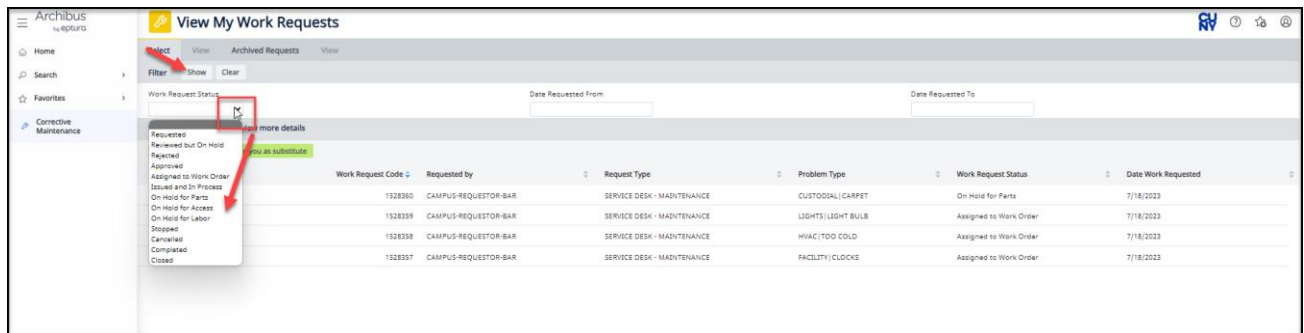


| Work Request Code | Requested by         | Request Type               | Problem Type      | Work Request Status    | Date Work Requested |
|-------------------|----------------------|----------------------------|-------------------|------------------------|---------------------|
| 1528360           | CAMPUS-REQUESTOR-BAR | SERVICE DESK - MAINTENANCE | CUSTODIAL CARPET  | On Hold for Parts      | 7/18/2023           |
| 1528359           | CAMPUS-REQUESTOR-BAR | SERVICE DESK - MAINTENANCE | LIGHTS/LIGHT BULB | Assigned to Work Order | 7/18/2023           |
| 1528358           | CAMPUS-REQUESTOR-BAR | SERVICE DESK - MAINTENANCE | HVAC TOO COLD     | Assigned to Work Order | 7/18/2023           |
| 1528357           | CAMPUS-REQUESTOR-BAR | SERVICE DESK - MAINTENANCE | FACILITY CLOCKS   | Assigned to Work Order | 7/18/2023           |

The filter functionality at the top allows you to search for requests by the status, the date requested from and the date requested to.

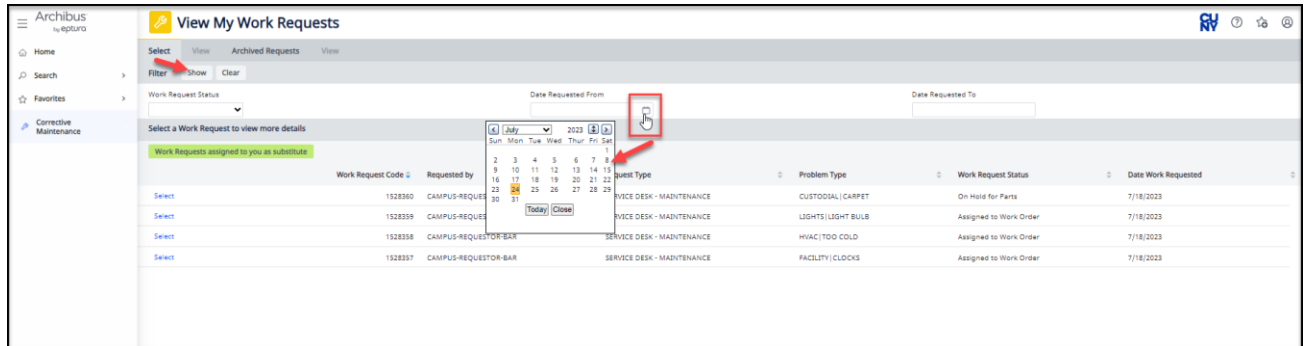


Select the down arrow to view the list of statuses to filter by. Reminder, you must select the “Show” button for page to filter.



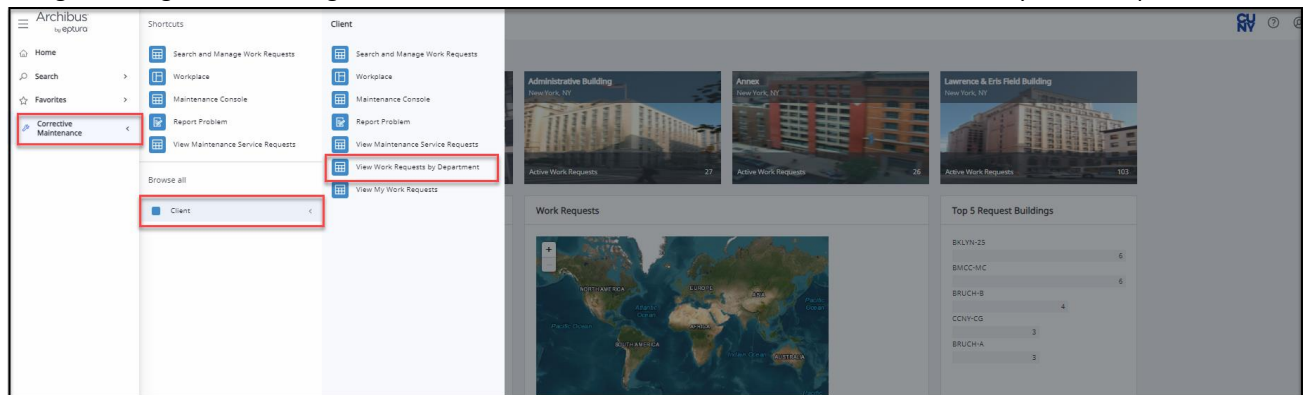
Search by date: using calendar functionality. Hover over any box to look for calendar icon with your cursor. This lets you know that you **MUST** select this and choose a date from the pop up calendar. Reminder, you must select the

“Show” button for page to filter.



## View Work Requests by Department

Using the navigation on the right of the screen select Corrective Maintenance>Client>View My Work Requests.



The display of work requests will be those requests that are tied to your department. It will display the data for Work Request Code, Request Type, Problem Type, Work Request Status and Date Work Requested.

|        | Work Request Code | Requested by | Action Type                | Problem Type               | Work Request Status    | Date Work Requested | Department Code |
|--------|-------------------|--------------|----------------------------|----------------------------|------------------------|---------------------|-----------------|
| Select | 1528302           |              | SERVICE DESK - MAINTENANCE | FACILITY/HANG OR INSTALL   | Assigned to Work Order | 6/28/2023           | BU303           |
| Select | 1528299           |              | SERVICE DESK - MAINTENANCE | PEST CONTROL/RODENTS       | Assigned to Work Order | 6/28/2023           | BU303           |
| Select | 1528298           |              | SERVICE DESK - MAINTENANCE | KEYS AND LOCKS/KEY RETURN  | Assigned to Work Order | 6/28/2023           | BU303           |
| Select | 1028417           |              | SERVICE DESK - MAINTENANCE | PLUMBING/FIXTURES          | Issued and In Process  | 1/4/2023            | BU303           |
| Select | 1028388           |              | SERVICE DESK - MAINTENANCE | PAINT/TOUCHUP              | Issued and In Process  | 1/3/2023            | BU303           |
| Select | 1028382           |              | SERVICE DESK - MAINTENANCE | PAINT/TOUCHUP              | Completed              | 12/29/2022          | BU303           |
| Select | 1028372           |              | SERVICE DESK - MAINTENANCE | FACILITY/E WASTE           | Issued and In Process  | 12/21/2022          | BU303           |
| Select | 1028370           |              | SERVICE DESK - MAINTENANCE | LIGHTS/MULTIPLE            | Issued and In Process  | 12/21/2022          | BU303           |
| Select | 1028369           |              | SERVICE DESK - MAINTENANCE | PLUMBING/FIXTURES          | Issued and In Process  | 12/21/2022          | BU303           |
| Select | 1028368           |              | SERVICE DESK - MAINTENANCE | PLUMBING/FIXTURES          | Issued and In Process  | 12/21/2022          | BU303           |
| Select | 1028367           |              | SERVICE DESK - MAINTENANCE | PLUMBING/FIXTURES          | Issued and In Process  | 12/21/2022          | BU303           |
| Select | 1028366           |              | SERVICE DESK - MAINTENANCE | PLUMBING/FIXTURES          | Issued and In Process  | 12/21/2022          | BU303           |
| Select | 1028358           |              | SERVICE DESK - MAINTENANCE | PAINT/TOUCHUP              | Completed              | 12/20/2022          | BU303           |
| Select | 1028357           |              | SERVICE DESK - MAINTENANCE | KEYS AND LOCKS/KEY REQUEST | Issued and In Process  | 12/20/2022          | BU303           |
| Select | 1028354           |              | SERVICE DESK - MAINTENANCE | PLUMBING/FIXTURES          | Issued and In Process  | 12/19/2022          | BU303           |
| Select | 1028352           |              | SERVICE DESK - MAINTENANCE | DOOR/HARDWARE              | Completed              | 12/19/2022          | BU303           |
| Select | 1028351           |              | SERVICE DESK - MAINTENANCE | PLUMBING/FIXTURES          | Issued and In Process  | 12/19/2022          | BU303           |
| Select | 1028350           |              | SERVICE DESK - MAINTENANCE | PLUMBING/FIXTURES          | Issued and In Process  | 12/19/2022          | BU303           |
| Select | 1028349           |              | SERVICE DESK - MAINTENANCE | PLUMBING/FIXTURES          | Issued and In Process  | 12/19/2022          | BU303           |
| Select | 1028348           |              | SERVICE DESK - MAINTENANCE | FACILITY/HANG OR INSTALL   | Completed              | 12/19/2022          | BU303           |
| Select | 1028346           |              | SERVICE DESK - MAINTENANCE | PLUMBING/FIXTURES          | Issued and In Process  | 12/19/2022          | BU303           |
| Select | 1028345           |              | SERVICE DESK - MAINTENANCE | PLUMBING/FIXTURES          | Issued and In Process  | 12/19/2022          | BU303           |
| Select | 1028344           |              | SERVICE DESK - MAINTENANCE | PLUMBING/FIXTURES          | Issued and In Process  | 12/19/2022          | BU303           |
| Select | 1028343           |              | SERVICE DESK - MAINTENANCE | PLUMBING/FIXTURES          | Issued and In Process  | 12/19/2022          | BU303           |

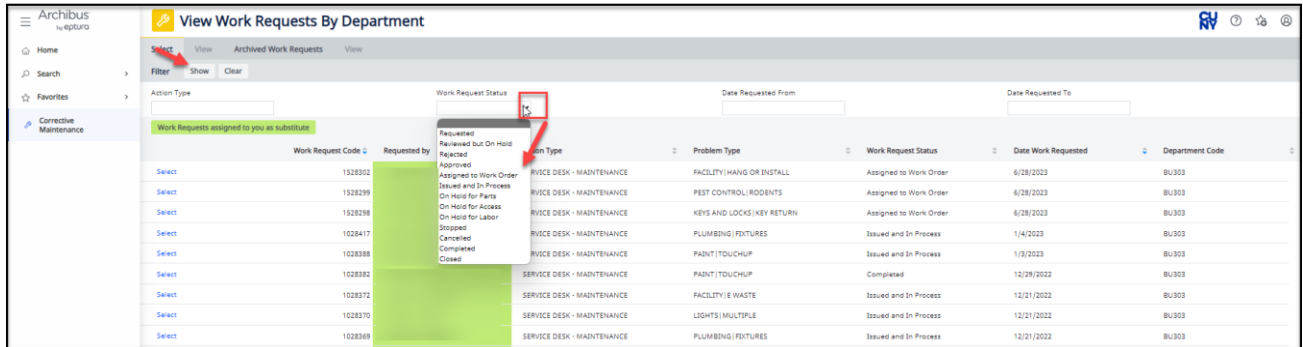
The filter functionality at the top allows you to search for requests by the status, the date requested from and the date requested to.

| Work Request Code | Requested by | Action Type                | Problem Type               | Work Request Status    | Date Work Requested | Department Code |
|-------------------|--------------|----------------------------|----------------------------|------------------------|---------------------|-----------------|
| 1528302           |              | SERVICE DESK - MAINTENANCE | FACILITY/HANG OR INSTALL   | Assigned to Work Order | 6/28/2023           | BU303           |
| 1528299           |              | SERVICE DESK - MAINTENANCE | PEST CONTROL/RODENTS       | Assigned to Work Order | 6/28/2023           | BU303           |
| 1528298           |              | SERVICE DESK - MAINTENANCE | KEYS AND LOCKS/KEY RETURN  | Assigned to Work Order | 6/28/2023           | BU303           |
| 1029417           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 1/4/2023            | BU303           |
| 1028388           |              | SERVICE DESK - MAINTENANCE | PAINT/TOUCHUP              | Issued and In Process  | 1/3/2023            | BU303           |
| 1028382           |              | SERVICE DESK - MAINTENANCE | PAINT/TOUCHUP              | Completed              | 12/29/2022          | BU303           |
| 1028372           |              | SERVICE DESK - MAINTENANCE | FACILITY/E WASTE           | Issued and In Process  | 12/21/2022          | BU303           |
| 1028370           |              | SERVICE DESK - MAINTENANCE | LIGHTS/MULTIPLE            | Issued and In Process  | 12/21/2022          | BU303           |
| 1028369           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/21/2022          | BU303           |
| 1028368           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/21/2022          | BU303           |
| 1028367           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/21/2022          | BU303           |
| 1028366           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/21/2022          | BU303           |
| 1028358           |              | SERVICE DESK - MAINTENANCE | PAINT/TOUCHUP              | Completed              | 12/20/2022          | BU303           |
| 1028357           |              | SERVICE DESK - MAINTENANCE | KEYS AND LOCKS/KEY REQUEST | Issued and In Process  | 12/20/2022          | BU303           |
| 1028354           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/19/2022          | BU303           |
| 1028352           |              | SERVICE DESK - MAINTENANCE | DOOR/HARDWARE              | Completed              | 12/19/2022          | BU303           |
| 1028351           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/19/2022          | BU303           |
| 1028350           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/19/2022          | BU303           |
| 1028349           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/19/2022          | BU303           |
| 1028348           |              | SERVICE DESK - MAINTENANCE | FACILITY/HANG OR INSTALL   | Completed              | 12/19/2022          | BU303           |
| 1028346           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/19/2022          | BU303           |
| 1028345           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/19/2022          | BU303           |
| 1028344           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/19/2022          | BU303           |
| 1028343           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/19/2022          | BU303           |

Action Type: Hover over any box to look for “...” with your cursor. This lets you know that you **MUST** select this and choose from one of the select value options from the pop up.

| Work Request Code | Requested by | Action Type                | Problem Type               | Work Request Status    | Date Work Requested | Department Code |
|-------------------|--------------|----------------------------|----------------------------|------------------------|---------------------|-----------------|
| 1528302           |              | SERVICE DESK - MAINTENANCE | FACILITY/HANG OR INSTALL   | Assigned to Work Order | 6/28/2023           | BU303           |
| 1528299           |              | SERVICE DESK - MAINTENANCE | PEST CONTROL/RODENTS       | Assigned to Work Order | 6/28/2023           | BU303           |
| 1528298           |              | SERVICE DESK - MAINTENANCE | KEYS AND LOCKS/KEY RETURN  | Assigned to Work Order | 6/28/2023           | BU303           |
| 1029417           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 1/4/2023            | BU303           |
| 1028388           |              | SERVICE DESK - MAINTENANCE | PAINT/TOUCHUP              | Issued and In Process  | 1/3/2023            | BU303           |
| 1028382           |              | SERVICE DESK - MAINTENANCE | PAINT/TOUCHUP              | Completed              | 12/29/2022          | BU303           |
| 1028372           |              | SERVICE DESK - MAINTENANCE | FACILITY/E WASTE           | Issued and In Process  | 12/21/2022          | BU303           |
| 1028370           |              | SERVICE DESK - MAINTENANCE | LIGHTS/MULTIPLE            | Issued and In Process  | 12/21/2022          | BU303           |
| 1028369           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/21/2022          | BU303           |
| 1028368           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/21/2022          | BU303           |
| 1028367           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/21/2022          | BU303           |
| 1028366           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/21/2022          | BU303           |
| 1028358           |              | SERVICE DESK - MAINTENANCE | PAINT/TOUCHUP              | Completed              | 12/20/2022          | BU303           |
| 1028357           |              | SERVICE DESK - MAINTENANCE | KEYS AND LOCKS/KEY REQUEST | Issued and In Process  | 12/20/2022          | BU303           |
| 1028354           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/19/2022          | BU303           |
| 1028352           |              | SERVICE DESK - MAINTENANCE | DOOR/HARDWARE              | Completed              | 12/19/2022          | BU303           |
| 1028351           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/19/2022          | BU303           |
| 1028350           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/19/2022          | BU303           |
| 1028349           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/19/2022          | BU303           |
| 1028348           |              | SERVICE DESK - MAINTENANCE | FACILITY/HANG OR INSTALL   | Completed              | 12/19/2022          | BU303           |
| 1028346           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/19/2022          | BU303           |
| 1028345           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/19/2022          | BU303           |
| 1028344           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/19/2022          | BU303           |
| 1028343           |              | SERVICE DESK - MAINTENANCE | PLUMBING/ FIXTURES         | Issued and In Process  | 12/19/2022          | BU303           |

Select the down arrow to view the list of statuses to filter by. Reminder, you must select the “Show” button for page to filter.



Search by date: using calendar functionality. Hover over any box to look for calendar icon with your cursor. This lets you know that you **MUST** select this and choose a date from the pop up calendar. Reminder, you must select the “Show” button for page to filter.

