

Maintenance and Custodial Requests

Create Request

Use the Maintenance/Custodial Request link on [Wesportal](#) to access the work order system. Select “SUBMIT REQUEST NOW”.

The screenshot shows the Wesleyan College website's Maintenance/Custodial Request page. The header includes the Wesleyan logo and navigation links: HOME, BOARD OF TRUSTEES, WESNET, ADMISSIONS, STUDENT, STAFF, FACULTY, EVENTS, TEST, ACADEMICS, FORMS, and MO. The breadcrumb trail reads: Web Pages > Maintenance/Custodial Request > Maintenance/Custodial Request. The sidebar on the left contains sections for WEB PAGES (with 'MAINTENANCE/CUSTODIAL REQUEST' selected), QUICK LINKS (with 'MAINTENANCE/CUSTODIAL REQUESTS' highlighted and a red circle '1' next to it), and a 'NURSING PROGRAM' link. The main content area is titled 'MAINTENANCE/CUSTODIAL REQUEST' and features a red heading for 'Non-Emergency Maintenance Assistance'. Below this heading, text instructs users to access the secure portal using their Wesleyan email account, with a red circle '2' next to a 'SUBMIT REQUEST NOW' button. A red asterisked note states: '*Access the work order system using your Wesleyan Email address.*'. Below this is a heading for 'Emergency Maintenance Assistance' with contact information for facilities and campus safety.

After clicking “SUBMIT REQUEST NOW,” select your Wesleyan email account to log in. *You must use your Wesleyan email to access the system. *



Choose an account



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From here, you can

1. Select the Property and Space/Floor for which the request is being created. *” General” covers a general area or can be used if a specific space isn’t available. Specifics can be put in the description.
2. The “Type” of request as well as the “Sub Type” that further classifies the issue you’re having.
3. A free-form text box to enter any details needed to help resolve your issue quickly.
4. By default, the requestor data will populate with your information. However, this can be overwritten if you are entering the request on behalf of someone.
5. Click the “OK” button to submit the request.

The screenshot shows the 'Create Request' form in the C&W SERVICES application. The form is divided into several sections:

- Property, Floor, and Space:** Three dropdown menus. The first is labeled '1', the second '2', and the third '3'. Each has a red asterisk indicating it is a required field.
- Type and Sub Type:** Two dropdown menus. The first is labeled '4' and the second '5'. Both have red asterisks.
- Describe Your Request:** A large text area with a red button that says 'Enter work order details here.' It is labeled '6'.
- Who is making this request?:** A section with a 'CLEAR CONTACT INFO' button and several input fields:
 - First Name:** Labeled '7', has a red asterisk.
 - Last Name:** Labeled '8', has a red asterisk.
 - Company:** Pre-filled with 'Wesleyan College'.
 - E-mail Address:** Pre-filled with '@wesleyancollege.edu'.
 - Phone:** Labeled '9', pre-filled with '4787573956', has a red asterisk.
 - Fax:** An empty input field.
 - Email CC:** A large empty text area.
- WATCHERS:** A section with a '+ Add Myself as a Watcher' button.
- Buttons:** 'OK' and 'RESET' buttons at the bottom.

My Requests

Selecting the “My Requests” tab will allow you to see your requests in the system. Clicking on the various headers will sort the listing in ascending or descending order. These are highlighted in red below.

Create Request | **My Requests** rob brown

1 Open Requests for rob brown

Date	Request ID	Requested By	Property	Type/Sub Type	Assigned To	Status / Priority
7/25/2017 4:55 PM	8	brown, rob	Capron Street Floor 1	RM- HVAC Repair/replace thermostat	Hayes	Open / P3 = 30 Days Comp

Comments: The thermostat outside my office is broken.

Respond By: 8/9/2017 4:55 PM
Complete By: 8/24/2017 4:55 PM

The remaining two fields, “Request ID” and “Requested By,” have separate actions. Under “Request ID,” selecting the Number will bring up the request details.



This will allow you to see any updates to the work request as well as allow you to add comments. Type any comment into the “General Comments” text box at the bottom of the screen and select the Update button to add the comment to the work request.

Create Request | **My Requests** rob brown

REQUEST DETAILS

GENERAL INFORMATION

Request ID:	8	Date:	7/25/2017 4:55 PM EDT
Requested By:	rob brown	Company:	Excellus
Phone:	123 567 8901	E-mail:	rbrownq@test.com
Fax:	n/a		

REQUEST DETAILS

Property:	Capron Street	Space/Floor:	Floor 1
Type:	RM- HVAC	Sub Type:	Repair/replace thermostat
Assigned To:	Hayes, Joseph - C&W Services	Complete By:	8/24/2017 4:55 PM EDT
Priority:	P3 = 30 Days Comp	Status:	Open
Estimated Amount:	\$0.00	Not to Exceed Amt.:	\$0.00

REQUEST HISTORY

Type	Update Date	Comments	Status	Assigned To	Updated By
Initial	7/25/2017 4:55 PM EDT	The thermostat outside my office is broken.	Open	Hayes, Joseph	rob brown

UPDATE REQUEST

General Comments:

Click UPDATE to save:

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REQUEST HISTORY

Type	Update Date	Comments	Status	Assigned To	Updated By
Initial	7/25/2017 4:55 PM EDT	The thermostat outside my office is broken	Open	Hayes, Joseph	rob brown
Update	7/26/2017 9:16 AM EDT	Hi, Joe can you call me about the thermostat?	Open	Hayes, Joseph	rob brown

UPDATE REQUEST

General Comments:

Click UPDATE to save:

UPDATE

These comments will be sent to the assigned person via e-mail as well.