Florida Institute of Technology
Facilities Management
Online Service Request Tutorial
The Online Service Request system will allow Florida Tech staff, students and faculty to submit requests for service directly into our Computerized Maintenance Management System (CMMS).

**Note**

- Normal business hours are Monday thru Friday 8:00am to 5:00pm, requests placed after 4:30pm will be addressed the following business day.
- Urgent requests after normal business hours should be directed to our Security office at ext. 8111.
Requests for service are submitted directly to our control center via this system. Your request will be approved and a service order number will be assigned and emailed to you for tracking purposes.

The online request system will allow you to enter service requests for any repairs/maintenance that you would currently call or email to the Facilities Management Office such as:

- Heating/air conditioning
- Plumbing
- Electrical
- Minor painting
- Lock/key issues
- Custodial
- Pest control
- Grounds maintenance
- Carpentry
- Event needs (table/chairs/stage)

The Online Service Request system can be used for any Florida Tech facility (on or off campus)

- Dorm
- Classroom
- Office
- Laboratory
- Outside grounds area

What is covered?
The system can be accessed with Windows or Mac computer using the following browsers.

- Internet Explorer, Firefox, Safari, Chrome or Opera

You must have a valid TRACKS login to access the system. Should you experience problems logging in with your TRACKS username and password, please contact the Help Center at ext 7284.
To access the Online Service Request System:

Go to the following link:
http://goober.facilities.fit.edu/awp/web/CASLogin.aspx

OR

Access the Facilities Management homepage at
http://facilities.fit.edu/ click on the “Enter Service Request” button
- Enter your TRACKS username and password

Log in to the system
Once you gain access you will see this home screen. You will be able to do the following:

- Create Facilities Service Request
- Check Status of Facilities Service request
Click on “Create Facilities Service Request” to begin entering a service request:
Please note....

Information noted with an asterisk and in red MUST be completed prior to submitting

Provide information
- **Requested by** - Person requesting service will automatically populate the field based on your login information.
- **Completed by** - Person entering the request this should auto populate based on your login information.
- **Requestor’s Phone** - Populates from phone book information. If incorrect, type in correct information.
To enter the Building code: Select from the table (grey button), select the correct building code/name. To reduce your search type part of the building code. (i.e. Searching for Link Building=424LNK, type 4 in the field area then select from table (grey button). This will limit your search.

- If the request for service is for ‘outside’ the building, parking lot area, botanical garden – Select the ‘zone’ closest. (for example: There is a sprinkler head broken between the Link building and Gleason….use Building code: 400ZON as this is nearest the location then enter in problem location more specific information such as between Link/Gleason by the bench) The zone is determined by the first number of the building code i.e.. Link Building=building code 424LNK, so the zone nearest would be 400ZON.

You must select from the tables (grey button) to ensure that the information has been entered correctly. If information is invalid your request will not be submitted. The system will reject it.
To enter Floor code: Select from the table (grey button), select the appropriate floor. If a zone was selected as the building code, leave this field blank.

To enter Room code: Select from the table (grey button), select the appropriate room code. If a zone was selected as the building code, leave this field blank.

Problem Location: This field allows you to be more specific to the actual location. (i.e., Near the window, outside the room in hallway, etc.) If a zone was selected as the building code, be sure to add specific information about the location.

You must select from the tables (grey button) to ensure that the information has been entered correctly. If information is invalid your request will not be submitted. The system will reject it.
• To enter Problem Type: Select from the table (grey button) the appropriate problem type associated with your request.

• Work Description: Describe in detail the nature of your request. Be as specific as you can as this will help our technicians with your request. (i.e. Leak in room, be specific as to where in the room the leak is coming from – by the window or from a mechanical room)

Problem Information:

- **Problem Type**: LIGHTBULB
- **Work Description**: Burned out overhead light
To submit your request for approval: Click the “Submit request” button located at the bottom of the screen. Your request has been submitted to Facilities Management for approval. A service order number will be assigned upon approval.
• **Review your entries**

  - Verify that all information has been entered. If complete, click on the submit button.
  - If you need to make changes, click on the back button located at the bottom of the screen. This will allow you to make any changes prior to it being submitted.
  - Keep in mind that all required fields must be complete or your request will not submit.
Confirmation page: If your request was submitted successfully, you will receive a confirmation page indicating the service request number that has been assigned and confirmation that emails were sent.

Print for your records

Confirmation of submission
If your service request was submitted successfully and was approved. You will receive an email that looks like this.

Approved/Submitted Email Notice
If your service request has been rejected. You will receive an email that looks like this. It will state the reason why it was rejected.

Rejected Email Notice

Update on Facilities Service Request No. 2010009050

Sent: Thu 1/14/2010 10:27 AM
To: Adrian Michael Johansson

The following facilities service request has been updated:

- **Status:** Rejected
- **Description:** [REJECTED] We do not change lightbulbs in personal lamps
- **Problem Type:** Lightbulb replacement

Location:
- **Site:** Site
- **Building:** 928BAL
- **Floor:** 2
- **Room:** 217

Additional Location Information:
- If your service request has been cancelled. You will receive an email that looks like this. It will state the reason why it was cancelled.
Checking Status of Your Service Requests:

Click on “Check Status of Facilities Service Requests” to find out the status of a request you have submitted.
Entering search Criteria

You have the ability to search your service requests by entering the following criteria:

- Building Code
- Requested By:
- Problem Type:
- Work Request Code:
Various status:

- Requested – Requests that have requested, but not yet approved
- Assigned to – Requests that have been approved by our control center.
- Rejected – Requests that have been denied.
- Cancelled – Requests that have been cancelled.
- Completed – Requests that have been completed.

Checking the status of requests
To view information about request
Click on the ‘details’ button

Suggestion: Search by one criteria then increase to narrow your search.

Checking status of requests
Details will be shown in area below...assigned to work order, rejected, cancelled or completed.
• If you have any further questions or encounter issues with the Online Service Request system, you may contact the Facilities Management Office at (321) 674-8038 or Adrian Johansson, Information System Specialist, at ajohansson@fit.edu or (321)674-8038.

Need additional help?