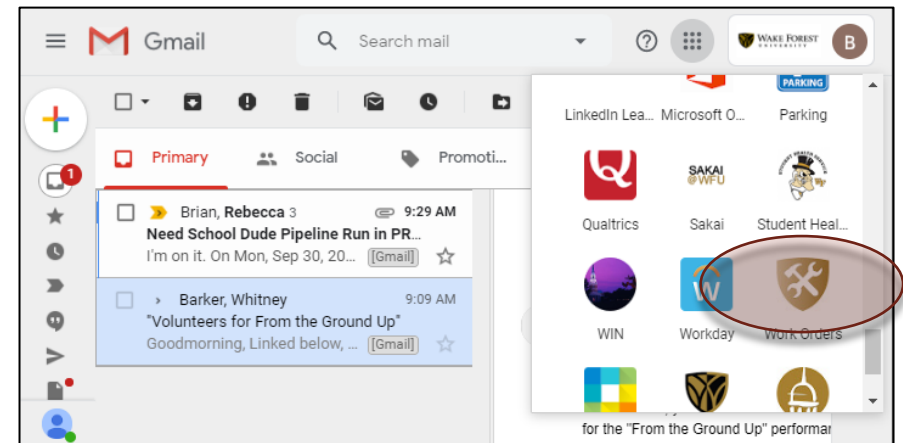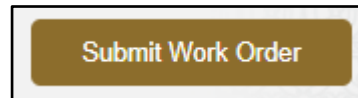# How to Add a New Request

- There are 3 ways to login to the "Work Orders" system to submit a New Request.
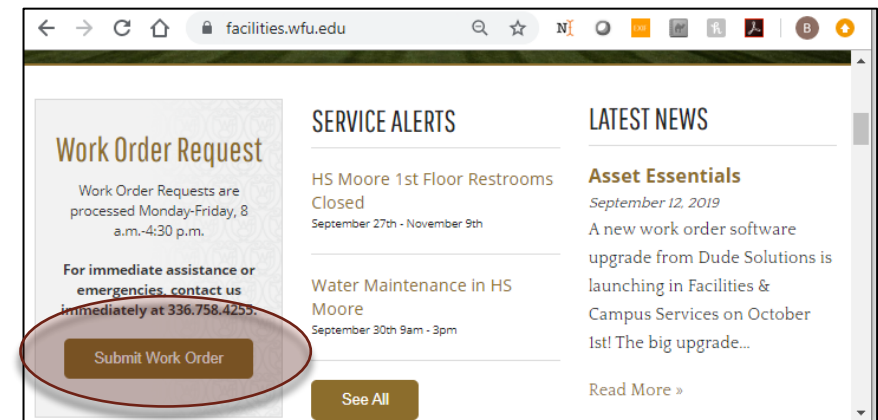
1. Go to the "Work Orders" Icon through the App Tray within Gmail.

2. Go to facilities.wfu.edu and click on the "Submit Work Order" link.

3. Go to workorders.wfu.edu if you are logged into google it will take you straight to the requestor login.

ADDING A REQUEST

Once logged in you will be brought to the "MY REQUESTS" Page to enter a new request.

- Click where it says "SELECT SITE/AREA OF CAMPUS" to expand that selection.
- Please choose the area of campus for the work you are requesting the options are
    - Academic-Administrative
    - Athletics
    - Campus
    - Graylyn
    - Residential
    - Reynolda House
    - Utilities
    - Wake Downtown
    - Wake Forest Properties
    - Wake Forest Warehouse

> SELECT SITE/AREA OF CAMPUS

SELECT SITE/AREA OF CAMPUS

Please choose the area of campus for the work you are requesting.

Site: *   Campus

- ***If you cannot find the location for your request or the request is for a general area of campus choose the Site "Campus" and the location "Campus" and add the location details to the REQUEST DETAIL section.**

- SELECT LOCATION

  Click on the Map Icon next to the location drop down to select a building/room number.

- A Select Location popup will appear.

SELECT LOCATION

If you cannot find you location please add it to the Request detail.

Location: [   ] ▼ 📍

Select Location   ✕

+ New   ✔ Clear/Select All   ≣ Columns   View ▼   No View - Default

Site		Name	Location Status	Assigned To
Residential ▼		[ ] 🔍	[ ] 🔍	
[All]		➤ 702-A001 Residential-WO Toilet_Bath		
101 Belle Vista Court		➤ 702-A001A Residential-WO Toilet_Bath		
109111 Rosedale Circle		➤ 702-A001B Residential-WO Toilet_Bath		
1109 Polo Rd		➤ 702-A002 Residential-WO Toilet_Bath		
1115 Polo Rd		➤ 702-A002A Residential-WO Toilet_Bath		
1125 Polo Rd		➤ 702-A002B Residential-WO Toilet_Bath		
114 Rosedale Circle				
1145 Polo Rd		➤ 702-A003 Residential-WO Toilet_Bath		
1157 Polo Rd		➤ 702-A003A Residential-WO Toilet_Bath		
121 Rosedale Circle		➤ 702-A003B Residential-WO Toilet_Bath		
1210 Polo Rd		➤ 702-A004 Residential-WO Toilet_Bath		
123 Rosedale Circle				
133 Rosedale Circle				
⊕ Angelou Residence Hall				
⊕ Babcock Residence Hall				
⊕ Bostwick Residence Hall				
⊕ Collins Residence Hall				
⊕ Davis Residence Hall				
Deacon Place				
⊕ Deacon Place -Bldg 1				

Page 1 of 107 (10624 items)   ⏮ ◀ **1** 2 3 4 ... 107 ▶ ⏭   Page size: 100 ▼

Dude Solutions™   Asset Essentials™

- Choose the building on the left hand side under Site and left click to select it. If you do not see the building you are looking for double check you have selected the appropriate site.

- Once building is highlighted (see screenshot to right). The room numbers are now filtered to that building on the right hand side.

- Room numbers have a format of XXX-YYY ZZZZZZZZZZZ where
  - XXX is the building number
  - YYY is the room number (100 would be first floor 200 is second floor etc)
  - ZZZ is the room description
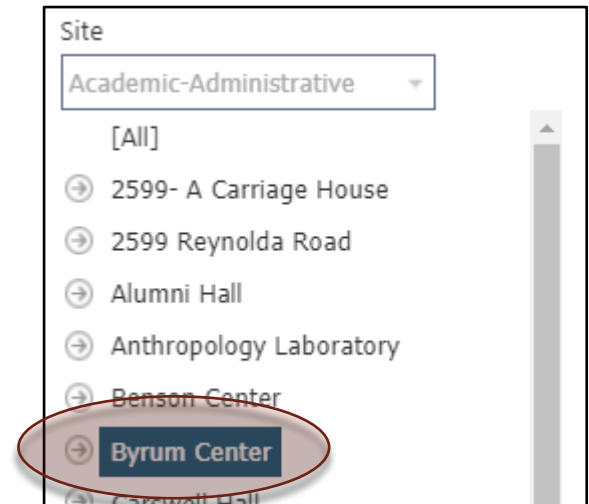
- You may choose the room by clicking the blue triangle next to the appropriate room number. Room numbers may be filtered further by entering the number in the top of the "Name" column and hitting **Enter**
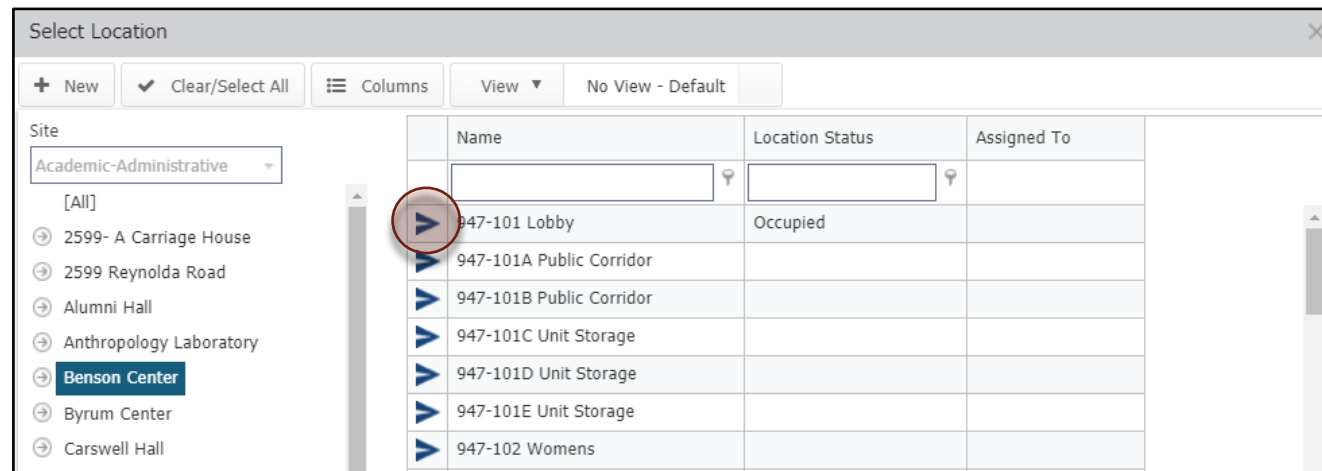
- If the WORK CATEGORY/Team field is required choose the appropriate team from the drop down list. (field only shows if required)
- Enter the request details into the **Work requested:*** field.   Enter all information needed to complete the requested work.

- If a Budget code is required, please enter all known or required Workday FDM information into the "Budget Code" field.

BUDGET CODE #

Please enter all Workday FDM values that are known only. Inlcude (cost center, fund, activity code, worktags)

Budget Code:

- *Routine maintenance does not require a budget code, all Events/Special requests require budget codes.

- Include all known workday values:
    - Cost Center
    - Fund
    - Activity code
    - Worktags etc.

- If you have supporting documentation or photos they may be uploaded in the UPLOAD DOCUMENTS/IMAGE section
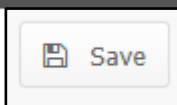
Once all fields have been populated click "Save" [Save] in the top left hand corner of your screen.

| MY REQUESTS | Help Profile |

Save   Cancel

Bold Text: * - *Denotes a required field.*

WAKE FOREST UNIVERSITY WORK ORDER REQUEST

To submit your service request complete the following form.

If you need to submit a request that requires a **budget code** fill out the Budget Code field with Workday FDM values.

To Submit a **Key Request** for Faculty and Staff please go here.

To Submit a **Key Request** for Students please go here.

> **SELECT SITE/AREA OF CAMPUS**

⌄ **SELECT LOCATION**

If you cannot find you location please add it to the Request detail.

Location: [▾]

⌄ **REQUEST DETAIL**

Please be as detailed as possible.

Work requested: *   B I U ✎ ⊞ ⊞ ⊞ ⊞

[   ]

⌄ **BUDGET CODE #**

Please enter all Workday FDM values that are known only. Inlcude (cost center, fund, activity code, worktags)

Budget Code: [   ]

Once the Work Request has been saved it will bring you to the "My Requests" list view. This list will have all requests that you have entered into the system. If you need to call customer service for assistance please have your Work Order # ready.

If you have questions or need assistance, please call customer service at x4255

If you need a Report User license to access requests from other users in your building/area contact Brett Hewitt at hewittbt@wfu.edu or submit a request for access online using these instructions.