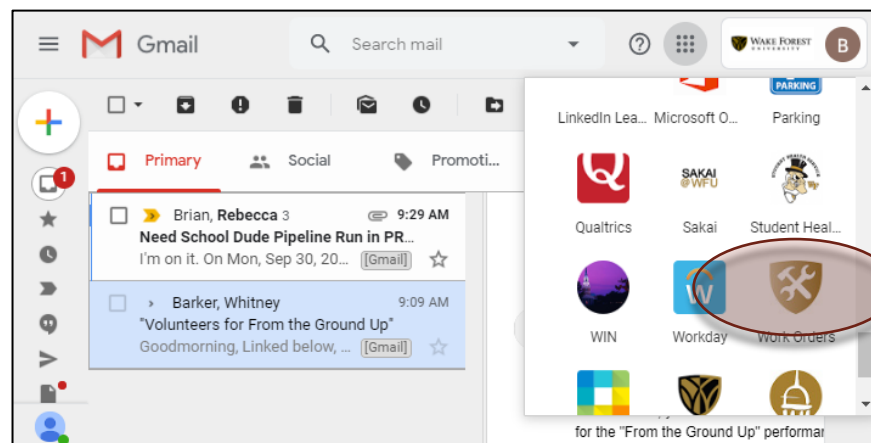




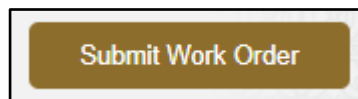
## How to Add a New Request

- There are 3 ways to login to the “Work Orders” system to submit a New Request.

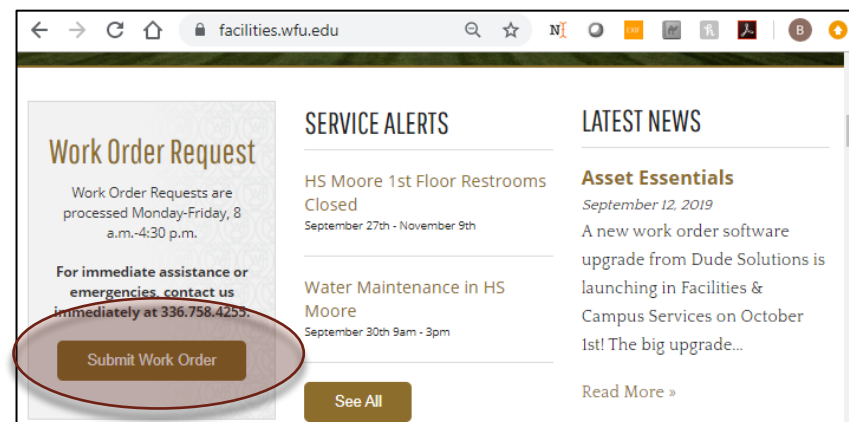
- Go to the “Work Orders” Icon through the App Tray within Gmail.



- Go to [facilities.wfu.edu](http://facilities.wfu.edu) and click on the “Submit Work Order” link.



- Go to [workorders.wfu.edu](http://workorders.wfu.edu) if you are logged into google it will take you straight to the requestor login.






## ADDING A REQUEST

- On the “MY REQUESTS” “List View” Page you are able to see a list of all your request or submit a new request.

- To Submit a new request hit the “+ New” button to start the request.



 **MY REQUESTS** ? Profile  
Help

+ New Delete ▾ More ... ▾ Print/Report ▾ Columns View ▾ (Shared) Requestor View - Default ▾ Advanced Filters

Page 1 of 5 (409 items) ⏪ ⏴ 1 2 3 4 5 ⏵ ⏩ Page size: 100 ▾

<input type="checkbox"/>	Work Order # ▾	WO Status	Title	Work requested	Budget Code	Originated	Source Location				
	<input type="text"/>	[All] ▾	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>				
				<table border="1"><thead><tr><th>Complete?</th><th>Description</th></tr></thead><tbody><tr><td>1</td><td>Yes No</td></tr></tbody></table>	Complete?	Description	1	Yes No			
Complete?	Description										
1	Yes No										



## ADDING A REQUEST

This is the “MY REQUESTS” Page to enter a new request.

**MY REQUESTS**

Save Cancel

**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:

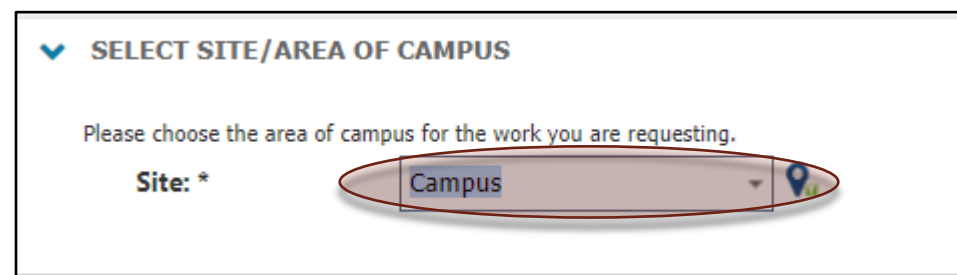
**REQUEST DETAIL**  
Please be as detailed as possible.  
**Work requested: \*** **B / I / U**

**BUDGET CODE #**  
Please enter all Workday FDM values that are known only. Include (cost center, fund, activity code, worktags)  
Budget Code:

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




- 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



- **\*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 your location please add it to the Request detail.

Location:  

Select Location

+ New Clear/Select All Columns View No View - Default

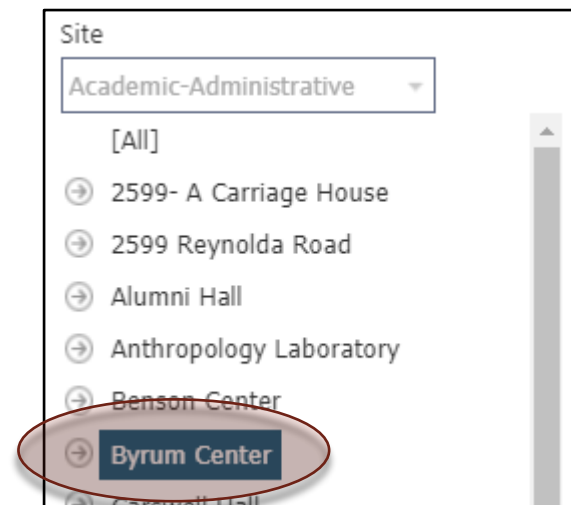
Site: Residential

Name	Location Status	Assigned To
<input type="text"/>	<input type="text"/>	
702-A001 Residential-WO Toilet_Bath		
702-A001A Residential-WO Toilet_Bath		
702-A001B Residential-WO Toilet_Bath		
702-A002 Residential-WO Toilet_Bath		
702-A002A Residential-WO Toilet_Bath		
702-A002B Residential-WO Toilet_Bath		
702-A003 Residential-WO Toilet_Bath		
702-A003A Residential-WO Toilet_Bath		
702-A003B Residential-WO Toilet_Bath		
702-A004 Residential-WO Toilet_Bath		

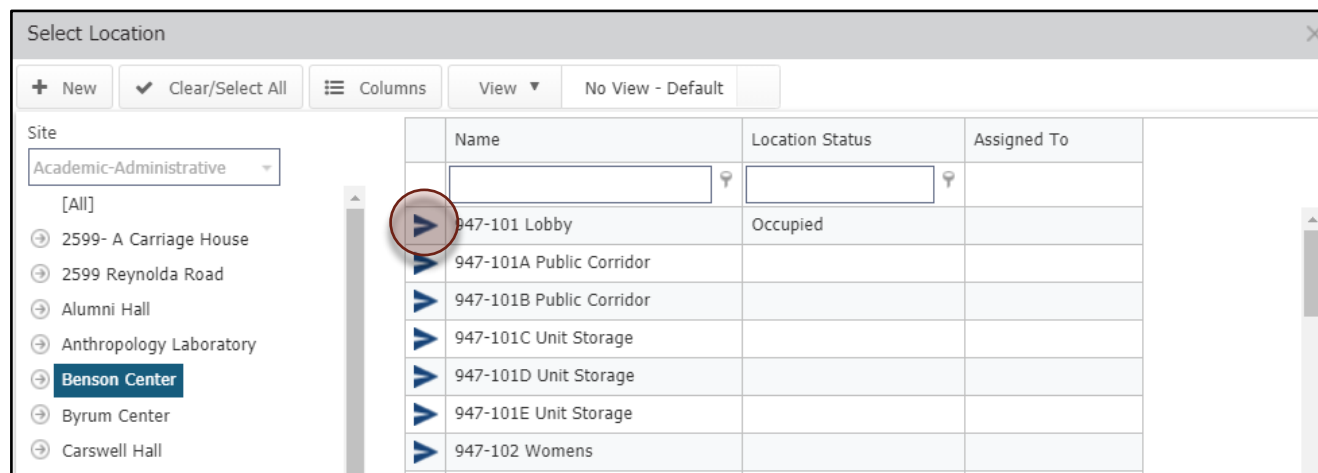
Page 1 of 107 (10624 items) Page size: 100



- 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 ZZZZZZZZZZZZ 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.

▼ REQUEST DETAIL

Please be as detailed as possible.

**Work requested: \***

Please replace the light that is out in the Benson lobby 101. Thank you!

B I U ABC [img] [img] [img] [img]



- 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. Include (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

▼ **UPLOAD DOCUMENT/IMAGE**

Documents/Images: Drag & Drop file(s) here to upload **Browse**



Once all fields have been populated click “Save”



in the top left hand corner of your screen.

**MY REQUESTS** Help Profile

**Save** **Cancel**

**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. Include (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.

+ New   Delete ▼   More ... ▼   Print/Report ▼								Columns	View ▼	(Shared) Requestor View - Default	Advanced Filters
<input type="checkbox"/>	Work Order #	WO Status	Title	Work requested	Budget Code	Originated	Source Location				
<input type="checkbox"/>		[All]									
<input type="checkbox"/>	0000000095	New Request	Please replace the light that is out in the Benson	Please replace the light that is out in the Benson lobby 101. Thank you!	no budget code test	09/30/2019 12:03:00 PM	947-101 Lobby				
<input type="checkbox"/>	0000000093	In Progress	Benson 102 light out	light out above corner desk		09/27/2019 02:22:00 PM	947-102 Womens				
<input type="checkbox"/>	0000000092	Closed (Archive)	benson check roof	dfzgdgfdsgdsfg		09/27/2019 10:50:00 AM	947-417 Mens				
<input type="checkbox"/>	0000000089	New Request	Wall plate broken	Wall plate broken	111133 -	09/26/2019 01:15:00 PM	748-019 Conference Room-Office Rel				

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](mailto:hewittbt@wfu.edu) or submit a request for access online using these instructions.