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

- 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.
ADDING A REQUEST

This is 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
  o Academic-Administrative
  o Athletics
  o Campus
  o Graylyn
  o Residential
  o Reynolda House
  o Utilities
  o Wake Downtown
  o Wake Forest Properties
  o 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.
• 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.

Please be as detailed as possible.

**Work requested:**

Please replace the light that is out in the Benson lobby 101. Thank you!
• If a Budget code is required, please enter all known or required Workday FDM information into the “Budget Code” field.

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V BUDGET CODE #

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

Budget Code:
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• *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” in the top left hand corner of your screen.
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.