

<b>Tenant Web Interface Work Order Wonder</b>	Effective Date:
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**Service Request  
Work Order System:**

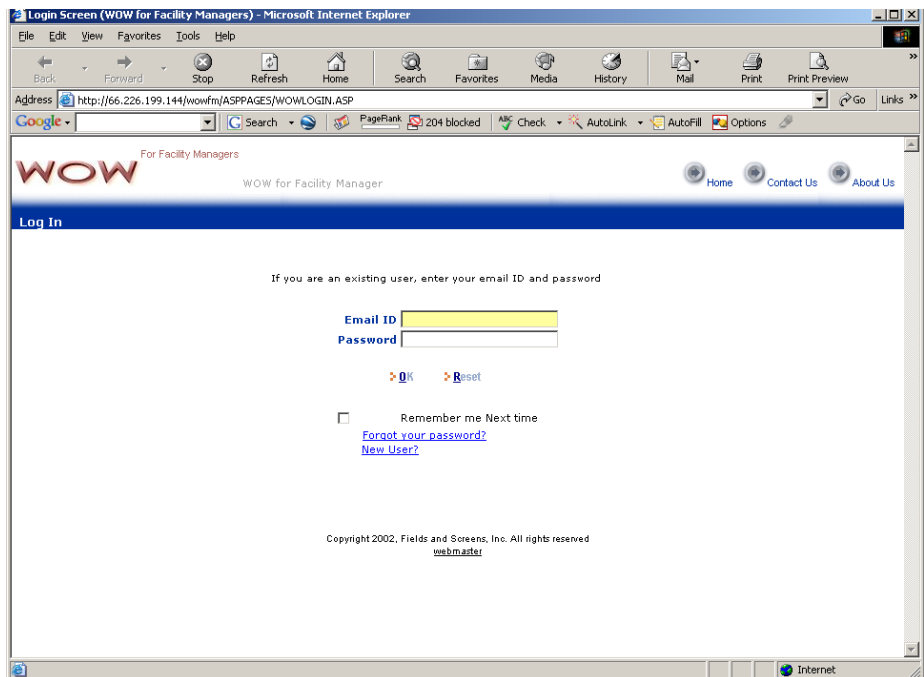
The new Service Request work order system is a web based system that allows you to create your own service request. This new program allows you to check on the status of your work orders once they have been submitted as well as see what work orders were previously placed.

Going forward, please do not send an email to request a repair. All repairs and service requests will be requested through this system.

The repair and maintenance email address will remain active for you to submit questions.

**How to Use the Tenant  
Work Order System:**

1. From the [*designated web page*] click on [*Service request*].
2. The Log in screen will appear



3. After logging in with the assigned password, the Work Order List will appear.
  - This list shows all previously placed work orders.

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Work Order #	Called Date & Time	Property	Suite Area	Work Requested	Status	Completed Date & Time	Requested By for the Tenant
193	6/21/2006 1:26 PM	1750 Pacific Street	Suite 500	too cold	WP		Clyde Chase <a href="#">view</a>
192	6/20/2006 8:40 AM	1750 Pacific Street	Suite 500	too hot	WP		Clyde Chase <a href="#">view</a>
191	6/19/2006 1:40 PM	1750 Pacific Street	Suite 200	uyigufudtygyi	WC	6/19/2006 2:00 PM	Clyde Chase <a href="#">view</a>
190	6/16/2006 12:33 PM	1750 Pacific Street	Suite 500	Door sticking	WC	6/16/2006 12:35 PM	Julie Ettrick <a href="#">view</a>
189	6/14/2006 1:56 PM	1750 Pacific Street	3RD FL WOMENS RM	lights out in breakroom	WP		Julie Ettrick <a href="#">view</a>
188	6/14/2006 1:56 PM	1750 Pacific Street	3RD FL WOMENS RM	lights out in breakroom	WP		Julie Ettrick <a href="#">view</a>
183	5/12/2006 4:58 PM	1750 Pacific Street	3RD FL WOMENS RM	Test Work Order	WP		Julie Ettrick <a href="#">view</a>
182	5/12/2006 2:30 PM	1750 Pacific Street	Suite 300	Too hot.	WP		Clyde Chase <a href="#">view</a>
181	5/12/2006 1:39 PM	1750 Pacific Street	3RD FL WOMENS RM	john's out side., bring him back to his desk.	WP		Clyde Chase <a href="#">view</a>
179	4/28/2006 2:06 PM	1750 Pacific Street	Suite 500	Door is hard to close	WP		Clyde Chase <a href="#">view</a>
178	4/28/2006 1:46 PM	1750 Pacific Street	Suite 500	repair door jam	WP		Julie Ettrick <a href="#">view</a>
177	4/28/2006 1:44 PM	1750 Pacific Street	3RD FL WOMENS RM	door is sticky	WP		Julie Ettrick <a href="#">view</a>
176	4/18/2006 10:54 AM	1750 Pacific Street	3RD FL WOMENS RM	too cold	WP		Clyde Chase <a href="#">view</a>
175	4/4/2006 3:16 PM	1750 Pacific Street	3RD FL WOMENS RM	too cold	WP		Clyde Chase <a href="#">view</a>
164	3/20/2006 1:36 PM	1750 Pacific Street	3RD FL WOMENS RM	too cold	WP		Julie Ettrick <a href="#">view</a>

#### 4. When in the work order list you can:

- Click on any of the column headers to sort differently. For Example
  - Clicking once on Work Order No. will sort the work orders numerically by work order number with a little arrow showing the sort order. Up for ascending, down for descending.
  - Clicking on the Status column header will sort by work order status.
- View the details of the work order by clicking on the **view** button in the right hand column of the work order you would like to see.
- To place a new service request
  - in either Work Order list or the detail screen click on **Add a new Work Order**
- When using any of the filtering fields, you must click [Go] once you have entered/chosen the pertinent information in order to refresh the screen.

#### Viewing an Open Work Order:

- To view details of a work order click on **view** in the right hand column of the work order you would like to look at.
  - When viewing details of the work order you can see the present status and any detail that has that has been entered by Tenant Services.

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- If you have questions about the status of your work order, please use this function prior to emailing anyone in Tenant Services. In most cases your questions can be answered on this page.
- You can view the details of any work order that is open or closed.

## Creating a New Work Order:

1. From the Work Order List or the Detail screen click on **Add a new Work Order**. The work order request screen will appear.

2. Your name, building, areas occupied, telephone number and email address will automatically populate.
  - **Work Requested** – Write a description of the problem.
  - Click [Save] to submit the service request.
  - Click [Cancel], only when data has been entered, to cancel the service request and return you to the Work Order list.
  - Click [Reset] to clear what you have entered.

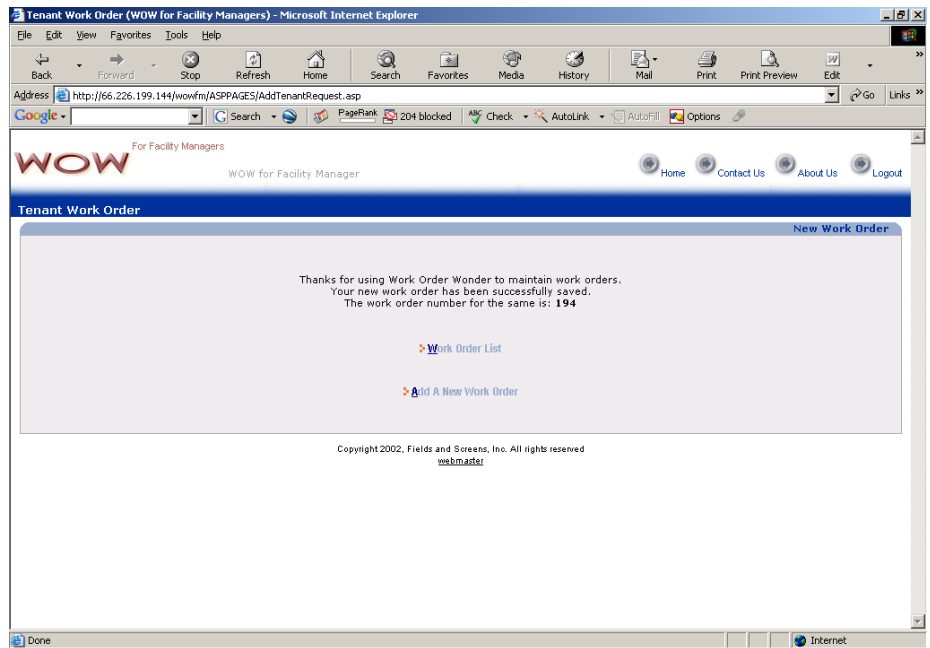
Once a service request has been saved a screen will appear confirming your service request and assigning you a number. You are not required to print this out as the request will also appear on the Work Order List screen.

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You may now return to the [Work Order List] or [Add a New Request]

**Tip:** In order to see the work order show up immediately on the work order list you must click [GO] to refresh the page.