Guide to Submitting a Facilities Work Request

Facilities Management System

June 3, 2014

Version: 5.1.3
1.0 Entering a Facilities Work Request

1) Open your web browser to the HSC’s Home page.
2) Select “Facilities Work Request” from the Quick Links at the bottom of the page.
3) Select the “Submit Work Request” button in the ‘HSC Users’ section.
4) The Requestor will be presented with login screen which will ask for the Requestor to enter their HSC Active Directory user ID and password. *(This is the same as what you use to log into your HSC computer.)*

5) Several fields will be prepopulated with the Requestor's contact information
6) Verify that the information is correct and edit contact information if necessary. If a different individual needs to be the contact on the Work Request, please update the contact information accordingly.
Work Request User’s Guide

HSC Work Request

Requestor
UIN: 
Contact Name: 
Department: 4120
Contact Phone: 
Contact Email: 

Location
Campus: COLLEGE STATION
Bldg/Site: -- Select Building --
Floor: -- Select Floor --
Room: -- Select Room --

If room is not in the dropdown list, enter it in the “Description” field.

Description

255 characters remaining (field allows a maximum of 255 characters).

Submission errors

Submit Request
7) Enter the location of where the Work Request needs to take place by selecting the appropriate Campus, Building, Room Number and Floor.

8) If the Building or Room Number is not listed on the dropdown lists provided, please enter the location information in the “Description” field. A good location is vital to responding to a Work Request timely and accurately.
9) Enter in the “Description” field the information regarding the Facilities Work Request. Provide all necessary information for the Facilities staff to respond to the Work Request timely and accurately.
10) Once the information on the Work Request has been entered, select the “Submit Request” button at the bottom of the screen.

11) The specified contact person will be contacted if the Facilities staff needs additional information to help complete the Work Request.

12) The contact person will receive an email notification to the email address provided in the contact information when the Work Request has been Assigned to the Facilities staff to work on. This email will also contain the Work Request Number that has been assigned to the Work Order. This number will track with the Work Order through its entire process.
13) A follow up email will be sent to the contact person when the Work Order has been Completed.
14) The following page on the HSC Facilities and Construction website is set for questions and answers for Frequently Asked Questions regarding the Facilities Work Request Process.