The Facilities Work Request System

UNIVERSITY OF DALLAS
Facilities Department

NETFacilities

What we will discuss...

Term Definitions

Why do we use work requests/work orders?

How a work order is routed

The Mobile App.

Notifications

Term Definitions

- **Work Request**: The un-dispatched, & un-approved request submitted by the requester. Facilities will challenge any work request received.

- **Work Order**: The dispatched request that has been issued to a Facilities Crafts Manager, or a Facilities Department Director.

- **Work Order Number**: A unique designator number assigned to the work order.

- **Facilities Work Order Coordinator**: Assigns, & dispatches the work requests to the crafts managers. He is the site administrator, and responsible for the work order system and its operation on campus.

- **Facilities Crafts Manager**: The Facilities Manager who has authority over the request to complete it, deny it, or place it on-hold. Facilities Managers assign the work order to the crafts members who will actually perform the work and complete the work order.

Why a Work Request?

Work Requests are used to track the jobs, set-up's, preventative maintenance, and staff efficiency. They allow us to adhere to the requesters' requirements without having to guess. Without them we would work inefficiently; the university community, & university property would suffer as a result.

- <u>If you need us to do something for you, we need a work request.</u> **Work requests are not: phone calls, casual conversations, or emails.** A work request is a form that is submitted electronically through the *Net Facilities®* portal. The required fields are for our information so that we may complete the work order as-required by the requester.
- <u>Whether or not you feel that a project needs a request or not, we still require one.</u> Even if its something that you need done ASAP.
- All of the information that you need to complete a work request is available on the Facilities Webpages http://udallas.edu/offices/facilities/index.php

How a Work Request is Routed

The requester completes and submits a work request on-line. Once they submit the work request, they will receive email confirmation. The request is received at Facilities Administration.

- The Work Request Coordinator electronically assigns & dispatches the request to the appropriate Crafts Manager. For requests that require university expenditure of funds, a Director must be notified for his approval. If approved, then…

- The Crafts Manager is the responsible authority for the completion of the work order.

- The work order is either completed, or placed on hold.

- The Crafts Manager determines if the job has been done correctly or requires further attention. If it requires further attention he may assign another person to the job, or he may "Cancel" the work order.

- If the job has been successfully completed, the Manager then marks the work order as completed and closes the work order. It is electronically filed. The requester receives an email notification.

User Login

EMAIL

PASSWORD

Login

Lets get started...

Go to http://udallas.edu/offices/facilities/fwr.php

If you have never submitted a request, you will need to register. Read the web page and click on the links. They will lead you to this page...

Insert your <u>complete</u> UD email address

Your password is whatever the university servers use to recognize you. *Hitting the "Forgot Your Password" button does not work.*

You will be prompted to create a profile. You should now be able to access and create work requests.

NETFacilities

Search 🔍

Help | **Sign Out**

PatMarJar - Tony Gravett (Tenant)

| My Account | Setup |

Overview **Work Order** History Site Map

Edit Work Order 06835057 Opened

SITE
Pacific Realm ▾

SUB-SITE
3605 Long Beach, CA ▾

AREA
416 ▾

LOCATION DESCRIPTION
3rd office, Vent near south east window

DATE & TIME
2/12/2016 📅 🕐

SERVICE TYPE
Air Conditioning ▾

SYMPTOMS & TASKS
Custom Symptoms/Tasks ▾

SERVICE DESCRIPTION
There is no air coming out, it is really hot in the office, please send someone to look at it.

To insert a file in the work order...
Files can be docx, xlsx, pdf, or jpg.

| Update | Discuss |

| Files | Audit Trail |

Add New File

FILE NAME	FILE UPLOADED	UPLOADED BY	DATE UPLOADED	ACTION
	Browse...		02/12/2016 07:31 AM	Update Cancel

You also have the availability of using your mobile device to submit requests.

The "Set Up" tab allows you to check a box that will give you mobile access. You can then download the app on your mobile device. On your android or smart phone search for "Mobile NetFacilities" in Google Play, or the App Store.

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Dashboard > Create Work Order

Create Work Order

Work Order# New

New One Time Schedule   [Recurring Schedule]

Site Name
| Pacific Realm |

Sub Site Name
| 3605 Long Beach, CA |

Area Name
| --Choose Area-- |

Location Details
| |

Service Item
| Air Conditioning |

Task/Procedure
| -Custom Description- |

Work Description
| Enter no more than 3000 spaces and characters |

PACIFIC-CRAC-1-01 _ CRAC-1-01 ⊗

Proposed Date
| 02/22/2016 |

Proposed Time(optional)
| |

Priority Level
| Normal |

[Action ▲]   [Cancel]

Notifications

When you submit your request, you will receive an email notification that *Facilities* has received your request, You will also receive notifications when…

❏ …Facilities assigned the work order to a crafts manager, &

❏ the work order has a *status change*, or has been marked as "*Completed*" and by whom.

If you need to…

❏ …modify or ask questions about your work order, call Facilities at (972)721-5296. Have your **work order number** handy, we will ask you for it.

❏ If you do not have the work order number, then we will need the name of the person who submitted the request, and the location of the request.

Just because someone says that they have, "turned in a work order" does not mean that they actually have. Phone calls, and emails are not work orders.

Any Questions?

Contact: Steve Serna
(972)721-5296
worders@udallas.edu