

Work Request Manual

WebTMA Requester User Manual

WebTMA is Xavier University's online work request management system. The following steps should be used to ensure that all data relating to your request is entered as accurately as possible for the Technician receiving your request.

From the [Physical Plant homepage](#), click the link labeled "Submit Work Orders" and you will be directed to the WebTMA Work Request page.

1. The Request Date and Time will automatically populate.
2. Enter your Phone Number, Name, and E-mail Address so that you may be reached if we need additional information in order to process your request.

The screenshot displays the WebTMA 4.2 web application interface in a Mozilla Firefox browser window. The browser title is "WebTMA 4.2 - Xavier University - Larry Prues (pruesl) - Mozilla Firefox". The address bar shows the URL: `http://noctma01.xavier.local/Webtma42/MainApp.aspx?windowID=b3752c854c0b456eba2dfc183112d76f`. The application header includes the WebTMA logo and the text "POWERED BY TMA SYSTEMS". The main title is "Request Log B".

The interface features a navigation menu on the left with options: Home, Logout, Add, Edit, Copy, Delete, First, Prev, Next, Last, Search, Print, Help, Save, and Cancel. Below the navigation menu is an "Action Menu" with icons for Linked Documents, Last Modified, Manual Routing, Estimate, Tracking, and Add Favorite. A "Favorites" section is also visible at the bottom left.

The main content area is divided into two columns. The left column is titled "Requestor Information" and contains the following fields:

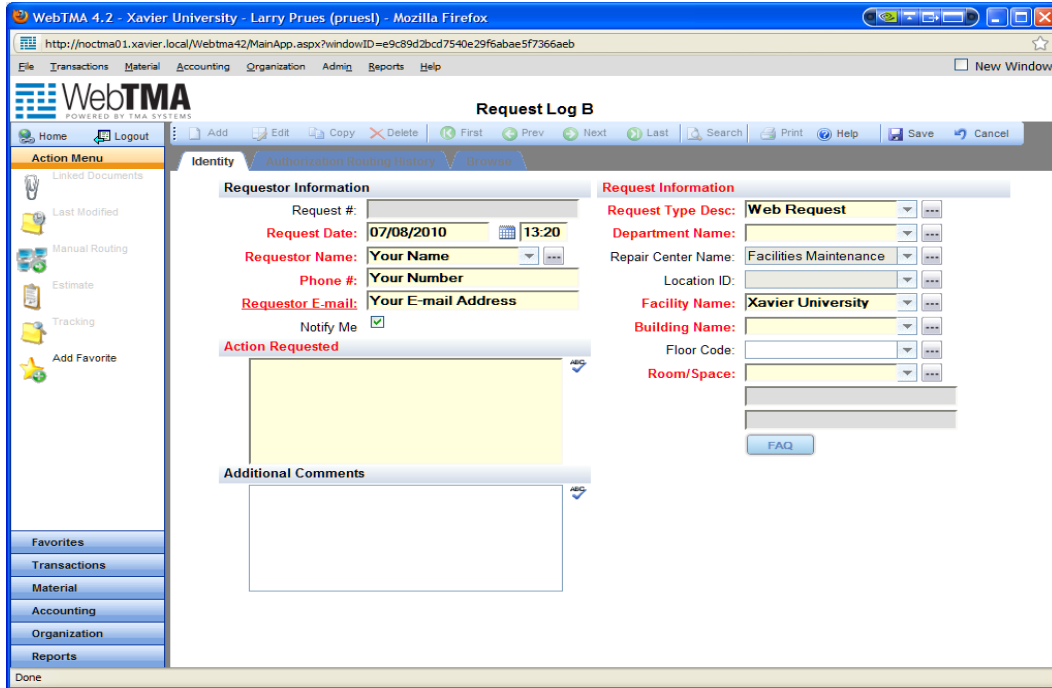
- Request #: [Empty text box]
- Request Date: 07/08/2010 12:58 (Date and time are auto-populated)
- Requestor Name: Your Name Here (Dropdown menu)
- Phone #: Your Phone Number (Text box)
- Requestor E-mail: Your E-mail Address (Text box)
- Notify Me:
- Action Requested: [Empty text box]
- Additional Comments: [Empty text box]

The right column is titled "Request Information" and contains the following fields:

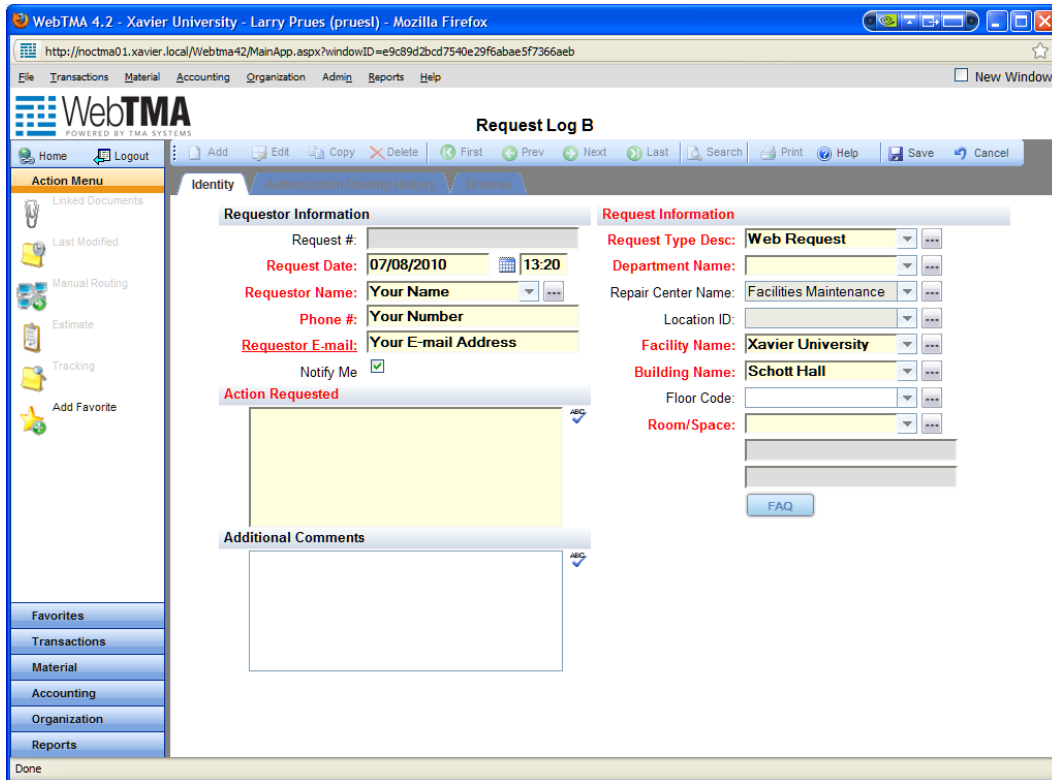
- Request Type Desc: Web Request (Dropdown menu)
- Department Name: [Empty dropdown menu]
- Repair Center Name: Facilities Maintenance (Dropdown menu)
- Location ID: [Empty dropdown menu]
- Facility Name: [Empty dropdown menu]
- Building Name: [Empty dropdown menu]
- Floor Code: [Empty dropdown menu]
- Room/Space: [Empty dropdown menu]

At the bottom of the right column, there is an "FAQ" button. The status bar at the bottom of the browser window indicates "Transferring data from noctma01.xavier.local..."

3. Click the “Facility Name” drop-down box and select “Xavier University”.



4. Click the “Building Name” drop-down box to choose a building.



- Click the drop-down box to choose a floor number (this step can be skipped, but it will help narrow the choices of room numbers).

The screenshot shows the WebTMA 4.2 interface in a Mozilla Firefox browser. The page title is "Request Log B". The interface includes a top navigation bar with "File", "Transactions", "Material", "Accounting", "Organization", "Admin", "Reports", and "Help". Below this is a toolbar with icons for "Add", "Edit", "Copy", "Delete", "First", "Prev", "Next", "Last", "Search", "Print", "Help", "Save", and "Cancel". A left sidebar contains an "Action Menu" with options like "Last Modified", "Manual Routing", "Estimate", "Tracking", and "Add Favorite". The main content area is divided into two columns: "Requestor Information" and "Request Information".

Requestor Information:

- Request #: [Empty]
- Request Date: 07/08/2010 13:20
- Requestor Name: Your Name
- Phone #: Your Number
- Requestor E-mail: Your E-mail Address
- Notify Me:
- Action Requested: [Empty text area]
- Additional Comments: [Empty text area]

Request Information:

- Request Type Desc: Web Request
- Department Name: [Empty]
- Repair Center Name: Facilities Maintenance
- Location ID: [Empty]
- Facility Name: Xavier University
- Building Name: Schott Hall
- Floor Code: 03-STT
- Room/Space: [Empty]

At the bottom of the "Request Information" section, there is a blue button labeled "FAQ".

- Click the drop-down box to choose a room number.

This screenshot is identical to the previous one, but the "Room/Space" dropdown menu is open, showing a list of room options. The "Request Information" section now includes:

- Room/Space: 307 A (selected)

The dropdown list contains the following items: 307 A, 307 B, 307A-CI 1, 308, 308-CI 1, 309, 309-CI 1, 310, 311. At the bottom of the list, it says "Items 1-29 out of 29".

7. Enter a description of the work you need completed (please be as specific as possible).

The screenshot shows the WebTMA 4.2 interface in a Mozilla Firefox browser. The page title is "Request Log B". The interface includes a top navigation bar with "Home", "Logout", and various action buttons like "Add", "Edit", "Copy", "Delete", "First", "Prev", "Next", "Last", "Search", "Print", "Help", "Save", and "Cancel". A left sidebar contains an "Action Menu" with options like "Manual Routing", "Estimate", "Tracking", and "Add Favorite". The main content area is divided into two columns. The left column is titled "Requestor Information" and contains fields for "Request #:", "Request Date:" (07/08/2010 13:20), "Requestor Name:" (Your Name), "Phone #:" (Your Number), and "Requestor E-mail:" (Your E-mail Address). Below these is a "Notify Me" checkbox which is checked. The right column is titled "Request Information" and contains dropdown menus for "Request Type Desc:" (Web Request), "Department Name:", "Repair Center Name:" (Facilities Maintenance), "Location ID:" (STT-307 A), "Facility Name:" (Xavier University), "Building Name:" (Schott Hall), "Floor Code:" (03-STT), and "Room/Space:" (307 A). A "Ceiling Lamp is burned out." text is entered in the "Action Requested" field. An "Additional Comments" field is also present. A "FAQ" button is located at the bottom right of the form.

8. Click the "Save." button in the top right corner of the screen.

This screenshot is identical to the previous one, showing the same WebTMA 4.2 interface. The only difference is that the "Save" button in the top right navigation bar is highlighted with a yellow background, indicating it is the button to be clicked.

After you click “Save,” you will receive a confirmation message with your request number.

This means your request has been sent to the Dispatch Center for review.

Once accepted, it will be converted to a Work Order and assigned to a Technician. If there are any questions regarding your request, Terri Millenor will contact you for clarification. The Technician will complete your work order, and you will be updated on the status of your request via e-mail.

Once your work order has been completed, you will receive notification that the work is complete, and you may be asked to complete a quick satisfaction survey. This information is critical in helping us improve our services to the Xavier community.

If you have any questions regarding your Work Request, please contact Terri Millenor at (513)745-3151.

Physical Plant (513)745-3151

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