

## WORK REQUEST SUBMITTAL Via FMHelp iServiceDesk

To submit a **Work Request**, follow these steps: <http://fmhelp1.ucmerced.edu:81/>

1. Click the **Submit a Request** link in the Site Menu. This link opens the **Select Facility** dialog.
2. Select your Facility name from the drop down menu and click the adjacent **Double Arrows (Next)** button.
3. Select your Building name from the drop down menu and click the adjacent **Double Arrows (Next)** button.
4. This will bring up the **Request Form** window. In each of the required fields type information requested.

The field names that are red indicate a required field.  
Information must be entered in these fields before the request will be accepted.

*Be sure to include your name; correct phone # and correct email address. The email address provided will be the primary point of contact regarding communications from Facilities regarding your request.*

- **Repair Center.** Select a repair center.
  - EV** - Events
  - FM** – Moving & Events; Grounds; Mail Services, Document Services and Custodial Request
  - FS** – Fleet Services Request
  - HD** – Housing Request
  - PP** – Routine Building Support or special projects (HVAC, Electrical, Lock & Access etc)
  - PM** – Internal use only (should we include this?)
- **Area:** Select your room number. If your room number is not listed, you may choose the **BLDG-Entire Building** option. If you choose this option, please be very specific of your room location in the **Request** section to avoid any delays accepting your work request.
- **Account #:** Enter department **FAU** account number and department MSO's name for your request. No **FAU** number is required for routine building support (HVAC, plumbing, electrical, pest control). For routine building support, please enter **General**.
- **Tag Type:** For general request, please leave this field as **Area**. Choosing an item from the drop down menu will require you to enter a **Tag #** and will prohibit you from submitting without a **Tag #**.

\*For work order requesting repairs for university vehicles, please select Vehicles and enter the vehicle # in the **Tag #** field.
- **Tag #.** Leave blank, unless you are submitting a work order request for repairs to a university vehicle or equipment. Please enter the vehicle or equipment # in this field.
- **Request:** Provide detailed information for the work requested. This will enable Facilities to attend to your request promptly and efficiently. Be sure to include what you need, when it is needed (dates/times), **precise** location, and etc.

5. Click the **Submit** button.

Once the request has been submitted, a **Request Number** will appear on the screen. Be sure to retain this number until you have been issued a **Work Order Number**.

The request will be reviewed and either **accepted** or **rejected**.

- If your request is **accepted**, an email will be sent to the email address provided notifying you that your request has been accepted and what the new **Work Order Number** is. **Please retain the work order # for future reference.**
- If your request is **rejected**, an email will be sent to the email address provided notifying you of the reason why and what is needed in order to proceed with your request.

When the work order has been completed you will receive an email notifying you that the **Work Order** has been closed.

If you have any questions or concerns about your **Work Request** or completed **Work Order**, please have your Work Request or Work Order number available and contact [fmhelp@ucmerced.edu](mailto:fmhelp@ucmerced.edu) or (209)228-2986.

You may also get detailed information about your Work Request or Work Order by going to our FMHelp iServiceDesk website and searching for your **Work Request or Work Order**. (see instructions below)

**\*\*If you are having a *Special Event*, an Events Form must be completed.\*\***

## SEARCHING ORDERS AND REQUESTS BY NUMBER

If you would like information about a specific **Work Request** or **Work Order**, you can search the database on the left margin via the FMHelp iServiceDesk website.

1. Click the drop down menu under *Search by Number* and select your choice. Either **Work Request** or **Work Order**.
2. Type the **Work Request** or **Work Order Number** in the box and click the **Double Arrows (Next)** button.

You will be able to see information such as the work order status, date completed, work order details, scheduled date and etc. If the request was rejected, it will show the date and reason for rejection.

If you search the **Work Request #**, from the request results page, you can click the **Work Order** number and drill down to the assigned work order.