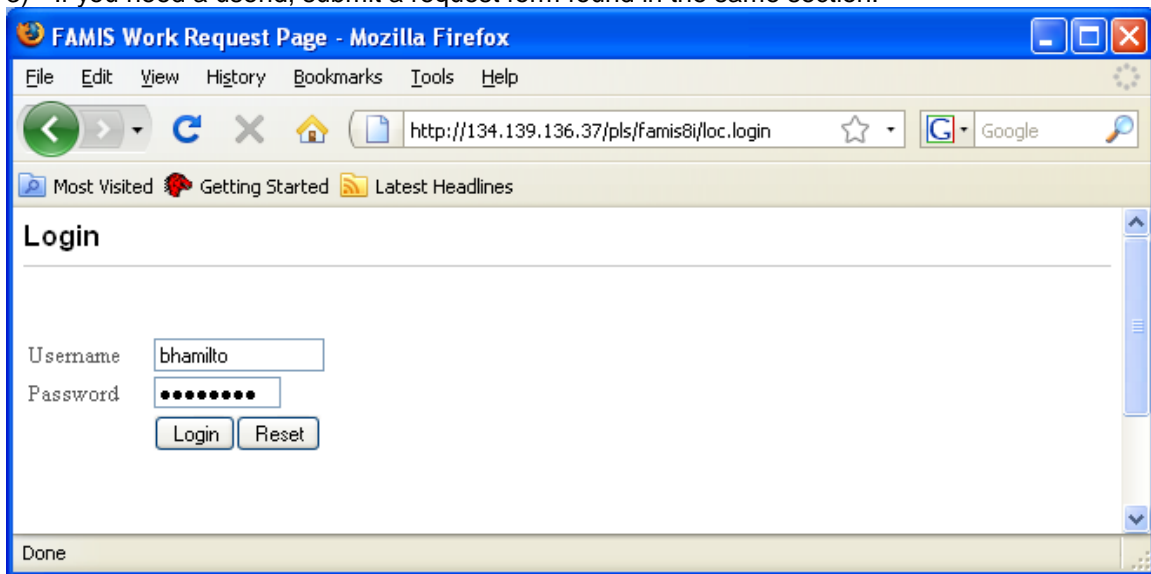


How To Create a Work Request Online

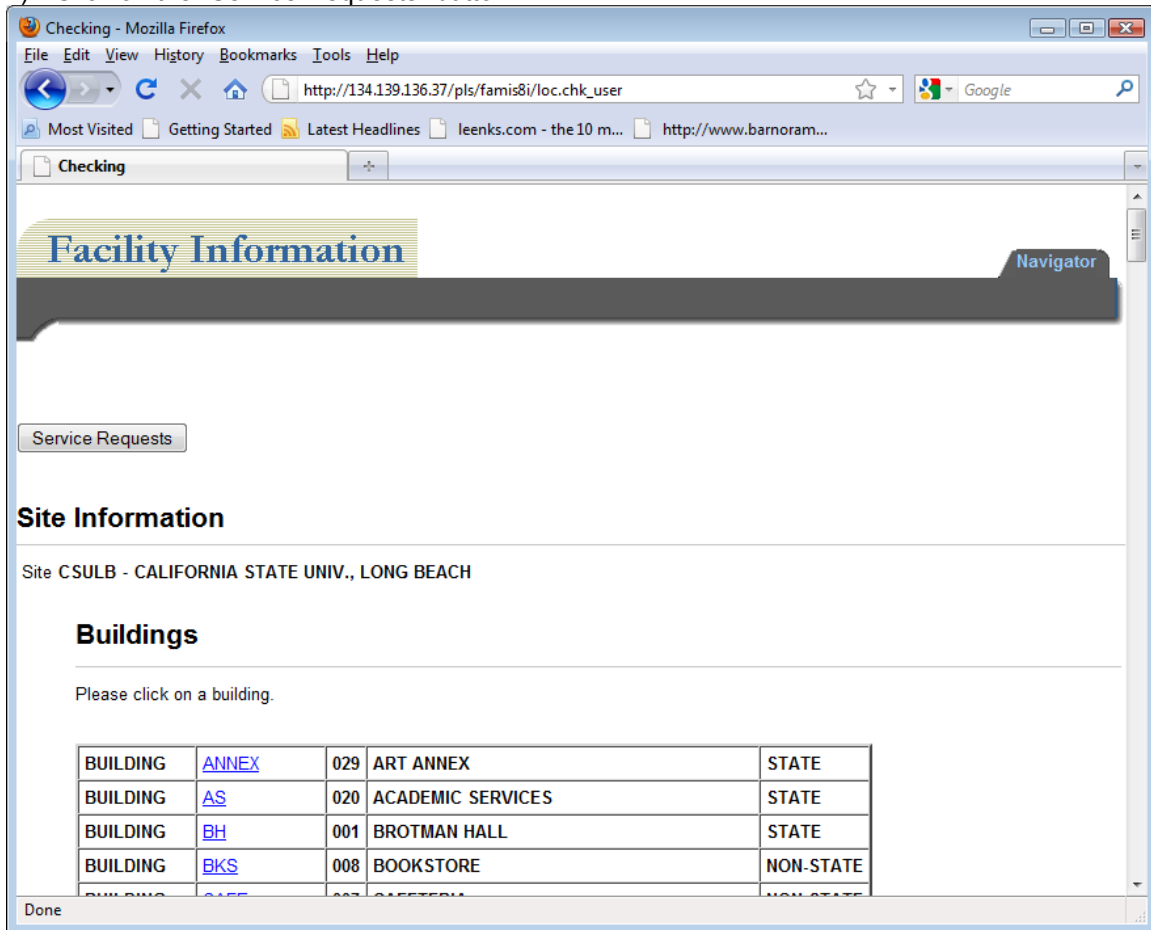
Following is how to create a work request online using the Self Service Work Request System.

- 1) Open your browser and navigate to the PPFM website <http://ppfm.csulb.edu>
- 2) Click on the login link in the Self Service Work Requests System section and login.
- 3) If you need a userid, submit a request form found in the same section.



How To Create a Work Request Online

4) Click on the "Service Requests" button



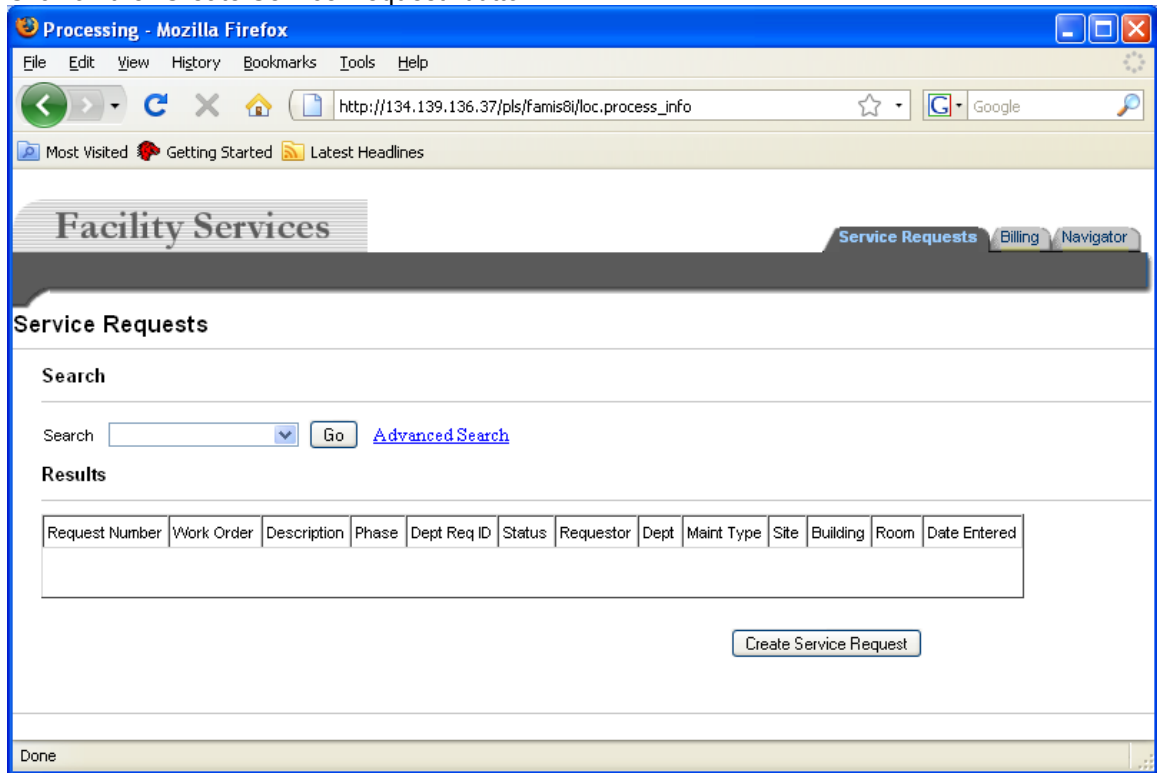
The screenshot shows a Mozilla Firefox browser window with the URL http://134.139.136.37/pls/famis8i/loc.chk_user. The page content includes:

- Facility Information** header with a 'Navigator' link.
- A 'Service Requests' button.
- Site Information** section with the text: 'Site CSULB - CALIFORNIA STATE UNIV., LONG BEACH'.
- Buildings** section with the instruction: 'Please click on a building.'
- A table listing buildings and their locations.

BUILDING	ANNEX	029	ART ANNEX	STATE
BUILDING	AS	020	ACADEMIC SERVICES	STATE
BUILDING	BH	001	BROTMAN HALL	STATE
BUILDING	BKS	008	BOOKSTORE	NON-STATE
BUILDING	SAFE	007	CAFETERIA	NON-STATE

How To Create a Work Request Online

- 5) Click on the “Create Service Request” button.



How To Create a Work Request Online

- 6) Ensure your contact information is correct. Please enter names in the format LAST, FIRST.

The screenshot shows a Mozilla Firefox browser window titled 'FAMIS - Mozilla Firefox'. The address bar contains the URL 'http://134.139.136.37/pls/famis8i/wq.goto_create_sr'. The page header includes 'Facility Services' and navigation tabs for 'Service Requests', 'Billing', and 'Navigator'. A progress bar indicates the current step is 'Confirm Requestor'.

Create Service Request: Confirm Requestor

Requestor

Requestor	<input type="text" value="HAMILTON, BRUCE"/>	*
Phone	<input type="text" value="562-985-5114"/>	*
Cell Phone	<input type="text" value="310-766-1668"/>	
Department	<input type="text" value="PPFM - PHYS PLANNING&FACILITIES MGMT"/>	
Pager	<input type="text" value="310-766-PAGE"/>	
E-mail	<input type="text" value="bhamilton@csulb.edu"/>	
Mail Code	<input type="text" value="MC"/>	

Alternate Requestor

Name (LAST, FIRST)	<input type="text"/>	Phone	<input type="text"/>
--------------------	----------------------	-------	----------------------

Done

How To Create a Work Request Online

7) Choose a generic service from the list

Facility Services

Service Requests | Billing | Navigator

Confirm Requestor | **Select Services** | Enter Service Request | Enter Location | Review

Click on a preconfigured service option, or Click on "New Web Request"

Create Service Request: Select Service

Choose from the pre-estimated services below or create your own to be estimated.

- [New Web Request *Create your own request*](#)
- [ROUTINE WORK \(STATE FACILITY\) NO CHARGE...](#)
- [- CLOCK REPAIR...](#)
- [- DOOR / HARDWARE ADJUSTMENT...](#)
- [- FAUCET REPAIR...](#)
- [- KEY / LOCK PROBLEM...](#)
- [- LIGHTS OUT...](#)
- [- NO POWER...](#)
- [- ROOM IS TOO COLD...](#)
- [- ROOM IS TOO HOT...](#)
- [- TOILET / URINAL MALFUNCTION...](#)
- [CLOCK REPAIR \(NON-STATE FACILITY\) \\$35 PER...](#)
- [DOOR / HARDWARE ADJUSTMENT \(NON-STATE FACILITY\) \\$65 PER...](#)
- [EVENT SUPPORT...](#)
- [FAUCET REPAIR \(NON-STATE FACILITY\)\\$140 PER...](#)
- [KEY / LOCK PROBLEM \(NON-STATE FACILITY\) \\$110 PER...](#)
- [MOVE OR DISPOSE OF PROPERTY...](#)
- [PAINTING \(NON-STATE FACILITY\) \\$409 PER OFFICE...](#)
- [PAINTING \(STATE FACILITY\) \\$284 PER OFFICE...](#)
- [SIGNS AND PLAQUES...](#)
- [VEHICLE REPAIR OR SERVICE...](#)
- [New Web Request *Create your own request*](#)

Done

How To Create a Work Request Online

8) Enter your chartfield information plus descriptions of work requested

The screenshot shows a web browser window titled 'FAMIS - Mozilla Firefox' with the URL 'http://134.139.136.37/pls/famis8i/rfs.process_select_service?c'. The browser's address bar shows several tabs, including 'FAMIS'. The main content area features a header with 'Facility Services' and navigation tabs for 'Service Requests', 'Billing', and 'Navigator'. Below the header is a progress bar with five steps: 'Confirm Requestor', 'Select Services', 'Enter Service Request', 'Enter Location', and 'Review'. The 'Enter Service Request' step is currently active. A note states: 'Fields with asterisk (*) must be completed, use the Next button at the bottom to continue.'

Create Service Request: Enter Service Details

Account Number *

Fund *

DeptID *

Program

Class

Project

Foundation Project [Foundation Project Number explained](#)

Work Description

Work Title *

Description of Work *
(To preserve the text formatting, please hit "return" after each line. {Limit 1000 chars})

Done

How To Create a Work Request Online

9) Enter your location

FAMIS - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://134.139.136.37/pls/famis8i/rfs.Put_Req

Most Visited Getting Started Latest Headlines

Facility Services

Service Requests Billing Navigator

Confirm Requestor Select Services Enter Service Request **Enter Location** Review

Fields with asterik (*) must be completed, use the Next button at the bottom to continue.

Create Service Request: Enter Location

Site	CSULB*	Building	fm/srm
Floor	01	Room	129

Cancel Back Next

Done

How To Create a Work Request Online

10) Verify the information was entered correctly

The screenshot shows a Mozilla Firefox browser window displaying the FAMIS web application. The address bar shows the URL: http://134.139.136.37/pls/famis8i/rfs.Put_Req. The page title is "FAMIS - Mozilla Firefox". The browser's menu bar includes File, Edit, View, History, Bookmarks, Tools, and Help. The address bar also shows a search engine (Google) and a star icon for bookmarks. Below the browser window, the web application interface is visible. The main header is "Facility Services" with sub-tabs for "Service Requests", "Billing", and "Navigator". A progress bar shows five steps: "Confirm Requestor", "Select Services", "Enter Service Request", "Enter Location", and "Review". The "Review" step is currently active. Below the progress bar, the text reads: "Review the Details and press Finish at the bottom to submit your request." The main content area is titled "Create Service Request: Review" and is divided into four sections: "Requestor Information", "Service Description", "Account Info", and "Location". Each section contains a list of fields with their corresponding values. At the bottom right of the form, there are "Cancel" and "Finish" buttons. The status bar at the bottom of the browser window shows "Done".

Requestor Information

Requestor Name	HAMILTON, BRUCE	Requestor Phone	562-985-5114
Requestor Dept	PPFM	Requestor Email	bhamitto@csulb.edu
Alt Requestor Name		Alt Requestor Phone	

Service Description

Earliest Start Date	7/1/2009	Latest Completion Date	7/2/2009
Blackout Dates and Times			
Work Title	TEST BY BRUCE		
Description	Test by bruce		

Account Info

Account No.	101001	Fund	22201
Dept ID	00002	Program	
Class		Project Number	

Location

Site	CSULB	Building	fm/srm
Floor	01	Room	129

Cancel Finish

How To Create a Work Request Online

11) A work request is generated with a number (08S107451) which is used as a reference.

The screenshot shows a Mozilla Firefox browser window displaying the 'FAMIS - Mozilla Firefox' page. The address bar shows the URL 'http://134.139.136.37/pls/famis8i/rfs.Put_Req'. The page title is 'Facility Services' and the main navigation tabs are 'Service Requests', 'Billing', and 'Navigator'. The main content area displays the following information:

Your Facilities Work Request (08S107451) was submitted on 05/19/2009.

Requestor Information

Requestor Name	HAMILTON, BRUCE	Requestor Phone	562-985-5114
Requestor Dept	PPFM	Requestor Email	bhamilto@csulb.edu
Alt Requester Name		Alt Requestor Phone	

Service Description

Earliest Start Date	7/1/2009	Latest Completion Date	7/2/2009
Blackout Dates and Times			
Work Title	TEST BY BRUCE		
Description	Test by bruce		

Account Info

Account No.	101001	Fund	22201
Dept ID	00002	Program	
Class		Project Number	

Location

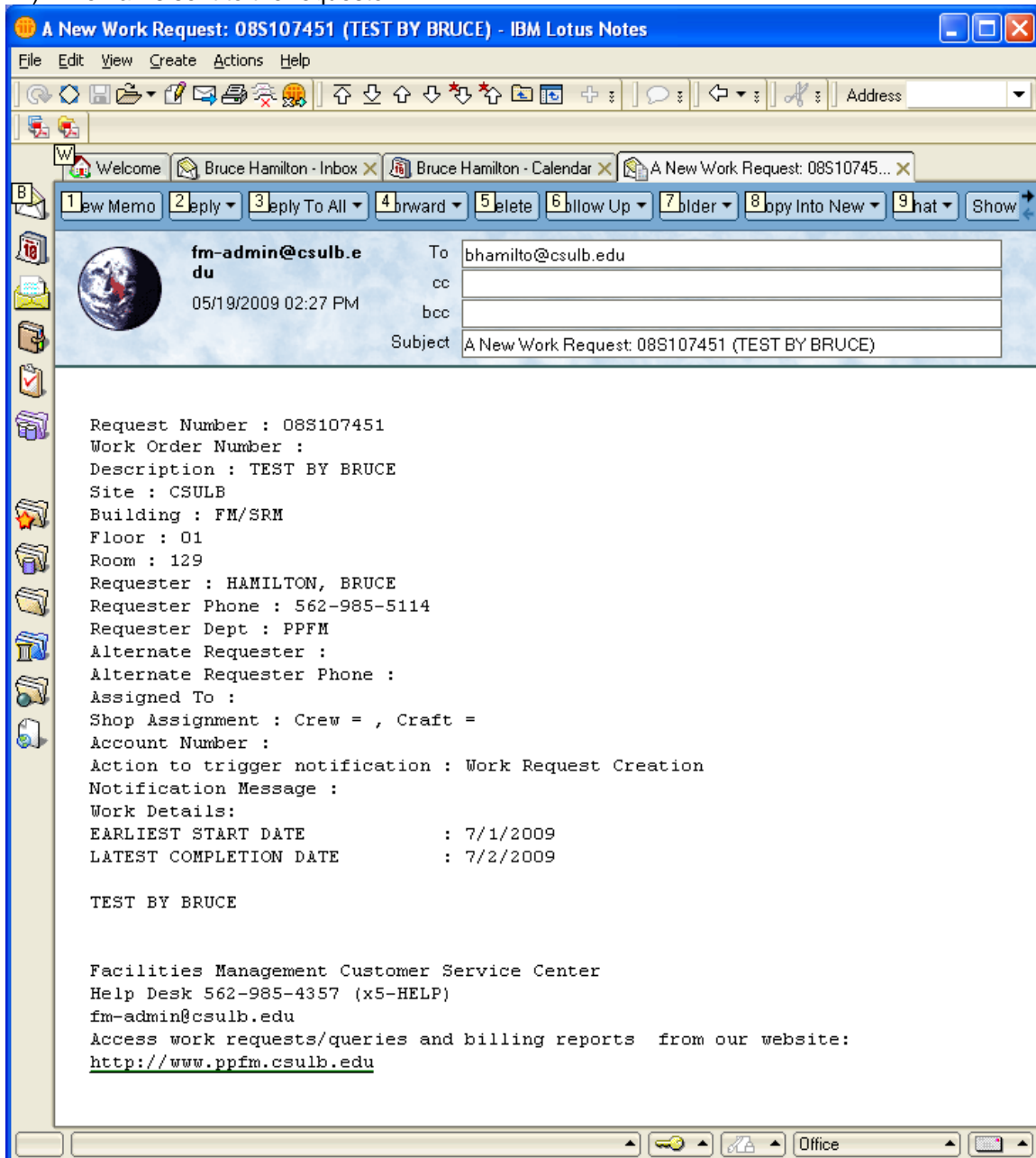
Site	CSULB	Building	fm/srm
Floor	01	Room	129

[Go Back to Service Requests](#)

Done

How To Create a Work Request Online

12) An email is sent to the requestor.



How To Create a Work Request Online

13) And the work request now appears in queries on the Service Request page:

The screenshot shows a web browser window titled "Self Service Work Request System - Mozilla Firefox". The address bar displays the URL "http://134.139.136.37/pls/famis8/wq.process_search". The page header includes "Facility Services" and navigation tabs for "Service Requests", "Billing", and "Navigator". The main content area is titled "Service Requests" and contains a search section with a dropdown menu set to "My requests this week" and a "Go" button. Below the search section, a "Results" table is displayed with the following data:

Request Number	Work Order	Description	Phase	Dept Req ID	Status	Requestor	Dept	Maint Type	Site	Building	Room	Date Entered
08S107451		TEST BY BRUCE		none	GET_APPROV	HAMILTON, BRUCE	PPFM	WEB_REQ	CSULB	FM/SRM	129	05/19/2009

Below the table, there is a button labeled "Create Service Request". The browser status bar at the bottom shows "Done".