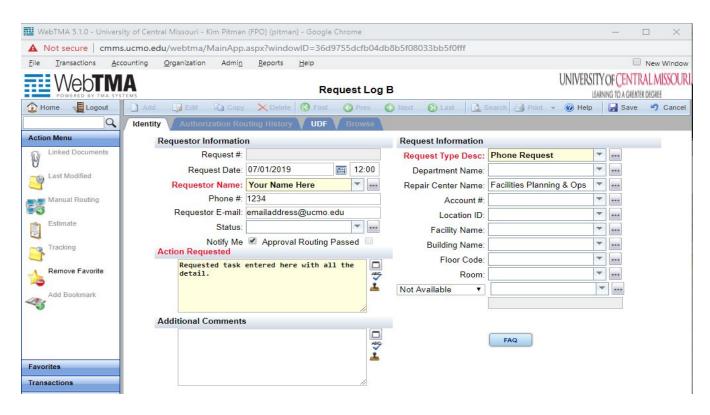# Guide for Entering Work Request

<u>This should only be used for Non-Emergency requests. Anything of an immediate nature should be called in to FPO or the On-Call Manager after normal FPO hours or when closed</u>

1. Go to **http://cmms.ucmo.edu/tmalogin**
2. Enter your Login ID, Password, and **ucm** as the Client.

Work Request Log B should automatically open when logging on to TMA

****See THINGS TO REMEMBER, LAST PAGE, ON FIRST LOGIN****

Request Date - Will automatically populate from the date and time on the computer.

Requestor Name: Will automatically populate. If your name does not automatically populate, begin to type it in. Click on your name when it appears below the field.

Phone #: Phone number will automatically populate if it has been entered in your user record. If not, simply type it in. It can be added to your user record by going to File>Personal Info. Click on Edit, enter the phone number, click on the "Save" icon in the upper right hand corner.

Requestor Email: Should automatically populate. If it is incorrect, it can be changed by using the same process as described in changing the phone number. More than one email can be entered. The addresses need to be separated by a semi-colon

Request Copy To: If you want others to receive automated email 's regarding this work request, enter their complete email in this field. Example pitman@ucmo.edu If you want more than one person to be copied, place a semi-colon; between the email addresses

Status: Leave Blank

Notify Me: This block will automatically contain a "check mark". If there is an e-mail address, this block checked will result in e-mails being sent regarding status changes to the request and work order. If you don't want to receive e-mail notifications, then remove the check mark

Approval Routing Passed: Leave Blank

Modified 7/1/19 by KAP

Action Requested: Put the information regarding the problem that you are reporting. Be as specific and detailed as you can. Please put only like types of work for the same area in the action requested: Example. Toilet is slow to flush and the sink faucet drips. Please prepare separate requests if the sink faucet drips and the outlet does not work.   These problems are handled by different sets of technicians.

Additional Comments: Use this field to put any additional information such as other people to be contacted if the original requestor is unavailable, Information about specific times work can be done, etc.
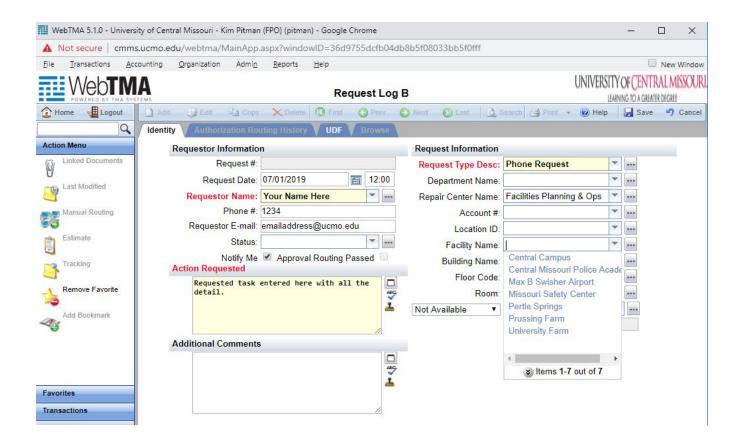
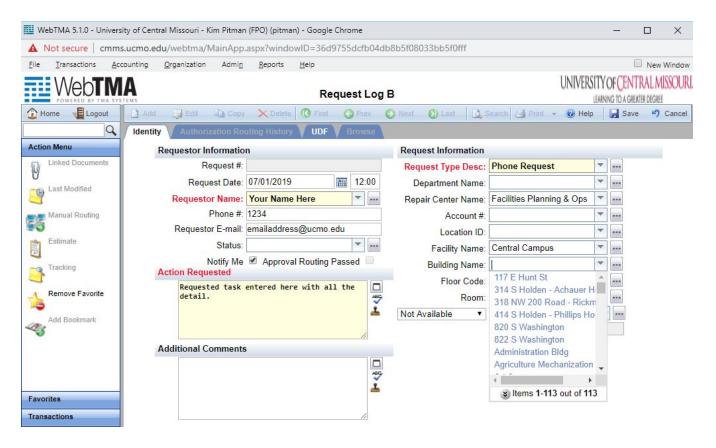**Request Type Description**: The system will default to "Web Request".

Department Name: Should default to Residential Life; if not choose Residential Life from the drop down box

Repair Center Name: Should default to Facilities Planning & Operations. If not, choose Facilities Planning & Ops from the drop down box

Account #: Leave Blank

Location ID: Leave Blank. It will automatically populate when the building and room are populated.

Facility Name: Central Campus

Building Name: Choose from the Building Drop down list. The building list will depend on which buildings you have been granted access to.

Floor Code: Fill this in from the drop down list if the request is for a specific floor and/or room. Drop down list will vary depending on the corresponding building. If the work request involves the entire building, leave the floor blank.

Room: Area equates to room number. Choose from the drop down box. Choices will depend on Building and if a floor was selected. Use this field if the request is for a specific room. If for multiple rooms, leave blank and modify the request to include the various room numbers.

Not Available: Leave blank, unless provided with different instructions

When done, click the **"Save"** icon in the upper right corner.

When all work requests are entered, remember to Logout.

Things to Remember

Browser Selection

Remember to save as a "Favorite" or Bookmark on your browser. Internet Explorer, Google Chrome or FireFox. When logging in select the browser that works best with your system.

After logging into TMA the second window doesn't pop up

Make sure whatever browser you use allows Pop-ups. The Pop-up Blocker must be turned off for TMA to display correctly. To change this, with your initial login into TMA, a message or icon should pop up indicating "prevention of this site allowing pop-up window." If you click on the icon or message a drop down menu should appear with a list of options. Wording for each browser varies, select the one stating "**Allow pop-ups...**"

See example below for FireFox. Once selected you will need to refresh the browser. At this point the second window should pop up allowing you to access TMA.