QUERY WORK ORDERS SUBMITTED FOR A BUILDING

Building Coordinators or Requestors have the ability to track what Work Orders have been created for a particular building at any time. You can access that information electronically thru the iServiceDesk.

QUERY A WORK ORDER

On the home screen of the iServiceDesk, choose “Query a Work Order” in the left side navigation.

Choose the Facility “Missouri State University” and click the next arrows.

You have the option of choosing a Building, a Department, as well as Open, Complete or All Work Orders. Based on the work order criteria chosen, you are required to enter a date range indicated as a Start and End Date. You also have the option of seeing Work Orders assigned to a particular Repair Center.

Once you have loaded your criteria, click the next arrows.
From this example, you can see that TMA will provide you the Work Order #, Location ID, Request Date, as well as Schedule Date and Completion Date if available. Information related to the request is listed under “Action” as well as any corresponding task information assigned to the Work Order.

### Detailed Information by Hyperlink

You’ll note that the Work Order Number as well as the Location ID is a hyperlink. Users can click on the hyperlinks and find more detailed information related to the Work Order.

#### Work Order # FM-412052

**Work Status:**

Date Complete: 07/20/2015

- Facility: Missouri State University
- Reference #: Carrington Hall
- Location ID: CARR-HW02
- Tag Number: 
- Priority: Routine
- Item Description: 2nd Floor Hallway
- Request Date: 07/09/2015
- Request Time: 11:44:00
- Schedule Date: 
- Date Last Posted: 
- Work Status: 
- Trade: General Mechanic
- Date Complete: 07/20/2015
- Contractor Name: 
- Main Charge Account: 020000 062000 73420 071 FACILITIES MAINTENANCE
- Est End Date: LT1080
- Task Code: 
- Task Description: Interior Light Replace Bulb

**Requested Action:** Replace burned out bulbs in the display cabinet located on the second floor of Carrington directly across from the President’s office.

**Corrective Action:**

Requested action has been completed
PRINT OR VIEW CHARGES

In the upper right hand corner of this screen you have the ability to print the page or view charges related to the Work Order.

NOTE: This option is best viewed without Internet Explorer compatibility mode.

If you choose to View Charges, iServiceDesk will give you all of the accumulated charge information related to the Work.

NOTE: The information is provided in real-time but is subject to change depending if the work is on-going. This feature shows a running total of costs associated with the work, not a monthly recap.

From this screen you also have the ability to print.