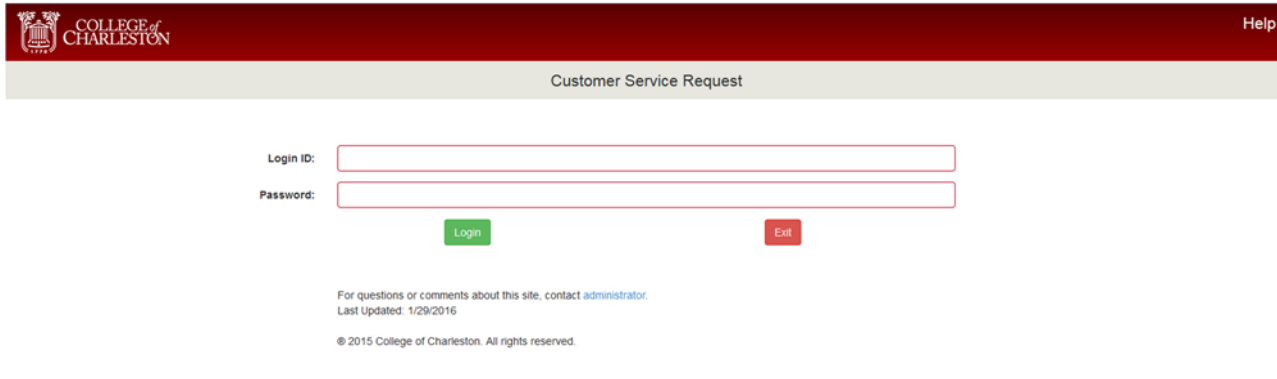


## How to Use the Work Order Request Portal

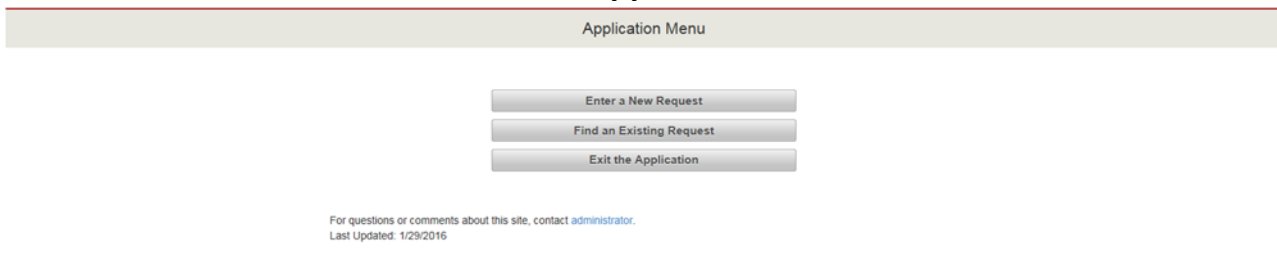
The Work Order Request Portal can be accessed at: <https://mcc.battery.cofc.edu/cr>

Use your MyCharleston username and password to log in.



The screenshot shows the login interface for the Customer Service Request portal. At the top left is the College of Charleston logo, and at the top right is a 'Help' link. The page title is 'Customer Service Request'. Below the title are two input fields: 'Login ID:' and 'Password:'. Below these fields are two buttons: a green 'Login' button and a red 'Exit' button. At the bottom, there is a footer with the text: 'For questions or comments about this site, contact administrator. Last Updated: 1/29/2016. © 2015 College of Charleston. All rights reserved.'

## Application Menu



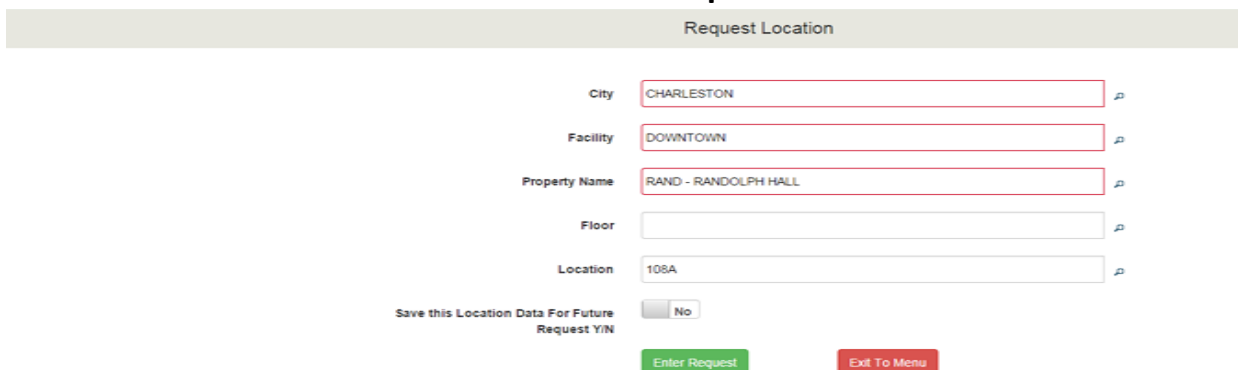
The screenshot shows the 'Application Menu' page. The title is 'Application Menu'. Below the title are three buttons: 'Enter a New Request', 'Find an Existing Request', and 'Exit the Application'. At the bottom, there is a footer with the text: 'For questions or comments about this site, contact administrator. Last Updated: 1/29/2016.'

'Enter a New Request' - Select this button to enter a new work order request.

'Find an Existing Request' - Select this button to view or edit your existing work order requests.

'Exit the Application' - Select this button to log out of the portal.

## To Enter a New Work Order Request Select a Request Location



The screenshot shows the 'Request Location' selection page. The title is 'Request Location'. Below the title are five input fields: 'City' (CHARLESTON), 'Facility' (DOWNTOWN), 'Property Name' (RAND - RANDOLPH HALL), 'Floor' (empty), and 'Location' (108A). Below these fields is a checkbox labeled 'Save this Location Data For Future Request Y/N' with the value 'No'. At the bottom are two buttons: a green 'Enter Request' button and a red 'Exit To Menu' button.

Choose the location of the requested work.

Use the search icons  located to the right of each field to make your selections.

The 'City', 'Facility', and 'Property Name' fields are required.

The 'Floor' and 'Location' fields are optional.

The fields must be populated in sequential order.

### \*HINTS\*


To access properties on the main downtown campus, select 'Charleston' from the City menu and 'Downtown' from the Facility.

'Property Name' - This list is in alphabetical order. The properties are listed by their abbreviation and proper name. The abbreviations match those used on course schedules.

'Select this Location Data for Future Request Y/N' - If you select YES, the portal will remember your chosen location next time you log in.


## Enter a Description of your Work Request

Customer Request Description Entry

Problem Code  

Description of Request

If the work will be customer funded enter the Banner Index below -

Banner Index  


Click the search icon to select the Problem Code that best fits your work order request.

If your location is in a residence hall, you should select the 'Student Housing' Problem Code.

Enter a *detailed* description of your request. If you run out of space in the description field, click on the button labeled 'Enter More Description'.

If you are entering a billable work order request, use the search icon to select the appropriate Index. Maintenance Control will follow up with the fund administrator to authorize the expense.

The Work Order Request Portal will add your CofC email address to your work order request. If you prefer to use a different email address or prefer to be contacted by phone, please note that in the description of your work order request.

If you are entering a billable work order request, use the search icon  to select the appropriate Index. Maintenance Control will follow up with the fund administrator to authorize the expense.

Click the 'Save Request' button.

## Request Confirmation

Customer Request Created Successfully

Your Request Number

1287

Exit To Menu

Exit the Application

View Request

For questions or comments about this site, contact [administrator](#).  
Last Updated: 1/29/2016

You will receive a message stating that your request has been created successfully. You will be provided a request number.

## How to View and Edit an Existing Request

### Application Menu

Application Menu

Enter a New Request

Find an Existing Request

Exit the Application

For questions or comments about this site, contact [administrator](#).  
Last Updated: 1/29/2016

'Find an Existing Request' - Select this button to view or edit your existing work order requests.

Find Customer Request

Request Number

City

Facility

Property Name

Floor


Location

Find Requests

Exit To Menu

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Use the provided search parameters to find a specific submitted work order request.

Use the search icon  located to the right of each field to access a drop down list of choices.

To change your selection, you must erase the text from the field then click the search icon to access the drop down list again.

To see all of your submitted Work Order Requests, leave the search fields blank and click the green 'Find Requests' button.

Click the Request Number to view details

Customer Request No.	Work Order No.	Customer Request Status	Customer Request Title	CR Created / WR Created	Work Order Status
1293		OPEN	This is where the description of your request will appear.	03-03-16	

Back

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Click on the Customer Request Number to view the corresponding request.

Maintenance Control will update the status of your request and the corresponding work order as it moves through the work flow.

#### Customer Request Statuses:

**OPEN** = Request has been created by customer

**INDEX-REQ** = The request has been deemed billable and the customer must provide a Banner Index before the request can be processed

**ATHORIZATION REQ** = The request has been deemed billable. The fund administrator of the index provided must provide authorization before the request can be processed

**DECLINED** = The request has been declined by Maintenance Control. Contact PhysicalPlantHelp@CofC.edu for information.

**CANCELED** = The request has been canceled by Maintenance Control. Contact PhysicalPlantHelp@CofC.edu for information.

**APPROVED** = The request has been approved and a work order has been created.

## Customer Request View/Edit

Request #	1306
Request Status	OPEN
Property Name	RAND - RANDOLPH HALL
Location	<input type="text" value="108B"/>
Description of Request	<input type="text" value="CUSTODIAL REQUEST"/>

All requests in the OPEN, INDEX REQ, and AUTHORIZATION REQ statuses can be edited in the Work Order Request Portal by the person who submitted the request

The location field and the description of the request can be edited.

To make any other changes to your request, contact Physical Plant Help.

If you need assistance, please contact [PhysicalPlantHelp@CofC.edu](mailto:PhysicalPlantHelp@CofC.edu) or call 843.953.5550