

Instructions for Putting in a Facilities Help Ticket

For help with a facilities issue please go to: <https://tinyurl.com/uopdxfacilities>



1. Login to the site.

- Username is your Duck ID.
- Your default password is your first name. Please change it upon initial log-in.



The screenshot shows the login interface for the University of Oregon Portland Work Order/Preventive Maintenance Management System. The header includes the University of Oregon logo and the system name. The login form has two input fields: 'Username:' with the value 'burzell' and 'Password:' with a masked password. Below the fields are 'Login' and 'Forgot Password' buttons. At the bottom, there is a Q Ware logo and a message to visit the Support Blog and subscribe for email updates. The footer contains copyright information for C&S Companies 2018 and the version number 2.1.3.7.

2. Create a help ticket by selecting Work Orders → Create Work Order



The screenshot shows the dashboard of the Work Order/Preventive Maintenance Management System. The top navigation bar includes the date 'April 19, 2019', the system name, and the Q Ware logo. The main header features the University of Oregon logo and the word 'PORTLAND'. Below the header, there is a navigation menu with 'Work Orders' circled in red, 'Preventive Maintenance', and 'Quick Links'. The dashboard content includes a 'Work Order Status' bar chart and a 'PMs in April 2019' calendar.

Work Order Status

Status	Count
New	0
In progress	3
On Hold	0

PMs in April 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	01 Apr	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	01 May	2	3	4

3. Enter the location of the issue if it is something like a light being out, or your location if it's not specific to a room.
4. Enter a description of the problem

The screenshot shows the 'Create New Work Order' form in the University of Oregon Portland system. The form is titled 'Create New Work Order' and includes a 'Work Order Contact' section with a dropdown menu for 'Contact Information' set to 'Bursell, Doug'. To the right, there is a note: 'In case of Emergency call Facilities Management at 503-412-3691. If you don't know the room number choose Other. Elevators are listed with E, and Hallways with H'. The 'Work Order Details' section contains several dropdown menus: 'Service Area' (Maintenance), 'Transfer' (Transfer), 'Campus' (University of Oregon), 'Building' (White Stag Building), 'Floor' (2nd Floor), 'Room' (200), and 'Location' (Just inside the door). There is also an 'Assets' dropdown and a 'Refresh Asset List' button. A 'Description' text area contains the placeholder text: 'Description of problem. Include any explanations or information about time sensitivity as well'. Below the text area, it shows 'Words: 3 Characters: 22' and a 'Status' dropdown set to 'New'. At the bottom, there are buttons for 'Update', 'Update And Print', 'Print', and 'Return To List'. The footer includes 'Copyright © CIBI Computer 2018' and 'Version: 2.1.3.7'.

5. Choosing Update will submit the ticket.

This screenshot is identical to the one above, showing the 'Create New Work Order' form. The 'Update' button at the bottom left of the form is circled in red, indicating that clicking this button will submit the ticket.

6. You will receive a notice when your ticket is assigned to a staff member who will work on it.
7. You will receive a second notice when the work has been completed and you'll have the option to fill out a short survey.