

# FM Customer Portal

FM Login	
Username:	<input type="text"/>
Password:	<input type="password"/>
<input type="button" value="Login"/>	

## Customer Work Request

Please fill out the following form to submit a work request to the Facilities Management Work Control. For Emergencies, please call (405) 744-7154.

Contact Information	
Contact Name	<input type="text" value="Jenelle"/>
Contact Phone	<input type="text" value="405-744-7171"/>
Contact Email	<input type="text" value="m.feddersen@okstate.edu"/>
Division	<input type="text" value="10 - GENERAL UNIVERSITY"/>
Organization	<input type="text" value="100476 - BUSINESS OPERATIONS"/>

Location Information	
Select Region	<input type="text" value="OSU-STILLWATER"/>
Select Area	<input type="text" value="CENTRAL CAMPUS"/>
Select Building	<input type="text" value="FACILITIES MANAGEMENT SERVICES"/>
Select Floor	<input type="text" value="--Select Floor--"/>
Select Room	<input type="text" value="--Select Room Number--"/>

Request Information	
Select Problem	<input type="text" value="Start Typing Keyword..."/>
Desired Date	<input type="text"/>
Do you have alternate funding?	<input type="text" value="No"/>
Alternate Funding	<input type="text"/>

Request Description
<input type="text" value="Please provide a very detailed description of your request..."/>

# Submitting a Request

## Customer Work Request

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Contact Name	<input type="text" value="Jenelle"/>
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Contact Email	<input type="text" value="m.feddersen@okstate.edu"/>
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Location Information	
Select Region	<input type="text" value="OSU-STILLWATER"/>
Select Area	<input type="text" value="CENTRAL CAMPUS"/>
Select Building	<input type="text" value="FACILITIES MANAGEMENT SERVICES"/>
Select Floor	<input type="text" value="--Select Floor--"/>
Select Room	<input type="text" value="--Select Room Number--"/>

Request Information	
Select Problem	<input type="text" value="Start Typing Keyword..."/>
Desired Date	<input type="text"/>
Do you have alternate funding?	<input type="button" value="Yes"/>
Alternate Funding	<input type="text"/>

Request Description	
<input type="text" value="Please provide a very detailed description of your request..."/>	

# Request Submitted Alert

## Customer Work Request

Please fill out the following form to submit a work request to the Facilities Management Work Control. For Emergencies, please call (405) 744-7154.



Request Submission  
Successfully submitted request.

Contact Information	
Contact Name	<input type="text" value="Jenelle"/>
Contact Phone	<input type="text" value="405-744-7171"/>
Contact Email	<input type="text" value="m.feddersen@okstate.edu"/>
Division	<input type="text" value="10 - GENERAL UNIVERSITY"/>
Organization	<input type="text" value="100476 - BUSINESS OPERATIONS"/>

Location Information	
Select Region	<input type="text" value="OSU-STILLWATER"/>
Select Area	<input type="text" value="CENTRAL CAMPUS"/>
Select Building	<input type="text" value="FACILITIES MANAGEMENT SERVICES"/>
Select Floor	<input type="text" value="--Select Floor--"/>
Select Room	<input type="text" value="--Select Room Number--"/>

Request Information	
Select Problem	<input type="text" value="Start Typing Keyword..."/>
Desired Date	<input type="text"/>
Do you have alternate funding?	<input type="text" value="No"/>
Alternate Funding	<input type="text"/>

Request Description
<input type="text" value="Please provide a very detailed description of your request..."/>

Submit Request

Click "Submit Request" Button and alert will pop up on the upper right hand corner



# How can I find my building faster?

## Customer Work Request

Please fill out the following form to submit a work request to the Facilities Management Work Control. For Emergencies, please call (405) 744-7154.

Start to enter text of your building name or number

Click on the  icon on the Location Information banner

Find Your Building

Building Name:

Select Region:

Find Your Building

Building Name:

Select	Region	Area	Building	Building Name
<input checked="" type="checkbox"/>	OSU-IT	IT MAIN CAMPUS	3460	ENGINEERING & INFORMATION TECHNOLOGY - OSU-IT
<input checked="" type="checkbox"/>	OSU-OKC	OKC MAIN CAMPUS	4030	ENGINEERING TECHNOLOGY CENTER - OSU-OKC
<input checked="" type="checkbox"/>	OSU-STILLWATER	ANAPLASMOSIS	0647	BIOSYSTEMS AND AGRICULTURAL ENGINEERING WEST ANNEX
<input checked="" type="checkbox"/>	OSU-STILLWATER	ANAPLASMOSIS	0647B	BIOSYSTEMS AND AGRICULTURAL ENGINEERING WEST GREENHOUSE
<input checked="" type="checkbox"/>	OSU-STILLWATER	ANAPLASMOSIS	0658	BIOSYSTEMS AND AGRICULTURAL ENGINEERING WEST LAB

As you type a building name or number you will receive results that match below. Click the select  to enter into the request form.

# How can I find my organization faster?

**Click on the  icon on the Location Information banner**

**Start to enter text of your banner organization name or number**

**As you type an organization name or number you will receive results that match below. Click the select  to enter into the request form.**

Organization Name:

Organization Name:

The search shows up to 10 organizations. Use organization name or Number

Select	Division #	Division Name	Organization #	Organization Name
<input checked="" type="checkbox"/>	10	GENERAL UNIVERSITY	100400	O&M ZONE 4 APT
<input checked="" type="checkbox"/>	10	GENERAL UNIVERSITY	100401	WORK CONTROL
<input checked="" type="checkbox"/>	10	GENERAL UNIVERSITY	100402	ARTS & SCIENCES RES ADMIN
<input checked="" type="checkbox"/>	10	GENERAL UNIVERSITY	100403	NCAA COMPLIANCE
<input checked="" type="checkbox"/>	10	GENERAL UNIVERSITY	100404	VILLAGE SUITES
<input checked="" type="checkbox"/>	10	GENERAL UNIVERSITY	100405	FAMILY AND CONSUMER SCIENCES
<input checked="" type="checkbox"/>	10	GENERAL UNIVERSITY	100407	CT-MEP
<input checked="" type="checkbox"/>	10	GENERAL UNIVERSITY	100408	PURCHASING
<input checked="" type="checkbox"/>	10	GENERAL UNIVERSITY	100409	STUDENT UNION PROGRAMS

# Previous Requests



Hovering over the words allows it to expand and text for searching to be entered to limit the amount of requests showing. List sorts automatically while you type.

The screenshot shows a search and filter interface for 'Previous Work Requests'. It features a header bar with the title 'Previous Work Requests'. Below the header are five input fields for filtering: 'Request', 'Entry Date', 'Request Status', 'WO Status', and 'Description'. Each field has a dropdown arrow icon on its right side. An orange arrow points from the text box above to the 'Description' field, and another orange arrow points from the text box below to the 'WO Status' field.

Other sorting mechanisms include clicking on the headers of the columns.



# Previous Requests

Orange field on this page is clickable and provides a link to the customer request.

Request	Entry Date	Request Status	WO Status	Description
49522	2017-06-20	REQUESTED		TESTING #
49521	2017-06-20	REQUESTED		TESTING #
49518	2017-06-20	REQUESTED		TESTING #
49517	2017-06-20	CUSTOM FUNDING		TESTING S

Customer request status – once approved to a work order status will update to WC Approved.

Customer Request will provide a link to the work order if request has been promoted.

Customer Request type:  Request ID:

TESTING #2

Location: OSU-STILLWATER > CENTRAL CAMPUS > 0079 (FACILITIES MANAGEMENT SERVICES) >

Work Order: 16-0192507 (TESTING #2)

Click on Orange property to see all requests and work orders associated



# Previous Requests – Additional Info

Work Request 174715 - APPROVED

SET UP EQUIPMENT I

19-0357345 (SET UP EQUIPMENT

79 (FACILI

Contact Information

JENELLE FEDDERSEN  
m.feddersen@okstate.edu  
405-744-7171

Problem Code

INTERNAL: AIM, REPORT, ACTION CODE, CUSTOMER PORTAL, PREVENTIVE MAINTENANCE,

Custom Funding

1261300

Contact Information submitted with the customer request – shown all the time

Problem code selected when submitting customer request – not required so may not be populated.

The Problem Code and Custom Funding are only listed if they are submitted on the request. If not included in the request no row will show

Custom Funding if submitted with request



# Duplicate Request Copy Function

Work Request

New Request

Previous Requests

Hover over Work Request and choose Previous Requests when highlighted

Select the request that you would like to copy from the list

Previous Work Requests

Request	Entry Date	Request Status	WO Status	Description
104328	2017-08-15	WC APPROVED	CLOSED	AIR CONDITIONER TRIPPED WITH LIGHTENING FROM THE STORM. BOB BRADLEY AND GREG ARE ALREADY W...
97571	2017-06-19	WC APPROVED	CLOSED	0079FMS - AIR CONDITIONER IN THE 110 ROOM IS NOT WORK.
96704	2017-06-08	WC APPROVED	OPEN	0063AGHN - UMS LOADING DOCK NEW DOOR TREADS NEED TO BE PAINTED OR INDICATED DUE TO TRIPPING H...
88724	2017-04-04	WC APPROVED	CLOSED	DESK AT SURPLUS THAT WAS PICKED OUT NEEDS TO BE DELIVERED TO THIS OFFICE. DAN KNOWS WHICH ONE...
86997	2017-03-20	WC APPROVED	CLOSED	PLEASE MOVE SEVERAL ITEMS BETWEEN OFFICES 110C AND 110CA. ONE ITEM WILL BE MOVING TO THE PROC...
78469	2016-12-19	WC APPROVED	CLOSED	OUTSIDE EAST DOOR IS NOT UNLOCKING PROPERLY WITH A KEY. KEY WILL GO IN BUT NOT TURN ALL THE WA...
69236	2016-09-22	WC APPROVED	CLOSED	0079FMS - OFFICE IS TOO COLD DUE TO AIR BLOWING DIRECTLY ON DESK. PLEASE SEE IF SOMETHING COULD...
62146	2016-08-05	WC APPROVED	CLOSED	VEHICLE 1030 - VEHICLE MAKES A LOUD CLICKING SOUND IN THE DASH WHEN THE DOOR IS OPENED UNTIL T...
58125	2016-07-07	WC APPROVED	CLOSED	0332HML - IT APPEARS THE AIR CONDITIONER INSIDE THE BUILDING IS LEAKING CAUSING A LARGE POOL OF ...
53409	2016-05-26	WC APPROVED	CLOSED	0079FMS - PAINT BLUE WALLS IN OFFICE 110CA AND 110C SAME COLOR DARK BROWN AS THE OFFICE 110. S...
51842	2016-05-13	WC APPROVED	CLOSED	OFFICE IS VERY COLD. PLEASE CHECK TEMPERATURE OR VENT FLOW. OTHER OFFICES IN THE AREA ARE NOT ...
48414	2016-04-13	WC APPROVED	CLOSED	PLEASE MOVE OFFICE ITEMS FROM 110B TO 110CA. SEE JENELLE FEDDERSEN WITH ANY QUESTIONS.
33791	2015-11-13	WC APPROVED	CLOSED	PLEASE CREATE NAME SLIDES FOR THE HOLDER OUTSIDE OF THE MAIN OFFICE OF ROOM 110 AND 2 INDIVIDU...
28159	2015-09-24	WC APPROVED	CLOSED	AFTER BRIEF POWER OUTAGE IN BUILDING 79 THE AIR HANDLER IN THE PAYROLL OFFICE HAS NOT COME BA...
12773	2015-06-01	WC APPROVED	CLOSED	I AM NEEDING AN ASSESSMENT FROM FSS-MOVES REGARDING MOVING MODULAR FURNITURE IN THE 110 OFF...

200 (1 of 1)

# Duplicate Request

After selecting request you will see this screen

FM LookUp

Type: Customer Request    28459    LookUp

**Work Request 28459 - APPROVED**

LIGHTS OUT IN THE N.E. HALLWAY OF THE 2ND FLOOR OUTSIDE SUITE 250

**Location**  
OSU-STILLWATER > CENTRAL CAMPUS > 0043 (HENRY BELLMON RESEARCH CENTER) >

**Work Order**  
16-0166126 (LIGHTS OUT IN THE N.E. HALLWAY OF THE 2ND FLOOR OUTSIDE SUITE 250)

**Contact Information**  
KENNY DAVIS  
kenny.davis@okstate.edu  
405-714-3582

**Problem Code**  
INDOOR LIGHTING REPAIR: BUILDING INTERIOR AND BUILDING MOUNTED EXTERIOR UNDER 12 FT HIGH.

Duplicate Request

Select "Duplicate Request" button



# Duplicate Request

After selecting “Duplicate Request” you will see this screen

**Customer Request Details**

Please review the information to ensure correctness of the new request information. Desired Date, Funding, and Description can be updated.

Contact Information	
Contact Name	Jenelle
Contact Phone	405-744-7171
Contact Email	m.feddersen@okstate.edu
Division	10
Organization	D00393

Location Information	
Region	OSU-STILLWATER
Area	CENTRAL CAMPUS
Building	0079
Floor	
Room	110

Request Information	
Problem Code	
Desired Date	10/3/17
Alternate funding?	No
Alternate Funding	

**Request Description**

0079FMS - AIR CONDITIONER IN THE 110 ROOM IS NOT WORKING.

**Save Request**

**Request Duplication**  
Successfully duplicated 97571 request to 109230.

Review information to ensure correctness. Desired Date, Funding and Description can be updated.

Click “Save Request”



# Information You Can Search

The screenshot shows the top navigation bar of the Facilities Management Portal. On the left is the Oklahoma State University logo. The main title is "Facilities Management Portal". Below the title are three navigation tabs: "Customer Lookup" (highlighted in orange), "Work Request", and "System Admin". On the right side of the header, it says "Welcome Jenelle! Logout".

## Customer Lookup

Welcome to the Facilities Management customer lookup page, Jenelle.  
In the following form, you can input a request, work order, capital project, department code, or account number to find out more information about

Ability to search by Fund or Org

### FM LookUp

Type

- Select Type
- Customer Request
- Work Order
- Fund
- Org
- Capital Project
- Property

This is information that is currently available for searching.



# Helpful tips

## Things that make requests more efficient

1. Keep request short and include only critical information.
2. Include location detail information if location is not easily identified.
3. Refrain from using please and thank you in the request due to character constraints.

These two icons will allow you to export transaction information on the screen to Excel or Adobe



When searching for a fund. FRS structure can also be searched producing both Banner fund format and FRS results

Type

### Search Results for 1181100

#### Account CrossWalk

Banner Fund	FRS Account	Description
1181100	AA181100	GENERAL UN

**⚠ The results below includes charges against Banner and FRS structure.**

 Request Submission  
Successfully submitted request.

Messages will be communicated on the upper right corner of the screen to alert you of submission or errors

 Error  
216418 is not a valid workorder.

If you look up a Banner Fund or FRS Account the account cross walk will allow you to see charges for both account structures on the same page.

# Let us know how we are doing!

Once all work is complete on most work orders and the work order is closed a survey link is available on the e-mail.



We encourage you to complete a 4 question survey to let us know how we did. A link to our survey can be found below:  
[https://jfe.qualtrics.com/form/SV\\_884PKjdZ5cOf3y5?wo=17-0216418](https://jfe.qualtrics.com/form/SV_884PKjdZ5cOf3y5?wo=17-0216418)



Customer survey is also available on the customer portal for closed work orders

PLEASE LET US KNOW HOW WE DID BY FILLING OUT OUR **CUSTOMER SURVEY**

# Questions?

Feel free to contact me at 744-7171 or  
[m.feddersen@okstate.edu](mailto:m.feddersen@okstate.edu)