Submitting a Request
Request Submitted Alert

Click “Submit Request” Button and alert will pop up on the upper right hand corner.
How can I find my building faster?

1. Click on the icon on the Location Information banner.
2. Start to enter text of your building name or number.
3. 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.
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.

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.

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.

Click on Orange property to see all requests and work orders associated
Previous Requests – Additional Info

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.

Custom Funding if submitted with request

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.
Duplicate Request Copy Function

Hover over Work Request and choose Previous Requests when highlighted.

Select the request that you would like to copy from the list.
Duplicate Request

After selecting request you will see this screen

Select “Duplicate Request” button
After selecting “Duplicate Request” you will see this screen. Review information to ensure correctness. Desired Date, Funding and Description can be updated.

Click “Save Request”
Information You Can Search

This is information that is currently available for searching.

Ability to search by Fund or Org
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.

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

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

Messages will be communicated on the upper right corner of the screen to alert you of submission or errors.
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://ife.qualtrics.com/form/SV_884PKjd75cOf3y5?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