



*Elon University Physical Plant Guide for:*

# Submitting Work Request & Finding Work Orders

***Elon University is a community and as a student it is your responsibility to make sure our campus is well preserved. While walking around or in your residence hall, if you notice something in need of repair; place a work order.***

***For email, cablevision, network, and telephone issues call Technology Help Desk at X5200 or email [helpdesk@elon.edu](mailto:helpdesk@elon.edu)***

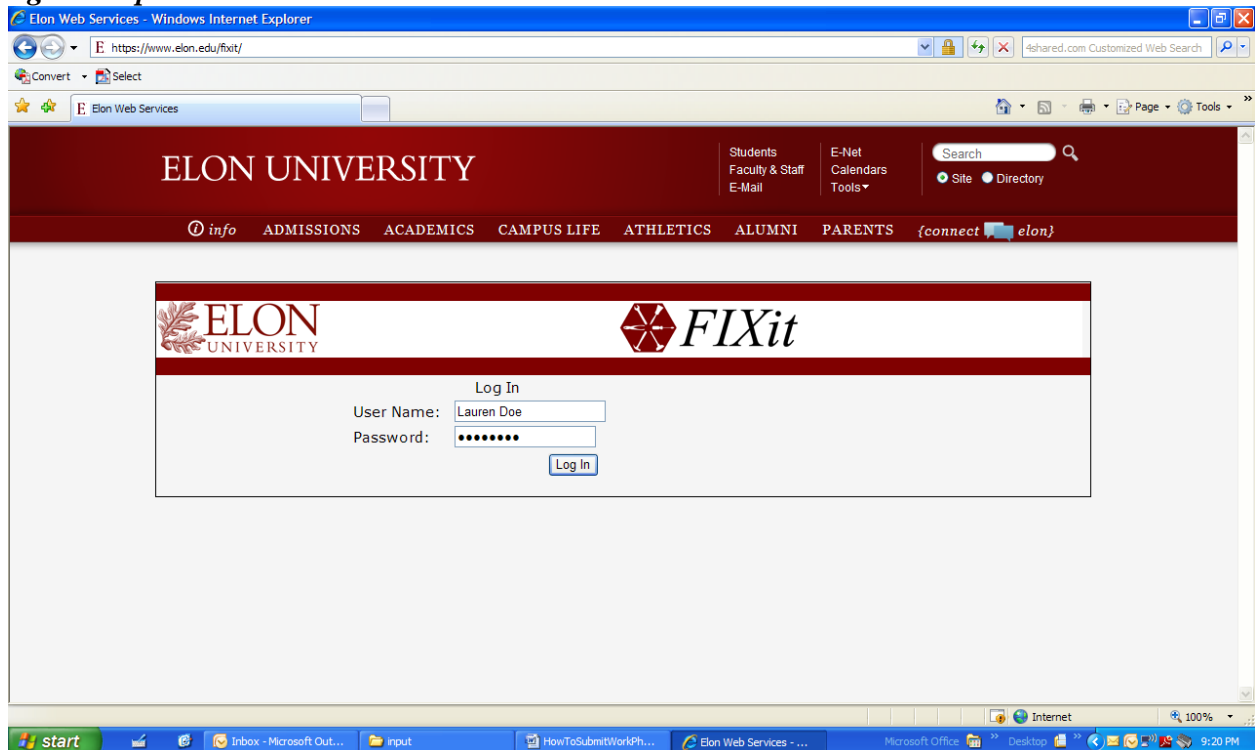
***Physical Plant work orders for routine requests, such as a window screen out; room temperature issues; a light out or power off in an outlet can be done by either:***

- ***Submitting an iServiceDesk online work request***
- ***Calling your Area Office 8 am to 5 pm***
- ***Or Calling Physical Plant at x5500 8 am to 5 pm***

***In the case of an emergency, like a power outage or clogged toilet call Physical Plant at x5500 from 8 am to 5 pm. For after 5 pm to 8 am call Security x5555.***

***Work requests can be submitted online 24/7 and are the most efficient way to get your request processed.***

***To submit **FIXit** online requests go to [elon.edu/fixit](http://elon.edu/fixit). Then enter in your Elon email login and password.***



The screenshot shows a Windows Internet Explorer browser window displaying the Elon University website. The address bar shows the URL <https://www.elon.edu/fixit/>. The page features the Elon University logo and navigation links for Students, Faculty & Staff, E-Mail, E-Net, Calendars, and Tools. A search bar is also present. The main content area is titled "ELON UNIVERSITY" and "FIXit". Below the title, there is a "Log In" section with a "User Name:" field containing "Lauren Doe" and a "Password:" field with masked characters. A "Log In" button is located below the password field. The browser's taskbar at the bottom shows the Start button and several open applications, including Microsoft Outlook, a folder named "input", and Microsoft Office. The system clock in the bottom right corner indicates the time is 9:20 PM.

**Once you are at the main page, click “Submit a Request”. Note: If you are submitting requests for multiple repairs please submit each request separately, as they may require a different trade.**

The screenshot shows a Windows Internet Explorer browser window displaying the FIXit website. The address bar shows the URL <http://physplant2.elon.edu:81/home.html>. The page features the ELON UNIVERSITY logo on the left and the FIXit logo on the right. The date "Monday, Jan 10, 2011" is displayed below the logos. A navigation menu on the left includes "Site Menu" (Home), "Work Request" (Submit a Request, Query Request), "Work Order" (Query a Work Order), and "Other Options" (Please select from list). A "Search by Number" section is also present. The main content area contains a welcome message, a list of instructions for submitting requests, and a list of required information for a complete request. A note at the bottom states: "Note: PLEASE USE INTERNET EXPLORER WITH THIS APPLICATION OR YOUR WORK REQUEST MAY NOT BE SENT PROPERLY. IF YOU DO NOT GET AN E-MAIL NOTIFICATION THE WORK REQUEST WAS NOT SENT PROPERLY." The Windows taskbar at the bottom shows the Start button, several open applications (Inbox, input, HowToSubmitWorkPh..., FIXit - Elon University...), and the system tray with the time 9:36 PM.

Monday, Jan 10, 2011

**Site Menu**  
Home

**Work Request**  
Submit a Request  
Query Request

**Work Order**  
Query a Work Order

**Other Options**  
Please select from list

**Search by Number**  
Work Order

About TMA iServiceDesk v4.3.7

Welcome to FIXit, Elon University's interactive on-line work request system for Physical Plant. For email, cablevision, network, and telephone issues call Technology Help Desk at X5200 or email [helpdesk@elon.edu](mailto:helpdesk@elon.edu), for all microfridge repairs email [mcrepair@elon.edu](mailto:mcrepair@elon.edu). You can use the Physical Plant web system to:

- Submit work requests online (One repair per request)
- Search for specific work requests or work orders and check their status
- Receive e-mail notification as requests are accepted and turned into work orders
- Create instant documentation of all your requests and have access to this information at any time

FIXit can be used to request all routine maintenance and repair work. All emergencies should be directed to the Physical Plant office by calling x5500 during working hours from 8am-5pm, or by calling Campus Safety and Police at x5555 from 5pm-8am.

To ensure your online request is complete, please make sure you include the following:

- Building - If work requested is an outside area, use Exterior Grounds or Utilities
- Name - The primary point of contact for Physical Plant workers
- Phone - Phone number of the primary point of contact
- E-mail - This email address will receive status updates from FIXit
- Area - Location of the work in the Building (select from drop down list)
- Request - Description of problem or task (all specific and relevant details)

For additional instructions you can check out the [FIXit training video](#) , download the [FIXit manual](#) , visit the [Physical Plant website](#) or call the Physical Plant office at X5500.

**Note:** PLEASE USE INTERNET EXPLORER WITH THIS APPLICATION OR YOUR WORK REQUEST MAY NOT BE SENT PROPERLY. IF YOU DO NOT GET AN E-MAIL NOTIFICATION THE WORK REQUEST WAS NOT SENT PROPERLY.

*Next, click the drop down to the right of **Elon Leased** and pick **“Elon University”**. Then click **“Enter”** (Arrows). Note: The Oaks and Trollinger House are considered **“Lease Residences”**.*

The screenshot shows a Windows Internet Explorer browser window displaying the FIXit website. The address bar shows the URL <http://physplant2.elon.edu:81/home.html>. The page header includes the ELON UNIVERSITY logo on the left and the FIXit logo on the right. Below the header, there are navigation links: "Select your Facility", "Select your Building", and "Submit your Request".

The main content area features a "Select Facility" dropdown menu. The menu is open, showing the following options:

- Elon Leased
- Elon Leased
- Elon University

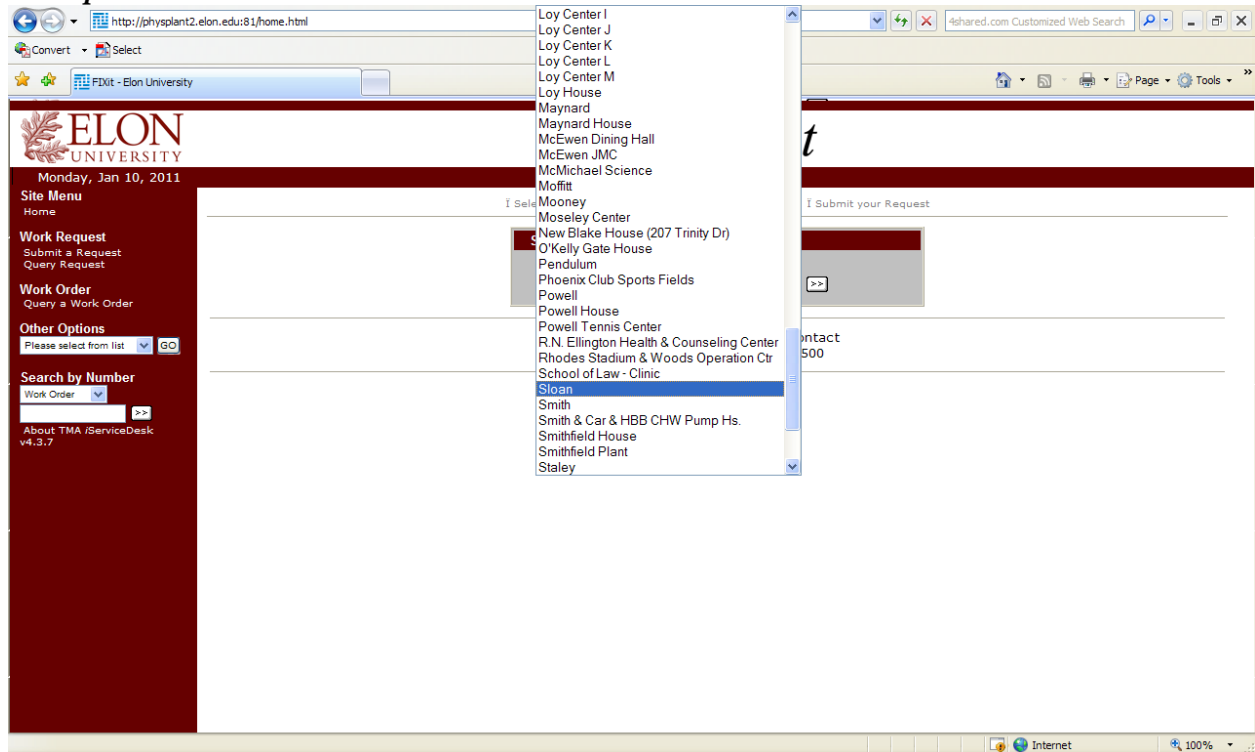
Below the dropdown menu, there is a text prompt: "If this is an emergency please contact Physical Plant at (336) 278-5500".

The left sidebar contains a "Site Menu" with the following sections:

- Work Request**: Submit a Request, Query Request
- Work Order**: Query a Work Order
- Other Options**: Please select from list, GO
- Search by Number**: Work Order, input field, >>

The bottom of the browser window shows the Windows taskbar with the Start button, several open applications (Inbox - Microsoft Out..., input, HowToSubmitWorkPh..., FIXit - Elon University..., Microsoft Office), and the system tray showing the time as 9:25 PM.

Select the building where the repair is needed, then click “Enter”. This process is not only for residence halls. If there is an issue on campus such as temperature control you as a student can report the issue.



*Next fill in the required fields; your first and last name, phone number and e-mail. This way we can contact you if we have any questions or concerns. Then use the drop down menu to dictate where in the building the repair needs to occur. For example, if you are reporting windows screens falling off you need to select Building Exterior. But if you are reporting a light request you would select the specific room number. Lastly, type a detailed description of the request. Then click "Submit".*

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About TMA iServiceDesk  
v4.3.7

I Select your Facility I Select your Building I Submit your Request

**Request Form for Sloan**

\*Name: Lauren Doe  
\*Phone #: 336-278-5460  
\*E-mail Address: ldoe@elon.edu  
\*Room/Area: 101, Bedroom  
\*Request: Ceiling light is out.

*The request will then go to the work order clerk who will convert your work request into a work order. This is then sent to the specific Supervisor responsible for to your fix, who will then schedule the order to someone in the field.*

*This is sent electronically so we can respond to the request as soon as we can. Once done the worker then sends the completed order back to the clerk who then sends an email confirmation to you that the request was completed.*

*Note: Most repairs are completed within 48 hours after the request is converted into a work order. However, maintenance personnel do not enter residences before 10am unless requested by the student or in an emergency. Please remember to leave your phone number if you choose to process the work request through phone or your Area Office.*

***If you would like to find any work orders that you have submitted you would select “Query a Work Order”.***

The screenshot shows a Windows Internet Explorer browser window displaying the FIXit website. The address bar shows the URL <http://physplant2.elon.edu:81/home.html>. The page header includes the ELON UNIVERSITY logo and the FIXit logo. The date is Monday, Jan 10, 2011. The main content area is titled "Welcome to FIXit, Elon University's interactive on-line work request system for Physical Plant." and lists several key features:

- Submit work requests online (One repair per request)
- Search for specific work requests or work orders and check their status
- Receive e-mail notification as requests are accepted and turned into work orders
- Create instant documentation of all your requests and have access to this information at any time

Below this, it states: "FIXit can be used to request all routine maintenance and repair work. All emergencies should be directed to the Physical Plant office by calling x5500 during working hours from 8am-5pm, or by calling Campus Safety and Police at x5555 from 5pm-8am."

To ensure your online request is complete, please make sure you include the following:

- Building - If work requested is an outside area, use Exterior Grounds or Utilities
- Name - The primary point of contact for Physical Plant workers
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- Request - Description of problem or task (all specific and relevant details)

For additional instructions you can check out the [FIXit training video](#), download the [FIXit manual](#), visit the [Physical Plant website](#) or call the Physical Plant office at X5500.

**Note:** PLEASE USE INTERNET EXPLORER WITH THIS APPLICATION OR YOUR WORK REQUEST MAY NOT BE SENT PROPERLY. IF YOU DO NOT GET AN E-MAIL NOTIFICATION THE WORK REQUEST WAS NOT SENT PROPERLY.

The browser's taskbar at the bottom shows several open applications: start, Inbox - Microsoft Out..., input, HowToSubmitWorkPh..., FIXit - Elon University..., Microsoft Office, Desktop, and the system clock shows 9:36 PM.

Next, click the drop down to the right of *Elon Leased* and pick *“Elon University”*. Then click *“Enter”*. Note: *The Oaks and Trollinger House* are considered *“Lease Residences”*.

The screenshot shows a Windows Internet Explorer browser window displaying the FIXit website. The address bar shows the URL <http://physplant2.elon.edu:81/home.html>. The page header includes the ELON UNIVERSITY logo on the left and the FIXit logo on the right. Below the header, the date "Monday, Jan 10, 2011" is displayed. The main content area features a "Query Work Orders" section with a "Facility:" dropdown menu. The dropdown is open, showing three options: "Elon Leased", "Elon Leased", and "Elon University". The "Elon University" option is highlighted. To the left of the main content is a dark red sidebar with a "Site Menu" containing links for "Home", "Work Request", "Work Order", and "Other Options". At the bottom of the browser window, the Windows taskbar is visible, showing the Start button and several open applications including "Inbox - Microsoft Out...", "input", "HowToSubmitWorkPh...", and "FIXit - Elon University...". The system tray shows the time as 9:37 PM.

***Then select the building, leave All Departments, the starting and ending date you are interested in (Default is one month from present date). Choose all, open, or closed work orders and click “Enter” (Arrows)***

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Query a Work Order

Other Options  
Please select from list

Search by Number  
Work Order

About TMA /ServiceDesk  
v4.3.7

Select your Facility    Select your Building

**Search Criteria for Work Order Query**

Building:  
Sloan

Department:  
All Departments

\*Start Date:  
12/10/2010 (mm/dd/yyyy)

\*End Date:  
01/10/2011 (mm/dd/yyyy)

Open Work Orders (By Request Date)  
 Closed Work Orders (By Closed Date)  
 All Work Orders (By Request Date)

Repair Ctr.:  
PP - Physical Plant

start    Inboxes - Microsoft Out...    input    HowToSubmitWorkPh...    FIXit - Elon University...    Microsoft Office    Desktop    9:39 PM

*We can see one work order per line with the right most date being the completion date. You can print this page by clicking the printer icon or if you want more detail click on the work order that you are interested in like PP-108719.*

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About TMA iServiceDesk v4.3.7

PP-XXXX	SLON-XXXX	01/08/2011	01/11/2011
Action: Our heater in the bathroom was fixed earlier this semester and has quit working since coming back from break.			
<a href="#">PP-109514</a>	<a href="#">SLON-106</a>	01/05/2011	01/06/2011
Action: The bathroom heater between 104 and 106 will only come on for very brief periods of time and never at night or in the morning. We've already had this worked on once and we know our unit works, it's the system that isn't working. We are just very very cold! Please help!			
<a href="#">PP-109549</a>	<a href="#">SLON-204</a>	01/05/2011	01/06/2011
Action: The base of the toilet is leaking in the bathroom between 202 and 204. Has been releasing water when flushed!			
<a href="#">PP-109364</a>	<a href="#">SLON-100</a>	01/03/2011	01/04/2011
Action: Paint drywall / trim in south entrance.			
<a href="#">PP-109389</a>	<a href="#">SLON-202</a>	01/03/2011	01/07/2011
Action: Leaky shower faucet. Drips all the time. Please fix my faucet.			
<a href="#">PP-109053</a>	<a href="#">SLON-111</a>	12/17/2010	12/30/2010
Action: sink stopped up			
<a href="#">PP-108963</a>	<a href="#">SLON-116</a>	12/14/2010	12/20/2010
Action: The office is very cold (55 when I walked in this morning). I think this is in large part to the radiator not being on at all, it hasn't been all semester. Also, there is a pretty large breeze blowing through the window. Can we have the AC unit taken out and have the window closed? Thanks for your help.			
<a href="#">PP-108931</a>	<a href="#">SLON-308</a>	12/13/2010	12/14/2010
Action: bathroom has mold in the shower			
<a href="#">PP-108719</a>	<a href="#">SLON-307</a>	12/10/2010	12/20/2010
Action: ring dropped down sink drain			
<a href="#">PP-108746</a>	<a href="#">SLON-118</a>	12/10/2010	12/29/2010
Action: Please deliver 1 case of toilet paper. Thanks,AV			

http://physplant2.elon.edu:81/query\_wo\_results.html?PP-108719

start | Inboxes - Microsoft Out... | input | HowToSubmitWorkPh... | FIXit - Elon University... | Microsoft Office | Desktop | 9:42 PM

*Here we can see the corrective action and print individual work order by clicking print page.*

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Other Options  
Please select from list.

Search by Number  
Work Order   
About TMA /ServiceDesk v4.3.7

**Work Order Number**  
**PP-108719**

**Important** | [print page](#) | [view charges](#)

Work Order Information is provided in real-time and is subject to change. To confirm the exact status of this work order, please call Physical Plant at (336) 278-5500.

**Work Status:** **Date Closed:** **12/20/2010**

Facility:	Elon University	Reference #:	105562
Building:	Sloan	Tag Number:	
Location ID:	<a href="#">SLON-307</a>	Item Description:	
Priority:	Routine	Request Time:	08:49
Request Date:	12/10/2010	Date Last Posted:	
Schedule Date:	12/10/2010	Trade:	Plumbing
Work Status:		Contractor Name:	
Date Closed:	12/20/2010	Task Description:	Drain - plugged/leaking
Est Completion Date:			
Task Code:	<a href="#">7080</a>		

**Requested Action:** ring dropped down sink drain  
**Corrective Action:** attempted to retrieve ring. no luck. Student stated that there's a good chance it didn't actually fall down there!

**Requested action has been completed**

*If you have any questions please call TMA administrator at 278-5460.*