



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

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. Then enter in your Elon email login and password.*

ELON UNIVERSITY

Log In

User Name:

Password:

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

ELON UNIVERSITY

Site Menu

Home

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
 >>

Welcome to FIXit

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, for all microfridge repairs email 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 which will be done on M-F, 8am-5pm only. NO ONE WILL SEE WEEKEND REQUEST UNTIL MONDAY AT 8AM. 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, FIREFOX AND CHROME 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”**. Select the building where the repair is needed, then click **“Enter”**. This process is also for non-residential issues on campus such as temperature control. You as a student can report the issue.

ELON UNIVERSITY 

Submit your Request

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Facility:

Building:
Burlington Arts & File Storage #2
Business Services
Campus Preventative Maintenance
Campus Preventative Maintenance (GS)
Campus Project >One Building (Lease)
Dickson - Automotive
Dickson - Physical Plant
Exterior Grounds (Leased)
Exterior-Utility Maint. (Leased)
Gibsonville Warehouse
NC Campus Compact
Oaks A- Jo Watts Williams
Oaks A,B,C HW Pump Hse.
Oaks B- Jamie E. Council
Oaks C
Oaks Commons
Oaks D
Oaks D,E,F HW Pump Hse.
Oaks E- Janie P. Brown
Oaks F- John G. Sullivan
Office of Leadership and Prof Dev
Old Purchasing
PC Support
Polling Center B/C
Priestley
Railroad Tunnel
School of Law - Main Building
The Elon Town Center
Trollinger House

If this is an emergency
at (336) 278-5500

iServiceDesk

Then use the Room/Area drop down menu to dictate where in the building the repair needs to occur. For example, if you are reporting building exterior light not working off you need to select Building Exterior. But if you are reporting a light request in the building you would select the specific room number.

ELON UNIVERSITY 

Submit your Request

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Submit your Request

Facility:

Building:

Room/Area:

Name:

Phone #:

E-mail Address:

Request:

If this is an emergency, call
at (336) 278-5500



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. Lastly, type a detailed description of the request(one trade per request please). Then click “Submit”.

ELON UNIVERSITY 

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Room/Area:

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E-mail Address:

Request:

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iServiceDesk

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.

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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” on the side bar.

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ServiceDesk
PROFESSIONAL

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ELON UNIVERSITY 

Site Menu Query Work Orders

Home Select your Facility | Select your Building

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Please select from list
GO

Search by Number
Work Order
GO

Facility: **Elon Leased** **Elon University** >>

iServiceDesk

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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Select your Facility | **Select your Building**

Search Criteria for Work Order Query

Building: Sloan

Start Date: 11/09/2014 (mm/dd/yyyy)

End Date: 12/09/2014 (mm/dd/yyyy)

Open Work Orders (By Request Date)

Complete Work Orders (By Complete Date)

All Work Orders (By Request Date)

Repair Center: PP - Physical Plant >>

iServiceDesk

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.

Tuesday, Mar 25, 2014

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Checkout

Search by Number
Work Order

About TMA /ServiceDesk v6.0.6

All Work Orders for SLON

Work Order #	Location ID	Request Date	Assign Date	Complete Date
PP-178598	SLON-100S	03/22/2014		
Action: Light bulb out on first floor.				
PP-178583	SLON-304	03/21/2014		
Action: The sink is clogged in this room and not draining.				
PP-178517	SLON-118	03/21/2014		
Action: Please deliver 1 case of toilet paper. THANKS,AV				
PP-178393	SLON-200	03/19/2014		
Action: There are bed parts outside of Sloan 214. Several residents on the hall have requested that these be removed. Thanks!				
PP-178378	SLON-101	03/18/2014		
Action: Sink is clogged.				
PP-178348	SLON-219	03/18/2014		
Action: clogged sink				
PP-178276	SLON-210	03/17/2014	03/18/2014	03/19/2014
Action: Blinds on the window have completely broken/fallen down and are laying on my window sill. vandalism				
PP-178278	SLON-210	03/17/2014	03/18/2014	03/19/2014
Action: Resident - Nick Regan - lost room key. Please replace. AV vandalism				
PP-178141	SLON-118	03/14/2014		
Action: Please deliver 1 case of toilet paper to the area office. Thanks,AV				
PP-177645	SLON-105	03/11/2014		
Action: shower clogged				
PP-177529	SLON-105	03/10/2014	03/12/2014	03/12/2014
Action: Bathroom connecting to Sloan 105, shower drain is clogged. Thanks for opening. AV				
PP-177522	SLON-200	03/10/2014	03/10/2014	03/11/2014
Action: There is a light bulb out outside of room 215.				
PP-177477	SLON-104	03/10/2014	03/10/2014	03/10/2014
Action: Sloan 104 - sink is clogged				
PP-177509	SLON-102	03/08/2014		03/10/2014
Action: 4:43 p.m. - FAP will not reset - trouble				
PP-177453	SLON-210	03/07/2014	03/07/2014	03/11/2014
Action: sink clogged				
PP-177152	SLON-102	03/06/2014	03/20/2014	

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

https://fixit.elon.edu/

FLXit

ELON UNIVERSITY

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About TMA /ServiceDesk
v6.0.8

Work Order # PP-178270

Date Complete: 03/19/2014

Facility: Elon University

Reference #:

Building: Sloan

Location ID: [SLON-210](#)

Tag Number:

Priority: Routine

Item Description: Bedroom

Request Date: 03/17/2014

Request Time: 14:11:00

Schedule Date:

Date Last Posted:

Work Status:

Trade: Carpentry

Date Complete: 03/19/2014

Contractor Name:

Main Charge Account:

Est End Date:

Task Code: [2020](#)

Task Description: Blinds - repair/remove/replace/install

Requested Action: Blinds on the window have completely broken/fallen down and are laying on my window sill, vandalism

Corrective Action:

Requested action has been completed

Important

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

ServiceDesk

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