Facilities Off-Campus Web Request
Effective January 12, 2012

Step 1: Go to the internet to the following website:
http://facilitiesworkrequest.williams.edu

Step 2: Log in as: User Id: xxxxxxxxx
Password: xxxxxxxxx

(User ID and Password provided to you by the Real Estate Office. If you do not have one please contact Marsha Peters x2859 or use the User Id and Password you would use from your office on campus. In the near future there will be a link provided to click on to obtain a password, hopefully within the next few weeks.)
Once you have logged in this is the main screen.
Step 3: Click on “CREATE NEW” or “CREATE A NEW WORK REQUEST”
This is where you will complete your work order request by filling in the following:

Step 4: "Building / Home Name"; Click 'Building / Home Name' button to search and select the Building / Home Name
The following screen will appear and it defaults to “BUILDING ID”. I suggest you change it to “BUILDING NAME” which will give you the listing alphabetically by name instead of by the building numbers we here at Facilities have assigned. This makes it easier to find your building faster. See step 5 on the next page.
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Step 5: Changing search from "ID" to "NAME"
Step 6: Click on the MAGNIFYING GLASS
Step 7: Click on the “BUILDING NUMBER” in the first column of the Building Name you are requesting the work for in that building. For example: We want to put in a work request for Hubbell House.

You will then notice that whatever building you have selected will now be in the “Building / Home Name” on the Web Request.
Step 8: Select one of the following from the “SERVICE REQUIRED” drop down box: Repair, Setup, Move/Delivery or Other
Step 9: Enter your name or whoever is requesting the work in the “REQUESTOR” field
Step 10: Enter in a date you would like the work COMPLETED by in the “REQUIRED DATE” field. If this is a setup, move or delivery you would enter the date you want the items delivered or moved.
Step 11: Enter your phone number
Step 12: “LOCATION”: Enter apartment or unit number if applicable, or any other description that will provide information on location.
Step 13: Enter a description of your work request, exact location (what floor, office number, other details to exact location for the issue) and include account string (fund, department and/or project number) for charges if not a routine request (Authorized Personnel Only).
Step 14: Fill in your “EMAIL ADDRESS”. This is important as it will generate a series of emails to you regarding your work request. You will receive an email from CHAMPS stating that your request has been approved and converted to a work order. You will receive a second email stating that your work order has been “scheduled and ready” by the shop of future repair. Third you will receive an email when the work has been “completed” by our department. Always enter your email the same way when generating web requests. Example: mpeters@williams.edu.
Below is a sample of a completed form.

Step 15: Once you have completed all items, click on the “SUBMIT” button.
Step 16: Your request has been received by Facilities, see message
Step 17: You have been assigned a “WORK REQUEST ID #”
Step 18: You have the option to print your request.

Your request is now complete. Congratulations!
With the Web Request you also have the capability to go in and look at the status of previous Web Requests you have sent in.

Step 1: Click on the “BROWSE ALL WORK REQUESTS” box on the right
Step 2: Type in your “EMAIL Address” the same way you entered it on the original request you sent in. Then click on the “MAGNIFYING GLASS”
Step 3: Up comes the listing of all the requests you have generated via the Web Request.

Column 1: Gives the Work Request ID number and what STATE it is in either REQUEST or WORK ORDER CREATED.
Column 2: Gives the Building Name and how Work Order was submitted. Web Request means you sent it in via this form. Not submitted means it was entered internally by someone at Facilities.
Column 3: Gives the Description you typed in along with the IP address of the computer you sent it from.
Column 4: Gives the Work Order Number and what STATE it is in. Example, In Planning, Scheduled and Ready, In Process, Cancelled, or Completed.
Additional Tidbits:

- You should always call in an EMERGENCY request to x2486 and follow up with a Web Request.
- Please allow 10 or less working days for a routine work order to be completed.

Priority:   Routine:  10 or less business days  
            Urgent:  2 to 3 business days  
            Emergency:  Same day or early next morning depending on time of day and/or nature of request.

- College car requests should still be sent emailed to collegecars@williams.edu.
- To cancel a Web Request you have submitted: send an email to mpeters@williams.edu along with the work order/web request id number and just a note to cancel the request.
- Emails will be automatically generated to you when:
  A. Web/Work Request has been turned into a Work Order
  B. Work Order has been changed from “In Planning” to “Scheduled and Ready”
  C. Work Order has been “Completed”