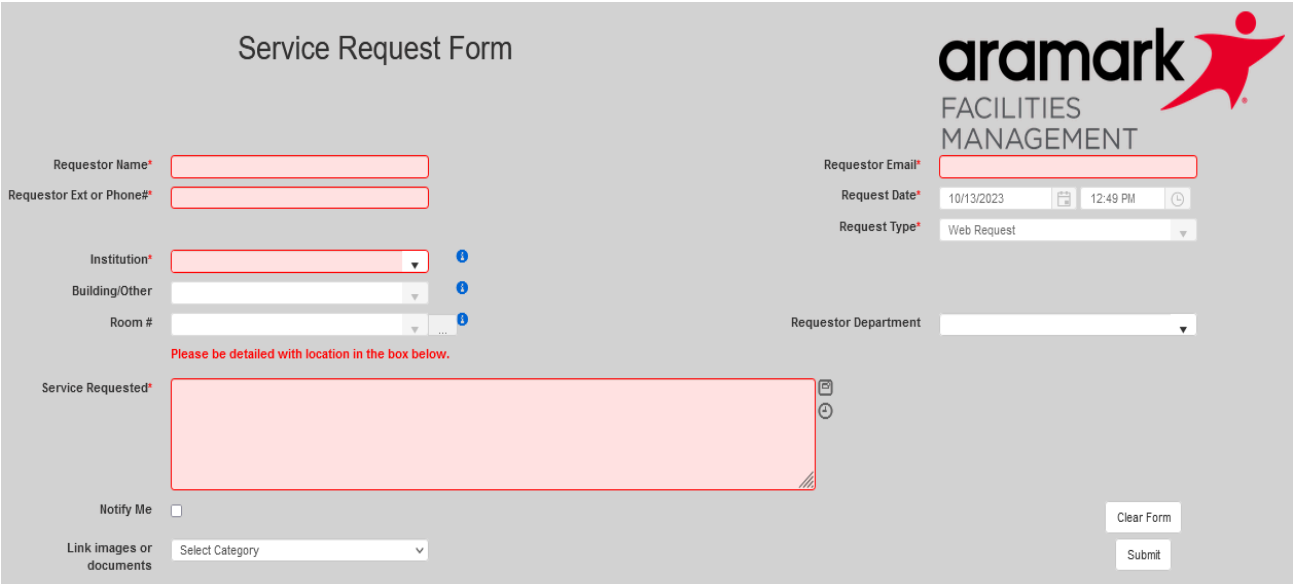
How to Create a Service Request

To submit a simple service request, go to the URL link provided below:

[Eastern Mennonite University TMA Service Request]

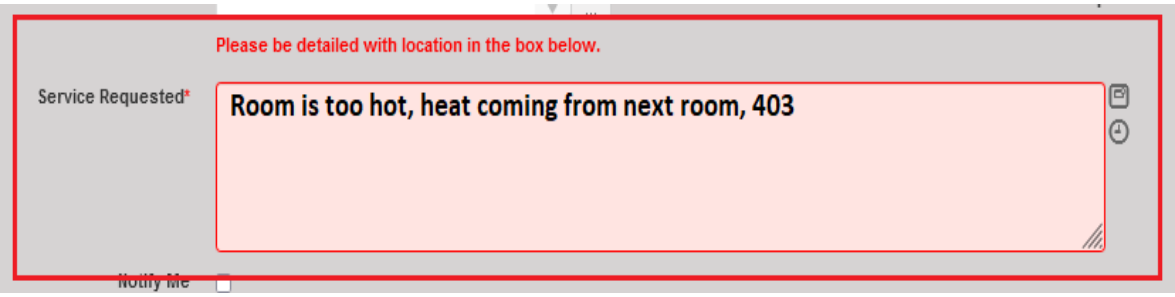
Remember that all fields marked in red are required to complete the request.

- Enter your name in the **Requestor Name field.**
- Enter your phone number and/or extension in the **Phone #** field.
- Enter an email address in the **Requestor E-mail** field. (A valid email address must be inserted if you wish to receive a reply.)

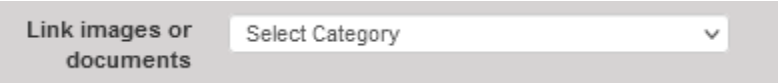


- Using the dropdown feature, select the Building in the **Building/Other** field.
- In the **Floor Code** field, select the floor where the request is located
- In the **Area #** field, select the area number (or space number).
- Enter the **Requestor Department** in the appropriate fields.

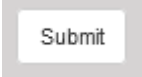
- Enter specific comments in the **Service Requested** field describing the problem and necessary fixes. Please be as specific as possible as to how the request pertains to you. The more information you can give the Facilities Management Team, the better they can provide the services needed.



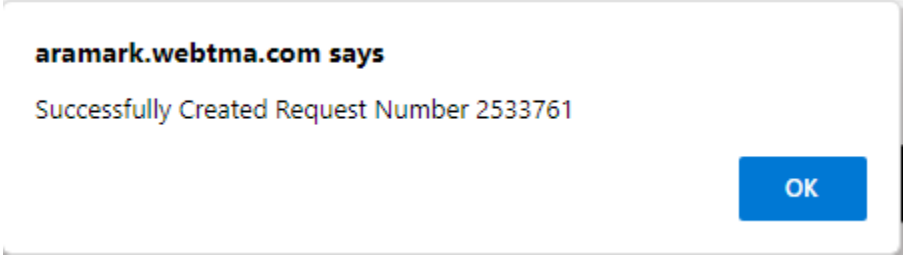
- If you would like to submit a picture or document, use the link images or documents option



  - Use the pick list and select the type of item you would like to link
  - If doc you would browse to the file and link
  - If using mobile for images you can take a picture or load from your library

- Once you are done, click **Submit.** 

When WebTMA receives your request, a confirmation window will open to let you know the request was submitted. Take note of the Request Number for future reference.



To submit another request, you can simply click **OK** and change the respective information. This will create an entirely separate work order request.

If you are finished, please click **OK** and close the window.

The next time a Requestor invokes this specific page, WebTMA will refer to the cookie previously created. Thus, information on the last entered request will appear on the screen. To create a new request, you may simply modify the necessary fields and then submit the request, or you can click the **Clear** button to erase the previous data. (However, this does not remove the default location information in the Read Only field.)