

ARCHIBUS- How to Submit a Work Request

Work Request

If this is an Emergency call: 901-678-2699 or 901-678-2075 (7AM - 4:30PM)
After Hours call Police Services: 901-678-4357 (901-678-HELP)

Requestor

1

Requested By*

TOM TIGER

Requestor Phone

901-901-1912

2

Index Code*

771912

Location

☐ Use your assigned workspace location

Administration Bldg

3

Location*

11-001

1

100

Drawing ?

Building is required. Enter floor and room number to help us process your request faster.

Describe the location

Office 100 near desk.

Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window".

Problem

Type of Problem

LIGHTING/ELECTRICAL

▼

Description

4

Description*

Please install a new electrical duplex outlet in room 100. Contact Tom Tiger for the specific location.

Workflow
Workflow Steps:
On status of Requested: Edit and Approve is required by OPS WORK CONTROL
On status of Requested: Edit and Approve is required by an employee with Service Desk Role Financial Approvers
Request will be dispatched to SUPER-ZONE-3

5

Submit

Add Documents

Cancel

Instructions to Enter a Work Request

1. Requestor Information:

- **Requested by:** This should auto-populate with your name. You can change it by clicking the box and selecting '...' to view the employee list.
- **Requestor Phone:** This should auto-populate with your phone number but can be edited if needed.

2. Billable Work:

- **Is it billable?**
 - **Index Code:** Required for billable requests; must have approval from a financial approver.
 - **View Billable Services List** (insert billables link)

3. Location of Work:

- **Building Code:**
 - Select your building from the filtered list by clicking the box and choosing '...', or start typing the building name and press Enter.
- **Floor Code:** Select a floor code by clicking the box and selecting '...' to view the list of floors.
- **Room Number:** Choose a room from the filtered list by clicking the box and selecting '...', or use the Drawing option to visually select a room.
 - **Note:** If the Drawing option is not available, describe the location in the provided field.

4. Type of Problem and Description:

- **Type of Problem:** Select from the drop-down menu that best describes your request.
- **Description:** Provide specific details about the work to be done.

5. Submit Your Request:

- Once all required fields are completed, click **Submit** at the bottom of the screen.
- **Note:** Always choose from the provided lists for Index Code, Building, Floor, and Room to avoid errors.