

iService Desk for the Experienced Computer User January 12, 2015

Facility Services iService Desk (iSD) is a web application that allows students and staff to submit Facility Service requests quickly and efficiently 365 days a year, 24 hours a day. There is only one requirement to be able to submit a request. The requirement is that requests must be submitted via a computer (departmental, personal, or public) that is using the campus wi-fi system.

General Information

- The url for iSD is <https://fsservicedesk.ad.uwm.edu/home.html>. You may also click on the iService Desk link on the Facility Services website.
 - Click on “Work Orders and Service Requests”
 - Next click on “Service Requests” or “Work Orders”
- The left hand menu of each iSD screen contains important information regarding the page being viewed. Please read the menu **before** using each page for the first time.
- All field names listed in **red**, are required fields.

Navigation

- Right clicking your mouse and paging backwards, may cause previously entered information to disappear.

Who Can Use iService Desk

- Requests can be submitted by UWM Users and iSD requestors. iSD requestors have greater access to iSD functionality than UWM Users. Requestor status is only granted to staff members who work with Facility Services on projects, key ordering, and chargeable work orders.
- A UWM User can submit both service requests and chargeable work orders. However, to submit a chargeable work order, a valid billable accounting number to charge the work to must be entered.

The different types of requests that can be submitted are as follows:

- Service Requests (Corrective work to maintain public areas or classrooms)
- Chargeable Work Orders
- Key Requests
- Project Requests

The last three requests listed above is for work requested and paid for by a department other than Facility Services.

Are you a Requestor?

In order to log-in, we have to set you up as a requestor. Currently, the only people we have set up as requestors are building chairs/alternates, UBRs (Unit Business Representatives), and people specified to us by UBRs.

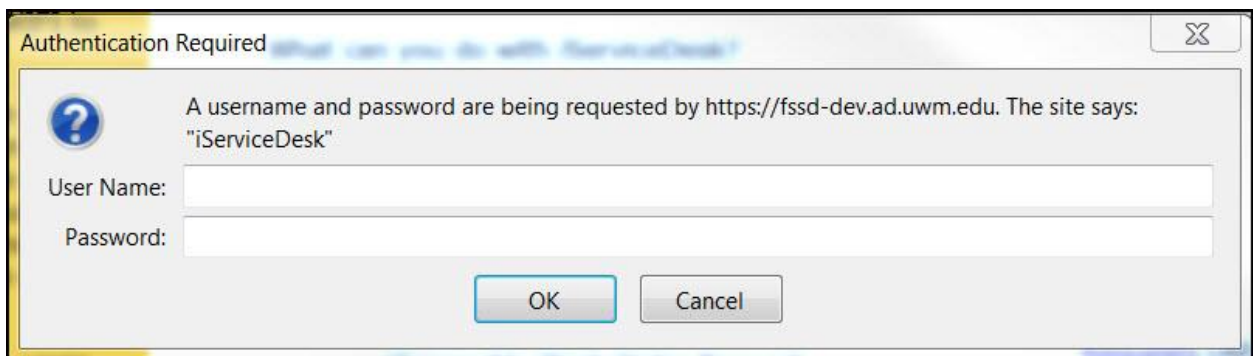
If your UBR didn't specify that we set you up as a requestor, you are not currently in our system.

You do not need to be set up as a requestor to enter service or chargeable work requests.

Please ask you UBR to contact us if you need access to submit project and/or key requests.

Logging into iService Desk

- Requestors should change their password before using iService Desk for the first time. See "iService Desk Changing your Password."
- There is no "login" box or link for iService Desk.
- However, requestors need to authenticate to submit certain types of requests. After clicking the link of a request that needs authentication, the following popup box will appear:



If you do not know your user name or password email Kimberly Jackson at jacks327@uwm.edu or Eve Andreas at eandreas@uwm.edu. We will email you a document regarding your user name, password, and how to change your password.

Submitting Service Requests

After clicking on the "Service Request" link, the user needs to complete the form.

1. The first three fields on the form must be filled out sequentially.

The screenshot shows a web form titled "Service Request" with a sub-header "Submit your Request". The form contains the following fields:

- Facility: Off-Campus
- Building: University Services and Research
- Location: 136C, Office
- Name: Eve Andreas
- Phone #: 6951
- E-mail Address: eandreas@uwm.edu
- Repair Center: FS - Facility Services
- Department: Facility Services
- Request: Need burnt out light replaced

A "Submit" button is located at the bottom of the form.

2. After submitting the request, the following new screen will appear.

The screenshot shows a confirmation screen for "Request # 27713 for USR-136C". The status is "Pending". The details are as follows:

- Current Status:** Pending
- Facility:** Off Campus
- Building:** University Services and Research
- Floor:** USR-1
- Location ID:** USR-136C
- Location Description:** Office
- Requestor:** Eve Andreas
- Requestor Phone:** 6951
- Requestor Email:** eandreas@uwm.edu
- Accept Date:**
- Work Order #:**
- Reject Date:**
- Reject Reason:**

Requested Action: There is a burnt out light in my office.

3. Review the screen to make sure all the information is correct.
4. You will receive an email that will confirm that we have received your request and will list your request number.

Submitting a Chargeable Work

After clicking on the "Chargeable Work Order Request" link, the user needs to complete the form.

1. Follow all of the same steps used to submit a “Service Request.”
2. An account number must be entered in the “Account #” field in order for the request to be processed.
 - a. Enter your Facility Services billable account number (previously known as PP #.)
 - b. Requests received without the proper billable account number may be rejected and a new request would need to be submitted.
3. Submit and review form the same way as the service request.
4. You will receive an email that will confirm that we have received your request and will list your request number.