

Sprocket Work Request How To's

If the issue you are reporting is an emergency (broken pipe, mechanical failure, hazardous situation), please call the Campus Call Center directly at x8888 or 865-8888.

Getting Started

1. From the SUU web site
2. Click on the Faculty & Staff link.
3. Click on the Work Requests link on lower left hand side.
4. Once on the Sprocket login page, you will be asked to enter a Username & Password. This is your Novell username and password.
5. You will be directed to the Work Order Home page. There are several links at the top of the page. The links you will need to submit and view work orders are *New Request* and *My Requests*.
 - a. *New Request* – Takes you to the screen to enter a new work order
 - b. *My Requests* – Takes you to the screen where you can view the orders you have already submitted.

Submitting a Work Order

Click the *New Request* link at the top of the page.

1. Request Drop-down box
 - a. Select from the list the description that most closely fits the work request you are submitting.
 - b. Click *Next*
2. Request Details
 - a. Requested By
 - i. Should auto fill based on your user information. If it this box is not filled in automatically enter your Novell Username.
 - b. Contact
 - i. Enter your name or the name of the person to contact regarding the work request.
 - c. Contact Email
 - i. Should auto fill based on your user information. However if you would like someone else to be contacted regarding the work request, you can enter a different email address.
 - d. Contact Phone
 - i. Enter your 7 digit phone number or the 7-digit phone number of the person to contact regarding the work request.
 - e. Location
 - i. Select a building or location from the drop-down list.
 - ii. If the location is a building, select a Floor from the drop-down list that appears when the building has been selected.
 - iii. If the location is a building, select a Room from the drop-down list that appears when the floor has been selected.

3. Request Comments

- a. This is a description of the work that needs to be performed. These comments go directly on the work order received by a Facilities Management staff member. Please give Facilities a good description of the work to be done and any additional information that would be helpful in completing the work. For example if you want something hung on a wall, list what the item is, where it can be found, and where you would like it hung (ex. south wall or on wall opposite the door).
- b. There are text formatting options and a spell check tool at the top of the request comments box for your use.

4. Submit the Work Order

- a. Click the *Next* button at the bottom of the screen.
- b. This should take you to the Work Order Confirmation Screen. If you are not directed here, please check to make sure you do not have your pop-up blocker enabled for this web site. If you have turned off your pop up blocker and are still not directed to the Work Order Confirmation Screen, please call the Work Order Support Desk at x7795 for troubleshooting options.

5. Work Order Confirmation Page

- a. The number assigned to your work order will be listed on this page. Please use this number when communicating with Facilities Management about the work being done. You can either write down the number, print off the page, or log back into the system and click the *My Requests* link to retrieve the number.

****NOTE – Please be aware, it takes a minimum of two hours to get the work order processed in the system and dispatch staff.**

If you have questions regarding the work order system or the status of your work order, please contact the Work Order Support Desk at x7795 (586w 7795) or via ew mail at FMAID2@suu.edu.