



# Facilities Management Work Order System Tutorial

*For questions or comments, please contact*

[Angela Wiese](#) or [Avery Watkins](#)

*(859)254-1434*



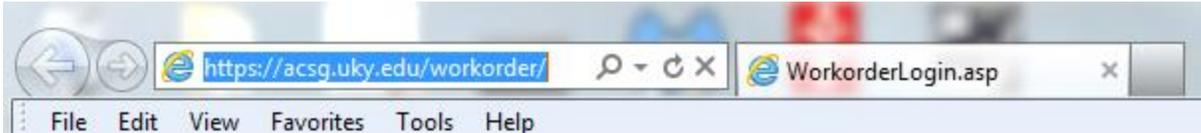
# Let's begin!

The URL is:

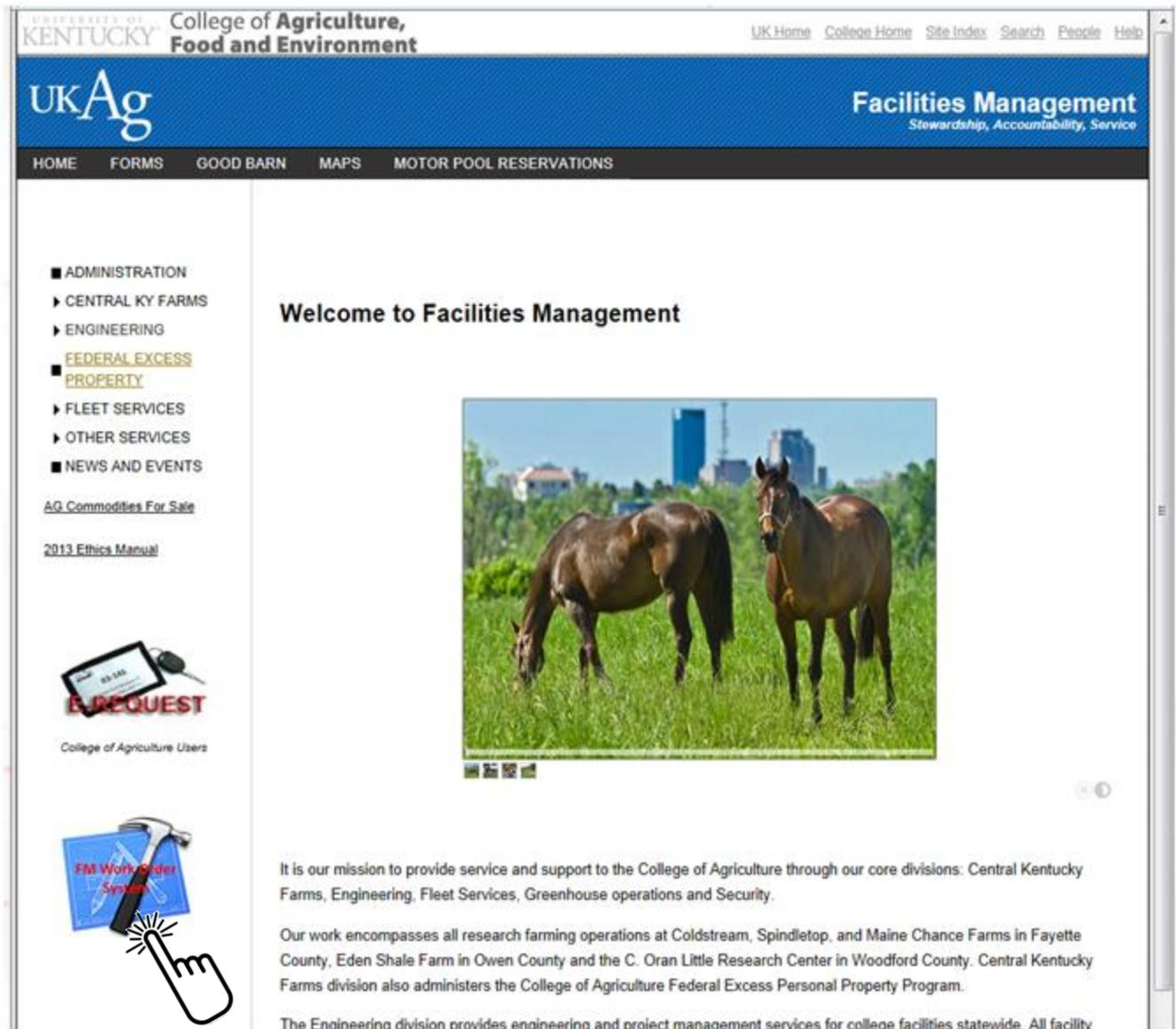
<https://acsg.uky.edu/workorder/>

## 4 ways to access:

- 1) Type the URL address into your web browser address bar



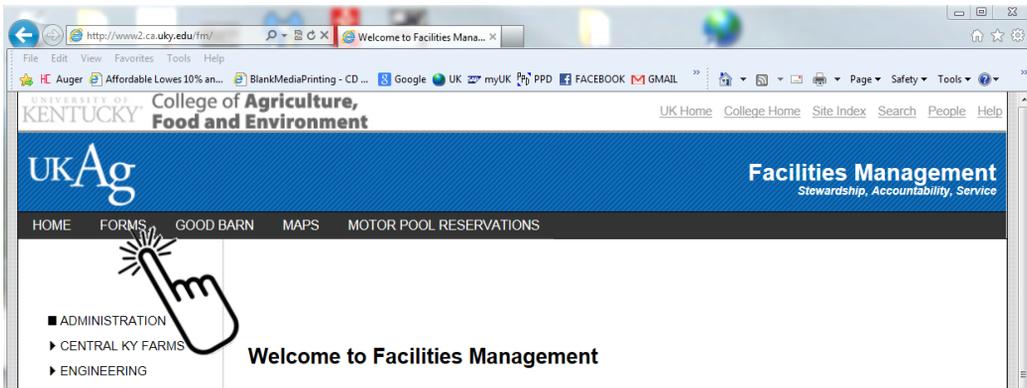
- 2) Click on the **"FM Work Order System"** icon on left column of the FM website  
FM Website : [www.ca.uky.edu/fm](http://www.ca.uky.edu/fm)

A screenshot of the University of Kentucky Facilities Management website. The header includes the University of Kentucky logo, "College of Agriculture, Food and Environment", and navigation links: "UK Home", "College Home", "Site Index", "Search", "People", and "Help". The main navigation bar features "UKAg" and "Facilities Management" with the tagline "Stewardship, Accountability, Service". Below this is a menu with "HOME", "FORMS", "GOOD BARN", "MAPS", and "MOTOR POOL RESERVATIONS". The left sidebar contains a list of services: "ADMINISTRATION", "CENTRAL KY FARMS", "ENGINEERING", "FEDERAL EXCESS PROPERTY", "FLEET SERVICES", "OTHER SERVICES", and "NEWS AND EVENTS". There are also links for "AQ Commodities For Sale" and "2013 Ethics Manual". A "REQUEST" button is visible. The main content area has a "Welcome to Facilities Management" heading and a photo of two horses in a field. Below the photo, there is a paragraph about the mission and a list of core divisions: Central Kentucky Farms, Engineering, Fleet Services, Greenhouse operations, and Security. Another paragraph describes the work encompassing research farming operations at various farms. A final paragraph mentions the Engineering division's services for college facilities statewide.

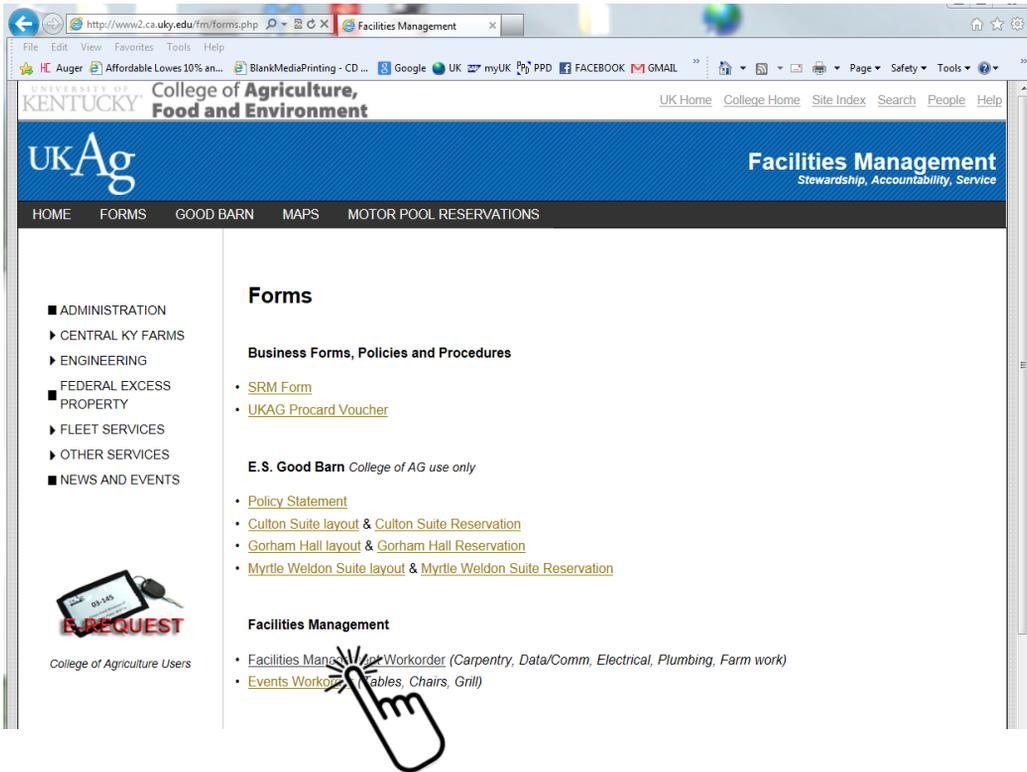
3) Click on the **“Facilities Management Workorder”** link on the FM website “Forms” page

FM Website : [www.ca.uky.edu/fm](http://www.ca.uky.edu/fm)

Step 1:



Step 2:



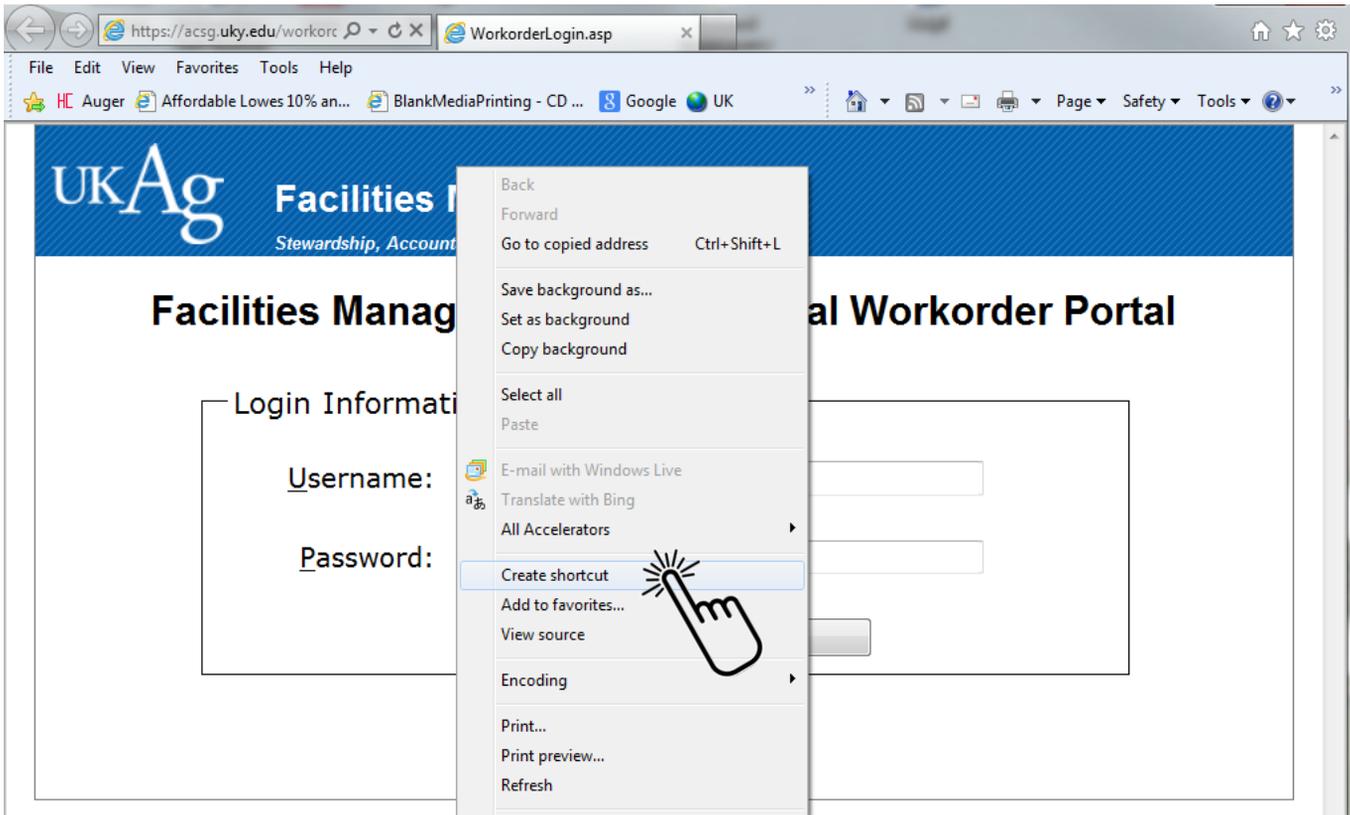
There are other important links on this page for:

- Good Barn and Seay Reservations
- Fleet Services Work Orders
- Events Work Orders
- Vehicle Accident Report
- Facilities Management Policies
- Bus Requests

4) For frequent users, we recommend that you save the URL as a shortcut on your desktop:

**Step 1:** go to <https://acsg.uky.edu/workorder/>

**Step 2:** Right click anywhere on the webpage and select “create shortcut”



**Step 3:** A shortcut to the FM Departmental Workorder Portal will be saved to your desktop

**Step 4:** Click on the desktop shortcut for future access



Log in using your “link blue” user id and password

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### Facilities Management Departmental Workorder Portal

Login Information

Username:

Password:



Once logged in, you will see the main page of the FM Departmental Work Order System:

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## FM Departmental Work Order System

2/25/2014

### FM Work Order Options - Agriculture Facilities Management Engineering

- [Complete a Work Order Request - FM Engineering Division](#)
- [Browse Work Orders Pending or In-Progress](#)
- [Browse Completed Work Orders](#)
- [Browse All Department Work Orders](#)

*For questions or comments, please contact [Avery Watkins](#), Facilities Management*

# What can you do?

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## FM Departmental Work Order System

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### FM Work Order Options - Agriculture Facilities Management Engineering

- Complete a Work Order Request - FM Engineering Division
- Browse Work Orders Pending or In-Progress
- Browse Completed Work Orders
- Browse All Department Work Orders

Click this link to create a **NEW** work order.

View **your** Pending or In-Process work orders

View work orders from your **Department**

View **your** Completed work orders

Quit

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## FM Work Order Request form

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### Facilities Management Work Order Request

Engineering Division  
2/25/2014

<b>Contact Information</b> Employee Name: Avery Watkins Dept Name: Lake Cumberland 4-H Camp Department: 81361.Lisa Watson(lwats2@email.uky.edu) Email: awatkins@email.uky.edu Phone: Fax:	<b>Work Order Information</b> Type of Work: (Check all that apply) <input type="checkbox"/> Carpentry <input type="checkbox"/> Data/Comm <input type="checkbox"/> Electrical <input type="checkbox"/> Plumbing <input type="checkbox"/> Other Work Location: Please Select Building #1: Please Select Building #2: Please Select Building #3: Please Select Building #4: Please Select Desired Completion Date: <input type="text"/> Estimate Req'd?: <input type="radio"/> Yes <input checked="" type="radio"/> No Check one: <input checked="" type="radio"/> New Work Order Request <input type="radio"/> Work In Progress <input type="radio"/> Work Completed <input type="radio"/> <b>Emergency</b>
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Provide a Brief Business Purpose

Describe the work in detail

Submit Cancel

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Please fill out the work order request form in its **entirety**.

Drop-down menus are provided to aid in making your request.

# Information on your Work Order Request:

## ▪ Contact Information

- ✓ Employee Name
  - This will automatically have your name filled in. You may choose to edit this if you are submitting the work order for someone else.
- ✓ Department Name (drop-down menu)
- ✓ Department (this will self-populate with selection of a department)
- ✓ Email
  - This will automatically have your email address filled in. You may choose to edit this if someone else will be the primary contact.
- ✓ Phone (required)
- ✓ Fax (optional)

## ▪ Business Information

- ✓ Cost Center number (required)
- ✓ Internal Order (optional)
- ✓ Assignment Code (optional)
- ✓ Business Officer
  - This will automatically have your department's business officer's name filled in.
- ✓ Business Officer Email
  - This will automatically have your department's business officer's email address filled in.

## ▪ Work Order Information

- ✓ Type of Work (Check all that apply)
  - Choose "other" if unsure or if the work requested does not clearly fit into one of the 4 main skilled trades.
- ✓ Work Location (drop-down menu)
  - Choose the location where the work will be performed.
  - Choose up to four buildings where the work will take place. If the work is not specific to a building, you may choose "other" under Building #1.
- ✓ Desired Completion Date (calendar is provided)
- ✓ Estimate Required (choose one – "No" is the default)

- ✓ Type of work order request
  - New Work Order Request (default)
  - Work in progress
  - Work Completed
  - **Emergency**
    - Please only use this if immediate action is required for human or animal welfare, to protect important research projects and data, to minimize further damage to equipment and property, etc.
- **Brief business purpose**
  - ✓ This is a very brief summary of the work to be done, i.e. “replace fan motor” or “construct a barn”
- **Detailed description of work**
  - ✓ Please provide a detail description of the work that needs to be performed. This might include specific location, specific equipment, scope of the project, etc.

Then press 

## What happens next ???

- You will receive an email detailing your submitted work order which will also include your Work Order Number
- An email will be sent to the department’s business officer that was listed on the form
- An email will be sent to the trade supervisor(s) based on the type of work selected indicating that a new work order has been submitted
- An email will be sent to the Division Head of the Facilities Management Engineering Division

# Status Updates

## ☐ Status

- ✓ Pending – default status upon work order submission
- ✓ In Progress
  - The status of your work order will change to “In Progress” when the work has been placed into the work schedule for each trade.
  - An email will be sent informing you of this status change
- ✓ Completed
  - When all trades are finished with work
  - An email will be sent informing you of this status change

## ☐ Status Notes

- As work progresses on your project, specific status updates from a drop-down menu can be selected for your project by the trade supervisor or project manager overseeing your project. Each time this status changes or an additional update is selected, you will receive an email informing you that the status of your In Progress work order has changed.
- Status Notes for each work order submitted can be viewed on your list of Pending and In Progress work orders in the FM Departmental Work Order System

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Pending and In-Progress Facilities Management Work Orders - G. Avery Watkins

WO Number	Entry Date	Employee	Dept No.	Dept Name	Status	Status Notes	Desired Completion Date
<a href="#">FME-01-1023</a>	2014-02-19	G. Avery Watkins	81235	Engineering Division	In_Progress	<a href="#">Status Detail</a>	3/1/14

[Return to Menu](#)

For questions or comments, please contact [G. Avery Watkins](#), Facilities Management

Click here to view your work order

Status of work order

Click this to view status notes that have been added by the trade supervisors or project manager