

Windmill Software: Resident Web Requests

Adding a Work Request

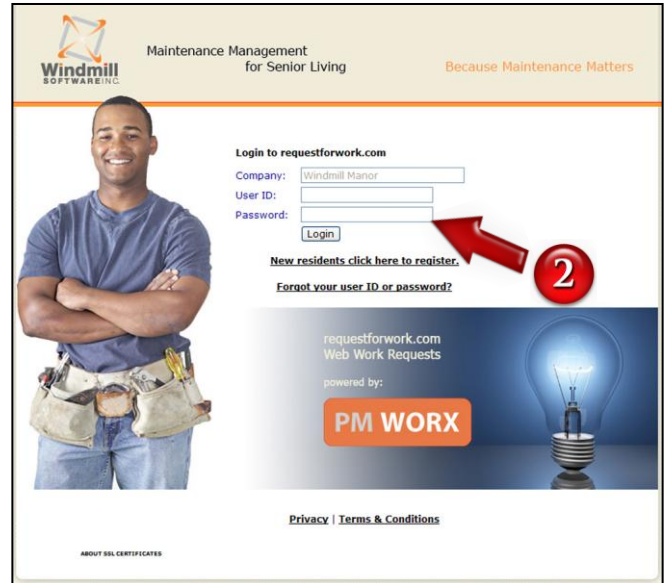
1 Double-click the internet shortcut to access your Work Request web page.



2 Enter your username & password, then click Login.

3 Click + Add New Request to submit a new request for maintenance.

4 Enter the details of the request, then click the Submit button.



Maintenance Management for Senior Living

Because Maintenance Matters

requestforwork.com

Web Work Requests

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PM WORX

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Maintenance Management for Senior Living

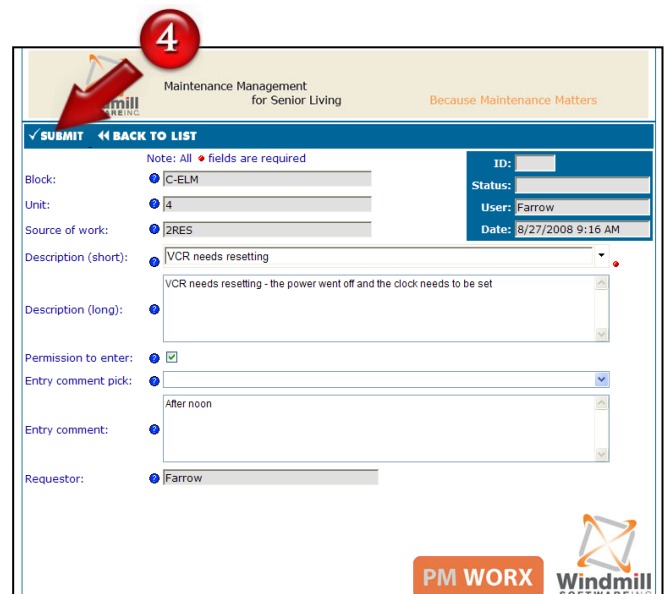
Because Maintenance Matters

Search for Request + Add New Request >> Log Out

Date: Last week

Status: cAll

ID	Status	Date	Description	Updated
120656	ACCEPTED	8/27/2008	VCR needs resetting	8/27/2008
120657	COMPLETED	8/27/2008	Plugged Drain	8/27/2008
120658	Completed	8/27/2008	Room too cold	8/27/2008



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✓ SUBMIT ← BACK TO LIST

Note: All fields are required

Block: C-ELM

Unit: 4

Source of work: ZRES

Description (short):

Description (long):

Permission to enter:

Entry comment pick:

Entry comment:

Requestor:

ID:

Status:


User: Farrow

Date: 8/27/2008 9:16 AM

PM WORX Windmill SOFTWARE INC.



Tips on: Adding Work Requests

- Hover your mouse over the question mark  to find out more about each on-screen field.
- If you have a detailed description of work, enter it in the description (long) note area.
- Once you click "Submit", your request is started. If you have no other requests, click "Back to List".

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Checking the Status

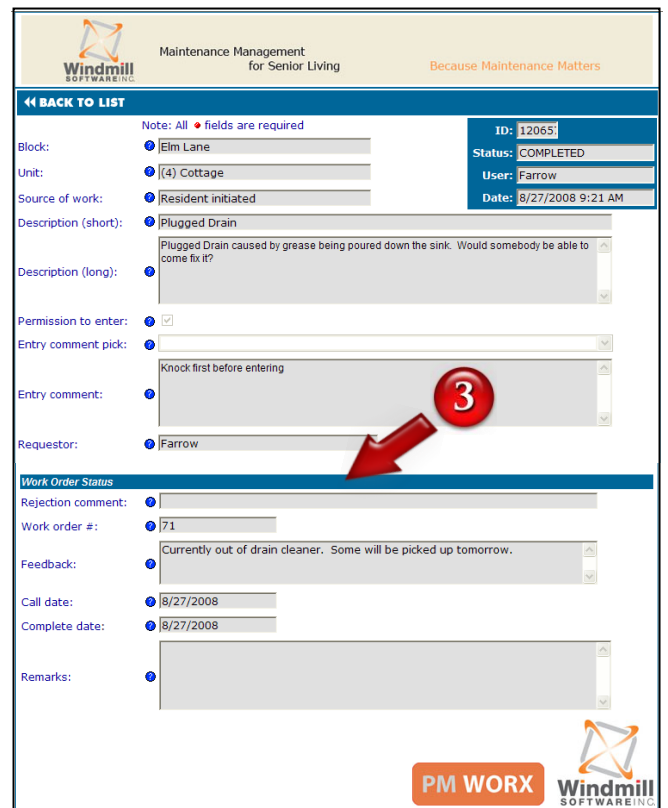
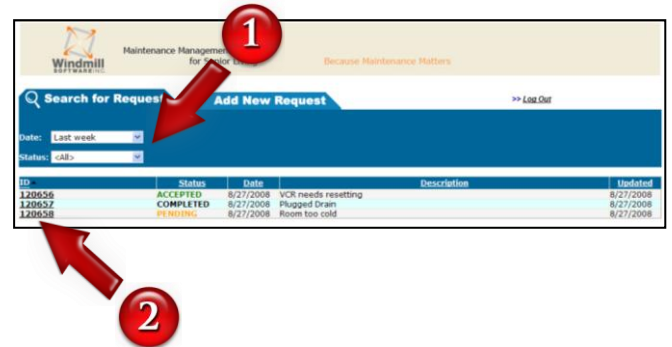
1 Use the pull-down filters to find specific requests of a certain status, or from a certain date.

You can also click on column headings to sort the requests by that information.

2 Once you've found your request, click the underlined ID # to view status information and feedback from maintenance.

3 In the Work Order Status section at the bottom of the page you can view:

- reason for rejection (if rejected)
- notes on progress (if accepted)
- completion details (if completed)



Tips on: Checking Work Request Status

► Color coded statuses on the Search for Request page allow you to easily see the status of every work request:

- Pending: the request has not been dealt with
- Accepted: a work order is in progress
- Rejected: the request has been rejected
- Completed: the resulting work order is completed

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Creating an Account

1 You can create your account by clicking “New residents click here to register.” Creating an account will allow you to have your own personalized user ID and password which identifies who you are and where you live to your maintenance department.

2 If you’ve forgotten your login details (User ID or Password) click “Forgot your user ID or password” to have them emailed to you. When prompted, enter the email address specified when first creating your account.

3 Enter the details of your account. Items flagged with ● are required. Be sure to pick a User ID and Password that is easy for you to remember. Enter a valid email address. If you ever forget your User ID or Password, they can be emailed to the address you specify. Select the Block and Unit where you live. If you need help determining the right choice, contact your maintenance department. When you’re finished, click Submit.





Tips on: Creating an Account

- Choose an easy to remember password.
- Your password should be 4 or more characters in length.
- A ‘Block’ is a building, wing, floor, lane or other large grouping of apartments, homes or rooms.
- A ‘Unit’ is your specific apartment, room or home.
- If you don’t have e-mail, you can sign up for free at <http://www.gmail.com> or <http://www.hotmail.com>.