

Windmill Software: Staff Web Requests

Adding a Work Request

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



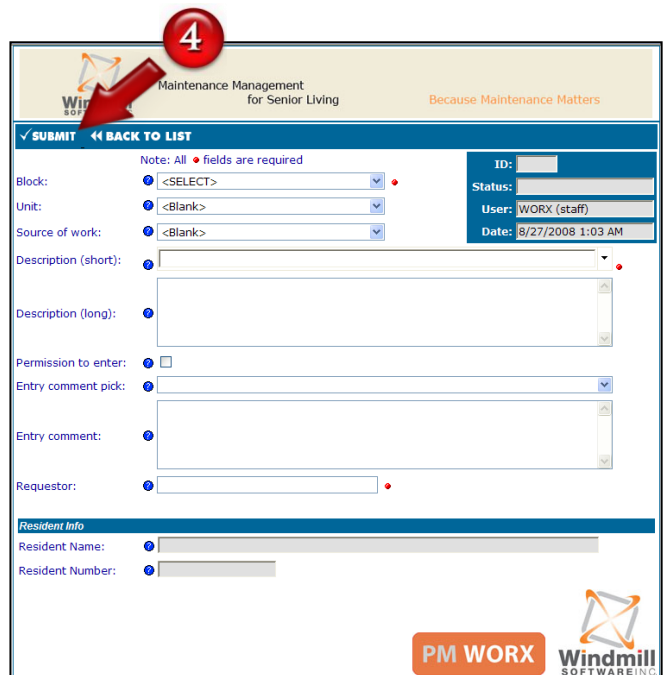
2 Enter your username & password, then click Login.

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

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




ID	Status	Date	Block	Unit	User	Description	Updated
120642	REJECTED	8/25/2008	Elm Lane	(1) Cottage	WORX (staff)	Burnt out light bulb	8/26/2008
120643	COMPLETED	8/26/2008	East Wing	(101) Apartment	WORX (staff)	Broken Toilet Seat	8/26/2008
120644	COMPLETED	8/26/2008	West Wing	(78808) Tubroom	WORX (staff)	The tub is overflowing	8/26/2008
120645	ACCEPTED	8/26/2008	Oak Path	(2) Cottage	WORX (staff)	Room too cold	8/26/2008
120646	PENDING	8/26/2008	Grounds	(POND) Pond	WORX (staff)	Garbage in the pond	8/26/2008
120647	PENDING	8/26/2008	West Wing	(101) Resident Room	WORX (staff)	Broken/missing call bell cord	8/26/2008
120648	PENDING	8/26/2008	Elm Lane	(4) Cottage	WORX (staff)	Toilet running	8/26/2008



Note: All fields are required

Block: ID:

Unit: Status:

Source of work: User: WORX (staff)

Date: 8/27/2008 1:03 AM

Description (short):

Description (long):

Permission to enter:

Entry comment pick:

Entry comment:

Requestor:


Resident Info

Resident Name:

Resident Number:



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

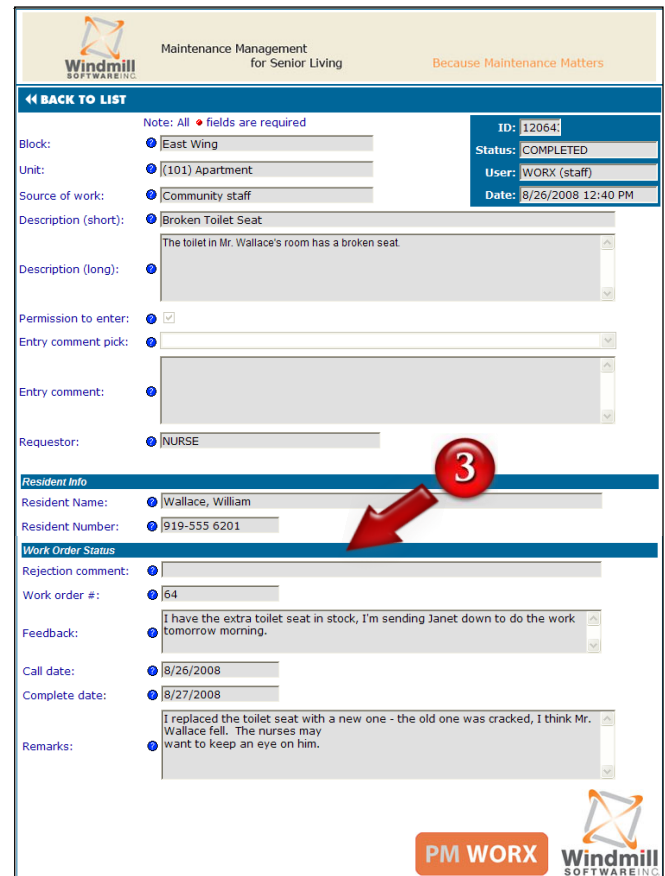
1 Use the pull-down filters to find specific requests in a certain location, of a certain status, or from a certain date.

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

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