



FACILITIES & CONSTRUCTION MANAGEMENT

iServiceDesk
POWERED BY TMA SYSTEMS

Service Request Training Manual & Users Guide

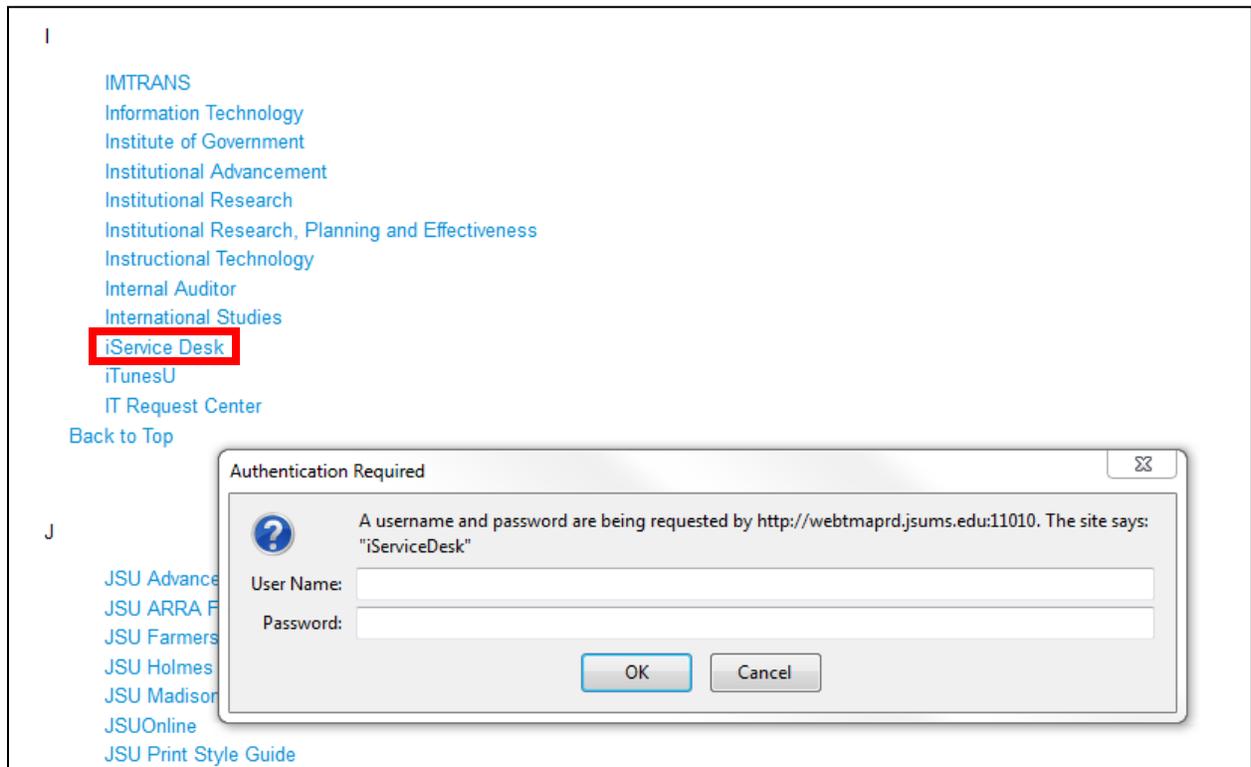
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iService Desk User's Guide

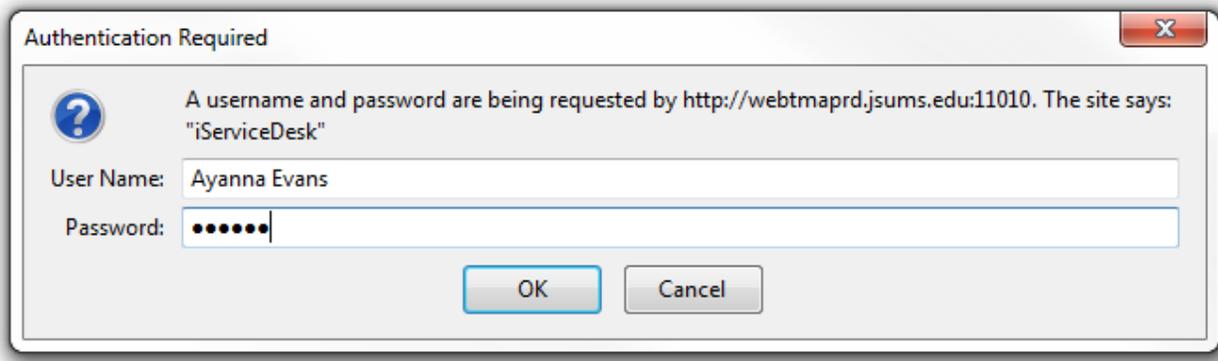
Part 1: How to get to the iService Desk Module

Step 1: Go to www.jsums.edu.

Step 2: Go to **Web Directory** → Select **"I"** → Select **"iService Desk."**

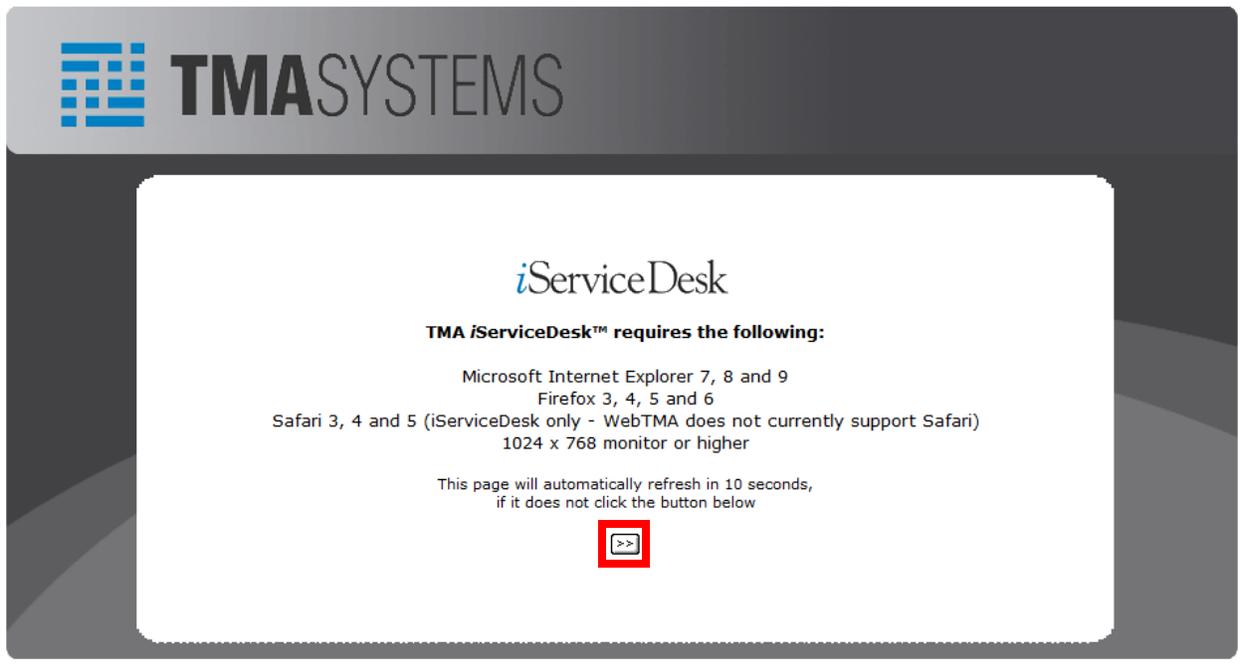


Step 3: Enter your **user name and password**. Then select **OK**.



When you see the following screen, you have successfully logged on. The screen will automatically refresh in 10 seconds or you may select the arrow button to continue.

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The screen below is the home screen of the iService Desk.

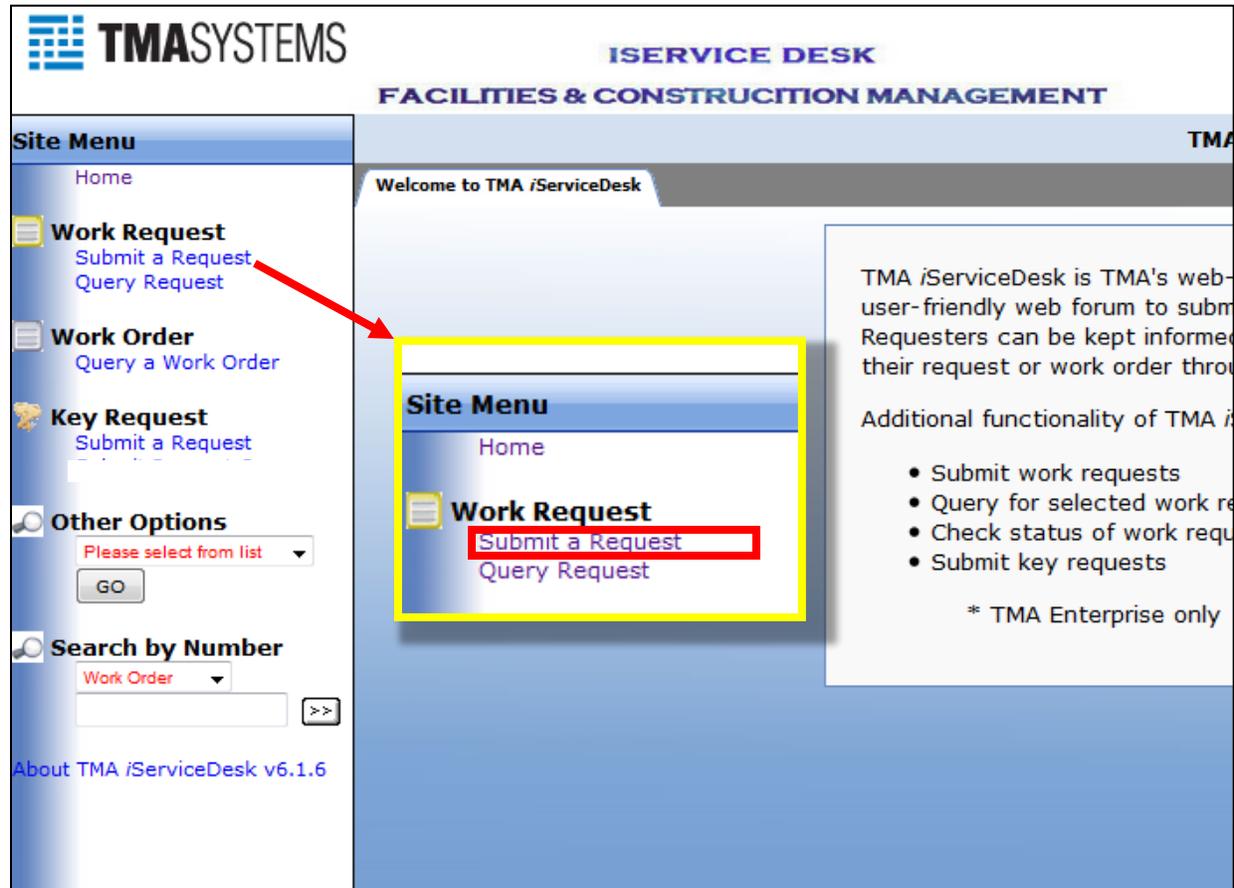


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Part 2: How to Submit and Query Requests and Work Orders

Submitting Requests

Step 1: To submit a service request, go to **Work Request** → “Submit a Request” located on the left side of the screen.



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Step 2: Type or use drop down menu to complete all required fields (**in red**) and click on submit to submit your work request.

The screenshot displays a web-based form for submitting a work request. The form is contained within a light blue border. The fields are as follows:

- Facility:** Jackson State University (Main Campus) [dropdown]
- Building:** Facilities & Construction Management [dropdown]
- Area:** 116, Office - 116 [dropdown]
- Name:** Ayanna Evans [text input]
- Phone #:** 601-979-1638 [text input]
- E-mail Address:** ayanna.n.evans@yahoo.com [text input]
- Repair Center:** M - Movers [dropdown]
- Account #:** [text input]
- Tag Type:** Area [dropdown]
- Tag #:** [text input]
- Department:** Facilities & Construction Management [dropdown]
- Request:** Please move the bookshelf in my office to the storage room. Thanks! [text area]

A "Submit" button is located at the bottom of the form. Below the form, a white box contains the text: "If this is an emergency please contact at (601) 979-2522".

Note: If the building you are requesting the service for has an approver, the work request needs to be approved before it comes to the Facilities and Construction Management Customer Care Center.

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Step 3: A request number will be generated. There is an option on the top right hand side of the screen to print.

The screenshot displays the iService Desk interface for a request. At the top, a header bar shows "Request # 123856 for DFM-116" and a "print page" button. The main content area is titled "Request # 123856" and contains a central white box with the following details:

- Current Status:** Pending
- Facility:** Jackson State University (Main Campus)
- Building:** Facilities & Construction Management
- Floor:**
- Location ID:** [DFM-116](#)
- Area Description:** Office - 116
- Tag #:**
- Item Description:**
- Requestor:** Ayanna Evans
- Requestor Phone:** 601-979-1638
- Requestor Email:** ayanna.n.evans@jsums.edu
- Accept Date:**
- Work Order #:**
- Reject Date:**
- Reject Reason:**

Below the details, the "Requested Action" is: "Please move the bookshelf in my office to the storage room." The message concludes with "Thanks!".

An "Important" notice at the bottom states: "Request information is provided in real-time and is subject to approval. Upon acceptance you will be notified via email."

An email message, with your service request number, will be sent to you as well.

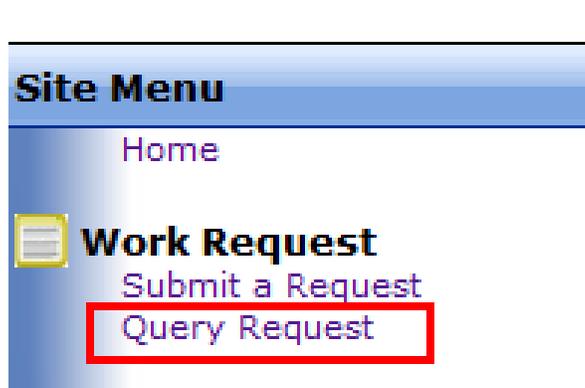


Note: If the request falls under the approval route, the approver will receive an email to approve/reject the request.

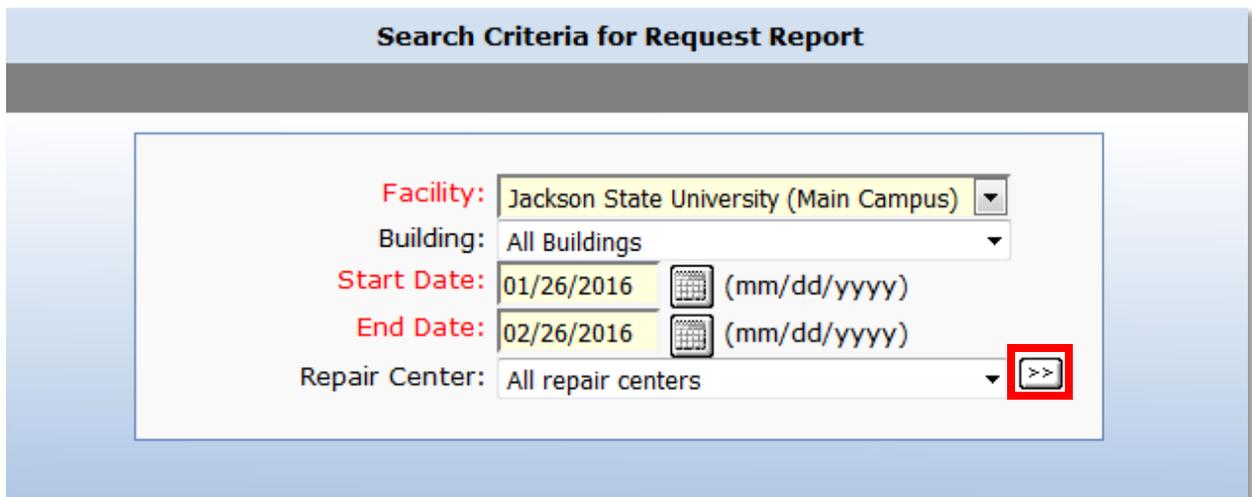
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Query Requests

Step 1: To query requests, go to **Work Request** → “Query Request.”

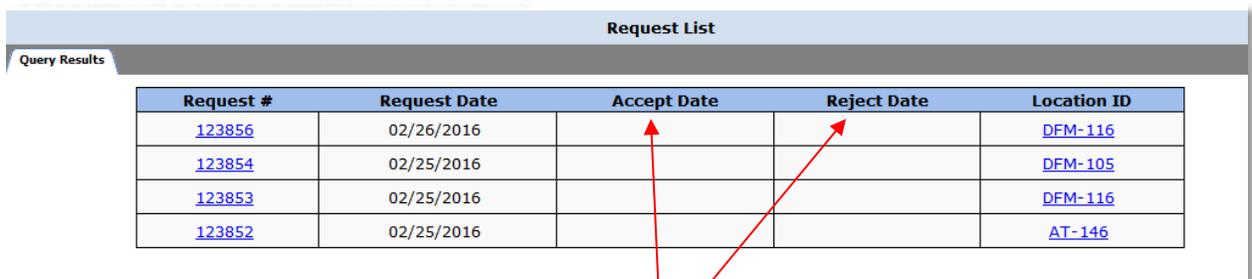


Step 2: Use the drop down menu to enter selection criteria and then click the arrow button highlighted below.



The screenshot shows a 'Search Criteria for Request Report' form. It contains several fields: 'Facility' (Jackson State University (Main Campus)), 'Building' (All Buildings), 'Start Date' (01/26/2016), 'End Date' (02/26/2016), and 'Repair Center' (All repair centers). Each field has a dropdown arrow. A red box highlights a search button with a right-pointing arrow icon next to the 'Repair Center' dropdown.

Step 3: The following screen will appear.



The screenshot shows a 'Request List' table with the following data:

Request #	Request Date	Accept Date	Reject Date	Location ID
123856	02/26/2016			DFM-116
123854	02/25/2016			DFM-105
123853	02/25/2016			DFM-116
123852	02/25/2016			AT-146

Red arrows point from the 'Accept Date' and 'Reject Date' columns to the text below.

If your request has been **approved or rejected**, the date of the decision will appear in the corresponding columns above.

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The screen shot below shows an example of a submitted work request. The “**Current Status**” will show you “**pending**” until the Facility Manager approves the request and the Costumer Care Center accepts the request. The updated status will be displayed whenever the status is changed by the technician assigned to the work request.

Request # 123852 for AT-146

Current Status: Pending

Facility: Jackson State University (Main Campus)
Building: Administration Tower
Floor:
Location ID: [AT-146](#)
Area Description: Office - 146
Tag #:
Item Description:
Requestor: Ayanna Evans
Requestor Phone: 601-979-1638
Requestor Email: ayanna.n.evans@jsums.edu
Accept Date:
Work Order #:
Reject Date:
Reject Reason:

Requested Action: Please move the desk from room 146 to the storage

Important

Request information is provided in real-time and is subject to approval. Upon acceptance you will be notified via email.

Query Work Order

Step 1: To query work orders, go to **Work Order**→ “**Query a Work Order.**”

The following screen will appear. The facility will already be generated. Click on the arrow key highlighted below to continue.

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ISERVICE DESK
FACILITIES & CONSTRUCTION MANAGEMENT

Query Work Orders

Facility: Jackson State University (Main Campus) >>

Step 2: Use the drop down menu to enter selection criteria and then click the arrow.

Search Criteria for Work Order Query

Building: All Buildings

Department: Facilities & Construction Management

Start Date: 01/26/2016 (mm/dd/yyyy)

End Date: 02/26/2016 (mm/dd/yyyy)

Open Work Orders (By Request Date)

Complete Work Orders (By Complete Date)

All Work Orders (By Request Date)

Repair Center: All repair centers >>

You may also narrow your search by clicking on one of these three options.

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A list of your work orders will appear, as illustrated on the screen below.

All Work Orders for All Buildings				
Work Order #	Location ID	Request Date	Schedule Date	Complete Date
TR-2016000570		07/07/2015	12/16/2015	
Action: Thank you for choosing Facilities & Construction Management Transportation Mobility Center for your transportation needs. Our office is in receipt of your request for the following: Purpose: Traveling to Atlanta, GA to attend SWAC vs MEAC Championship game. Destination: Atlanta, GA Departure: Dec. 16, 2015 @ 7 am Return: Dec. 20, 2015 @ 2 am Pickup Location: T.B. Ellis Annex Passengers: 165 *** Please note that a vehicle request does not guarantee vehicle rental approval ***				
TR-2016000571		07/07/2015	12/10/2015	
Action: Thank you for choosing Facilities & Construction Management Transportation Mobility Center for your transportation needs. Our office is in receipt of your request for the following: Purpose: Traveling to Houston, TX to attend SWAC Championship Game Destination: Houston, TX Departure: Dec. 10, 2015 @ 7 am Return: Dec. 13, 2015 @ 2 pm Pickup Location: T.B. Ellis Annex Passengers: 165 *** Please note that a vehicle request does not guarantee vehicle rental approval ***				
TR-2016000554		07/07/2015	10/03/2015	
Action: Thank you for choosing Facilities & Construction Management Transportation Mobility Center for your transportation needs. Our office is in receipt of your request for the following: Purpose: Traveling to Veteran's Memorial Stadium to play against Grambling State University. Destination: Jackson, MS Departure: Oct. 02, 2015 @ 8 pm Return: Oct. 03, 2015 @ 9 pm Pickup Location: T.B. Ellis Annex Passengers: 110 *** Please note that a vehicle request does not guarantee vehicle rental approval ***				
TR-2016000551		07/07/2015	11/27/2015	
Action: Thank you for choosing Facilities & Construction Management Transportation Mobility Center for your transportation needs. Our office is in receipt of your request for the following: Purpose: Traveling to Veteran's Memorial Stadium to play against Alcorn State University. Destination: Jackson, MS Departure: Nov. 27, 2015 @ 8 pm Return: Nov. 28, 2015 @ 7 pm Pickup Location: T.B. Ellis Annex Passengers: 110 *** Please note that a vehicle request does not guarantee vehicle rental approval ***				
TR-2016000552		07/07/2015	11/06/2015	
Action: Thank you for choosing Facilities & Construction Management Transportation Mobility Center for your transportation needs. Our office is in receipt of your request for the following: Purpose: Traveling to Veteran's Memorial Stadium to play against Alabama State University. Destination: Jackson, MS Departure: Nov. 06, 2015 @ 8 pm Return: Nov. 07, 2015 @ 9 pm Pickup Location: T.B. Ellis Annex Passengers: 110 *** Please note that a vehicle request does not guarantee vehicle rental approval ***				
TR-2016000553		07/07/2015	10/24/2015	

Part 3: How to Submit a Key Request

Key Requests

Step 1: To submit a key request, go to **Key Request** → **“Submit a Request.”**



Step 2: Type or use drop down menu to complete all required fields (in red) and click on submit to submit your key request.

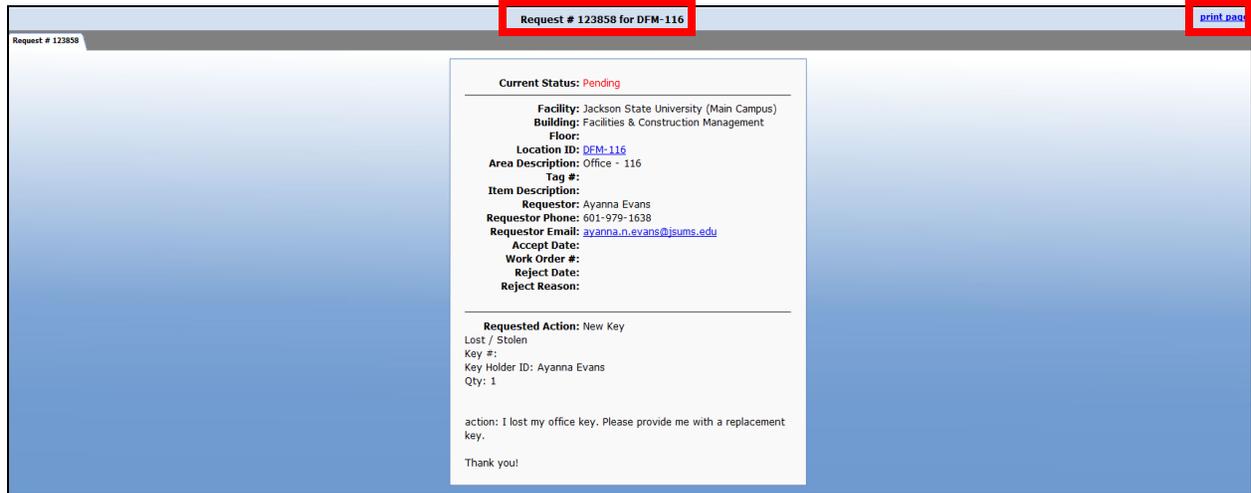
Submit your Request

Requester:	Ayanna Evans
Phone #:	601-979-1638
E-mail Address:	ayanna.n.evans@jsums.edu
Department:	
Account #:	
Facility:	Jackson State University (Main Campus)
Building:	Facilities & Construction Management
Area:	116, Office - 116
Request Type:	New Key
Reason:	Lost / Stolen
Quantity:	1
Keyholder:	Ayanna Evans
Request:	I lost my office key. Please provide me with a replacement key.
	Thank you!
	<input type="button" value="Submit"/>

If this is an emergency please contact at (601) 979-2522

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Step 3: A request number will be generated. There is an option on the top right hand side of the screen to print.



Part 4: Searching Requests and Work Orders

Search by Number

Step 1: Go to **Search by Number** → Using the drop down arrow, select “**Work Request**” or “**Work Order.**”

Next, type in your **six digit work request number** or your **twelve (12) digit work order number**, and click on the arrow button to continue.

Work Request

Work Order



Your record will appear, as follows

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Request # 123852 for AT-146

Current Status: Pending

Facility: Jackson State University (Main Campus)
Building: Administration Tower
Floor:
Location ID: [AT-146](#)
Area Description: Office - 146
Tag #:
Item Description:
Requestor: Ayanna Evans
Requestor Phone: 601-979-1638
Requestor Email: ayanna.n.evans@jsums.edu
Accept Date:
Work Order #:
Reject Date:
Reject Reason:

Requested Action: Please move the desk from room 146 to the storage

Important

Request information is provided in real-time and is subject to approval. Upon acceptance you will be notified via email.

Work Order # TR-2016000570

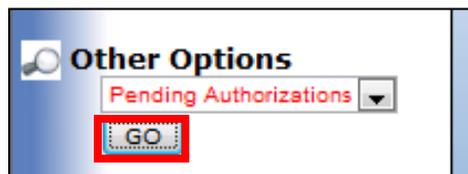
Work Status: Vehicle Request - Obtaining Quotes
Date Complete:
Facility: Various
Reference #: TR-2015006700
Building: Facilities & Construction Management
Location ID:
Tag Number:
Priority: Routine
Item Description: Facilities & Construction Management
Request Date: 07/07/2015
Request Time: 10:59:00
Requestor: Harold Jackson
Requestor Phone: 6019792295
Requestor Email: harold.j.jackson@jsums.edu
Schedule Date: 12/16/2015
Date Last Posted:
Work Status: Vehicle Request - Obtaining Quotes
Trade: TR-Trips
Date Complete:
Contractor Name:
Main Charge Account:
Charge? No
Est End Date: 12/20/2015
Task Code: [TR-001](#)
Task Description: This is a task code for on-campus trips for the transportation department.

Requested Action: Thank you for choosing Facilities & Construction Management Transportation Mobility Center for your transportation needs. Our office is in receipt of your request for the following:

Part 5: Facility Manager Approval/Rejections

Approvals/Rejections

Step 1: To approve/reject service requests, go to **"Other Options"**. Using the drop down menu, select **"Pending Authorizations"** and select **"Go."**



Step 2: Select the request number to view the work order request.

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Items Pending Authorization				
Request #	Date	Requester	Location	Tag #
123857	2/26/2016 3:53:12 PM	Ayanna Evans	DFM-100	
Action Requested: This is a test.				
Previous Comments:				

The following screen will appear.

Request Authorization 123857

Current Status: Pending
Location ID: [DFM-100](#)
Request Date: 02/26/2016
Building: Facilities & Construction Management
Requestor: Ayanna Evans
Tag Number:
Requestor's Phone: 601-979-1638
Item Description:
Requestor's E-mail: ayanna.n.evans@jsums.edu
Repair Center: SFTY
Department: Facilities & Construction Management

Requested Action: This is a test.

Comments:

Approve (submit as a pending TMA Work Request)
 Reject (submit as a rejected TMA Work Request)
 Ignore (take no action at this time)

Comment

Important

Request information is provided in real-time and is subject to approval. Upon acceptance you will be notified via email.

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Step 3:

Select either <http://www.jsums.edu/facilities/make-a-reservation/>, and add comments if needed. Then click on the submit button.

Approve (submit as a pending TMA Work Request)
 Reject (submit as a rejected TMA Work Request)
 Ignore (take no action at this time)

Comment

Submit