

Work Order via Maintenance Connection

- 1) Enter your name, phone/work extension and email address, then select your department from the drop-down box, once logged into the menu.
- 2) Click **Location/Asset**
- 3) Click **More (Hamilton Health Sciences)** is listed
- 4) Under **Location (more)**, then click **McMaster Site**.
- 5) Under **Location**, click **Main Building**.
- 6) Again, under **Location**, **click the appropriate floor**. (For this example, The second floor of MUMC and the 2E area is selected) Departments should really only need to refer to one of the four floors in the Health Sciences Centre.
- 7) Once all of the space specific fields have been noted, **Problem** should be noted. **In this example, "lighting problem" has been chosen**
- 8) **Short Description** is not mandatory, but can be really helpful when needing to explain the problem in order to help expedite the work order. "Bulb Burned Out" is straightforward enough, so no explanation would likely be needed. On the other hand, being as specific as possible for other issues would be beneficial. If you are entering a work order on behalf of someone else (eg. your supervisor or colleague), please enter their name and contact information here.
- 9) **Service Account** is mandatory. Here you will enter your **FHS Mosaic Chartfield** for departmental orders such as hanging bulletin boards, artwork, etc. For anything maintenance-related, please simply enter "00" as before.
- 10) Click "**submit**".
- 11) The last page shows your work order number as **Request #**, the type of work order, priority (typically 2), the area or location noted, a description of the work order you entered, as well as the chartfield you have provided. It is suggested that you either print out or save this last screen for your records.