In order for the Facilities Management Department to accurately monitor and efficiently respond to requests for maintenance and repair service, the following procedure has been established for the purpose of repair, service, or modification to building structures and HVAC equipment. Requests for non-maintenance items such as moving furniture, remodeling, painting or projects that do not relate to the maintenance of existing buildings should follow these same procedures and need to be requested at least one week in advance to allow for scheduling.

**PROCEDURE:**

I. Follow attached instructions regarding entering a work order through the work order software on the City of Denton Intranet.

II. In an **emergency** situation, please call x7200 immediately or have one of the Facilities Management staff paged by the Utility Dispatcher, x8400. All emergency requests must be followed with a work order. Emergency requests will be responded to within 2-4 hours and completed within 24 hours, if possible. All non-emergency work orders will be handled on a first come, first serve basis and completed in 10-20 working days, if possible.

III. After entering a work order a confirmation that the work order has been submitted will be on your computer screen (example attached).
Go to City’s intranet at http://portal.cityofdenton.com

Select the “Links” tab

Click on “Facilities Management-MSWeb”

Right click in the “blue area” and select “create shortcut”

Select “OK to be placed on desktop”
Exit out of intranet

Go to your desktop

Locate the new icon—probably named (Micromain Corporation  XMWeb)

Right click on “rename”

Type in FM Work Order

Call ext. 7200 if you need assistance.
To do a new work order

Double Click FM Work Order icon

Click on “New Work Request”

**Property:** Click the arrow
Highlight Property location (*Parks, Libraries, & Fire* see below for property name)

**Location:** Type in where problem is located

**Asset:** Click on what line fits the problem - make sure to choose the correct department (for buildings that house multiple departments) or the correct building (for Parks, Libraries & Fire)
Service: What needs to be done

Description: Any other information we might need – the more info we have the better

Requester Name: Your Name

Phone: Your Ext. or phone number

Requester ID: Your e-mail address

Click “Create Request” button
To check the status of a submitted work order

Double Click FM Work Order icon

Click on “Work Request Status”

**Requester ID:** Your e-mail address

**Property, Asset & Status:** to make searching easier “all” can be entered on each

Click “Show Request” button