

How to Submit A Maintenance Request

1. Go onto the Marywood University Homepage (www.marywood.edu)
2. Click on “Forms” (located on the grey bar on the bottom of the screen)
3. Select “Online Forms for Students” (at the top of the Online Forms page)
4. Click on “Physical Plant Work Request” (located under Building and Grounds on the top left hand side of the page)
5. Select the area of campus in which you would like to report a maintenance issue (i.e. Madonna Hall, Loughran Hall, Woodland Residences, etc.) by clicking on the “+” sign to the right of the selected area.
6. You will see a drop down list like the one below. Please log into Tofino using the link and designated CLIENT ID, USERNAME, and PASSWORD for the selected area.

Learning Commons

Liberal Arts Center

Loughran Hall

ClientID: marywood

Username: WRLH (case sensitive)

Password: marywood

Log into Tofino to begin your request.

Complete the required information and be sure to change the Email field from 'youremail@maryu.marywood.edu' to your actual email address in order to receive updates regarding your request. Please also include the specific details regarding the room of the request and a phone number where you can be reached in the description of your request.

Madonna Hall

Maintenance and Power Plant

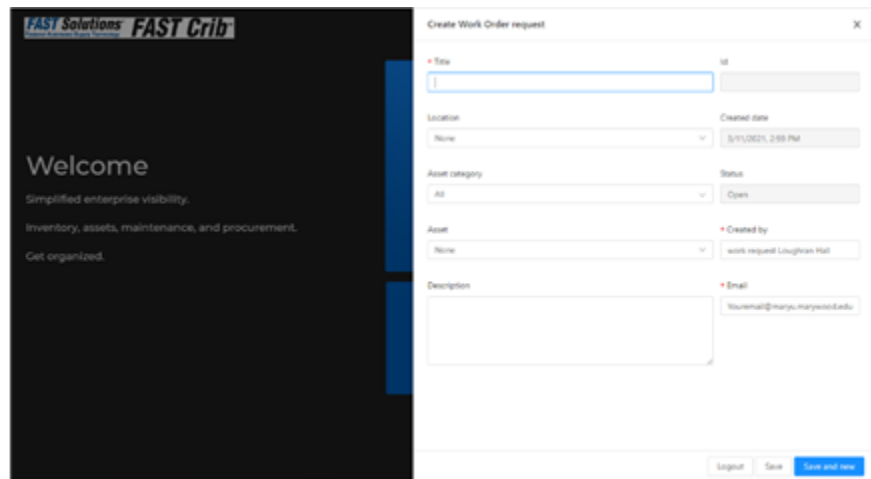
Maria Hall

McCarthy Hall

Marywood Home | Email | Library | Learning Resources | Moodle | Directories | Forms | "Brightspace" A-Z | Tech Help | Care | This Week | Campus Safety

STUDENTS STAFF

7. After logging in to Tofino, you should see the following screen. This is where you will submit your work request.



The screenshot displays the 'FAST Solutions FAST Crib' interface. On the left is a dark sidebar with the text 'Welcome', 'Simplified enterprise visibility.', 'Inventory, assets, maintenance, and procurement.', and 'Get organized.'. The main area is titled 'Create Work Order request' and contains a form with the following fields:

- Title:** A text input field.
- Location:** A dropdown menu with 'None' selected.
- Asset category:** A dropdown menu with 'All' selected.
- Asset:** A dropdown menu with 'None' selected.
- Description:** A large text area.
- Created date:** A date field showing '5/11/2021, 2:59 PM'.
- Status:** A dropdown menu with 'Open' selected.
- Created by:** A text field containing 'work request Loughran Hall'.
- Email:** A text field containing 'youremail@maryu.marywood.edu'.

At the bottom right of the form are three buttons: 'Logout', 'Save', and 'Save and new'.

8. Create a "Title" for your work request.
9. Select the location for the maintenance issue from the dropdown menu.
10. Select "BUILDING" from the Asset Category dropdown menu
11. Select the building from the Asset dropdown menu
12. Include a description of the maintenance issue. Please be as specific as possible!
13. In the Created By box on the right hand side, please delete what is already in the box and add your name.
14. In the Email box on the right hand side, please delete what is already in the box and add your Marywood University email address.
15. When completed your work order should look like the image below

FAST Solutions FAST Crib

Welcome
Simplified enterprise visibility.
Inventory, assets, maintenance, and procurement.
Get organized.

Create Work Order request

Title: Loughran Hall room 301 Maintenance Contract

Location: None

Asset category: BUILDING

Asset: Building 030 - Loughran Hall 1000 University Drive / Loughran Hall (1...)

Description: My books are bent on the window on the left hand side of the room.

Created date: 5/11/2021 5:19 PM

Status: Open

Created by: Housing and Residence Life

Email: hess@marywood.edu

Logout Save **Save and New**

16. When you have completed filling out the work order form, please click “Save and New”, the blue button on the bottom right hand side of the page.
17. You should receive a confirmation email via your Marywood email address shortly after your work order has been submitted.

If you have any questions or concerns regarding the Maintenance Work Order form, please contact the Help Desk at helpdesk@marywood.edu.