

Entering Your Work Order via Maintenance Connection

- 1) Select your **department** from the drop-down box, once logged into the menu. **DO NOT CLICK “If you know the Location or Asset ID, click here”**
- 2) Click **Location**
- 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, I chose the second floor = Level 2) Departments should really only need to refer to one of the four floors in the Health Sciences Centre.
- 7) **Location, click the appropriate area**. (For this example, I chose 2E, which is part of the administrative area for FHS, and where my colleague Chris Humeniuk resides. For demonstrative purposes, we will assume that she is submitting the work order)
- 8) **Location, specific area**. (For this example, I chose FHS Administration, because this is where the problem resides)
- 9) Once all of the space specific fields have been noted, it's time to enter the **Problem**. Chris noticed that a bulb was burned out in her office. She will select the option for **Bulb Burned Out** in the problem drop-down list.
- 10) **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.
- 11) **Service Account** is mandatory. Here you will enter your **FHS Mosaic (Peoplesoft) Chartfield** for departmental orders such as hanging bulletin boards, artwork, etc. For anything maintenance-related, please simply enter “00” as before. Also, please enter a contact name and extension, if possible.
- 12) Click **“submit”**.