

Facilities Services' Work Order Helpsheet

Start here: [LC Works](#)

Username: username (without @lclark.edu)

Password: username (without @lclark.edu)

After logging in, you will be directed to the Work Order Entry screen. This page auto-fills your contact information.

Work Order Entry

- Alternate Contact – if you will not be the main contact, please enter the contact's name and phone extension.
- Priority –
 - "To Be Scheduled" – to be completed on a specific date, such as a scheduled event
 - "Routine" (default) – standard work orders, to be completed within 3 to 10 business days
 - "Urgent" – creates a potential risk but not an emergency, typically completed within 2 business days.
 - "Emergency" – if the required work creates an immediate risk to a person or property, please call Facilities Services at x7845 or Campus Safety after hours at x7777 first, followed by submitting a work order.
- Building – Select the location place in which the work order will take place. If a selected building has an associated room loaded in the system, enter the room in the second field that "pops up". If a room field does not display, please enter the more specific location in the description. For a detailed floor plan of your building, contact Facilities Services.
- Description – Please be as specific as possible.

Work Order Search

- Please enter any search criteria that is helpful in locating the work order you entered. Clicking the "Search" button will display all work orders.
- To view a work order, click the "PDF" button in the far right column.
- To export the work orders in a spreadsheet, click the "Download as Excel" button at the bottom of the page.

Change Password

- To change your password, type a new password into the Password field.
- **Please change your password after your initial login.**

E-mail Confirmations

You will receive two emails throughout the life cycle of the work order. The first when your work order is assigned to a service group, and second when an employee completes the work.

Want notification the morning of the work? Check the "Please notify me of the work date" box.

You may contact Facilities Services at x7845 or facility@lclark.edu if you have any updates, questions, or concerns about the work order process.

Please stay tuned for exciting changes to our service request system! March 3rd we will introduce our new Work Order Request System - **LC Works**. Current users of the Service Request system will receive information about the new system and training sessions via email early in March. While the front-end user interface is simple to use, the new system gives us in Facilities a powerful back-end to manage and track the 100's of work orders we receive each week.

Until then Facilities Services is happy to invite you to use the online service request package. To establish a user account go to <http://sro.lclark.edu>.

Mid screen you will see "Don't have an account yet, sign up for one." Click on "sign up" and fill in the blanks. On the second screen you will be asked for an account number - this is your departmental budget number. If you will be making requests for more than one department, list only your primary department information, then indicate "department" on the service request description.

If you are a student, please advise your resident director of needed work.

If you have any questions or concerns, please contact us at extension 7845.