

Work Order Help Sheet

Start here: [LC Works](#)

Username: *username* (without @lclark.edu)

Password: _____

After logging in, the work order entry screen will open. 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.
- **Select the Priority –**
 - "Routine" (default) – standard work orders, to be completed within 3 to 10 business days.
 - "Urgent" – an unplanned event or 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 a work order.
 - "To Be Scheduled" – to be completed on a specific date, such as a scheduled event.
- **Building –**
 - Select the location 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 more specific location in the description. For a detailed floor plan of your building, contact Facilities Services.
- **Description –**
 - Please be as specific as possible. To facilitate processing of your request, submit one type of service per Work Order – Example: Don't mix something a carpenter would do with something a housekeeper would do. Or moving boxes with a signage order. Complete the work order by clicking the Save button

Work Order Search –

- From the sidebar on the left of the page, select "Work Order Search". Enter any search criteria that is helpful in locating the work order you entered. Clicking the "Search" button will display all work orders with that search criteria.
- If you want to see all work orders that you created, leave the search criteria blank and click search. At the top of the page it will let you know how many pages there are to view. Use the arrows to click through the pages.
- The status of each work order is displayed in the third column.
- To view a work order, click the WO number in the far left column.
- To export the work orders in a spreadsheet, click the "Download as Excel" button at the bottom of the page.

Change Password –

- From the sidebar on the left hand side of the page, select "Change Password".
- Type a new password in the Password field.

- Please change your password after your initial login.
- If you forget your password, contact us and we will reset it.
- This password is not tied to your LC network password and will not automatically change when you update your LC password.

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 the second when an employee completes the work. If you would 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.

First Timers -

- If this is your first time using the system, you will need to contact Facilities at x7845 or email Facility@lclark.edu to set up a new user account. Once set up you will be given a password to enter on the log in screen. Your user name is the same as your email user name (without the @lclark.edu). Remember to change your password when you first get into the system.
- If you are a student, please inform your resident assistant of the needed work and they will submit the work order.

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