

## Work Order Help Sheet

Start here: [LCWorks](#)

Please enter Lewis & Clark user name and password.

After logging in, the work order entry screen will open. This page auto-fills your contact information.

- Your previous work order log information is no longer valid.

### Work Order Entry -

• **Alternate Contact** – ○ If you will not be the main contact, please enter the contact's name and phone extension.

- If your contact information is incorrect, please contact Human Resources

• **Select the Priority** –

- "Routine" (default) – standard work orders, to be completed within 2 to 5 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. Please begin the description of the work on the first line. By adding greetings before the description truncates the information when reporting.

• **Attach a Picture or document**–

○ If it helps explain the issue, you can attach a picture or document. Click the box "Do you wish to upload document(s)?" before clicking on "Save". This will take you to an upload page. Find the file you wish to attach and give it a Title in the box provided. You can attach up to 5 documents or pictures. The file size is limited to 2MB for each file.

### 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 that you have 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.

### 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 prior to the work being scheduled or completed. Check the “Contact me before work begins” box.
- You may contact Facilities Services at x7845 or [facility@lclark.edu](mailto:facility@lclark.edu) if you have any updates, questions, or concerns about the work order process.

Lewis & Clark

Login

Work Order Login

Please login to submit Work Orders to Facilities Services.

User name:

Password:

Login

Incorrect login or password, please double check NO USERNAME

Welcome to Lewis & Clark's Facilities Work Order System powered by Megamation Direct Line.  
If this is an Emergency, call the Facilities Services Help Desk at 503-768-7845 and then enter a work order.  
For an emergency after hours (5 pm - 6 am Monday - Friday or all day on Saturday or Sunday), please call Campus Safety at 503-768-7777.

All Computer, Network, Telecommunications and Access Control requests should be directed to the Information Technology [Track-It! Self Service](#) system or call the IT Help Desk at 503-768-7225.

If you want to be set up as a user of this system or forgot your password, call 503-768-7845 or email: [Facility@lclark.edu](mailto:Facility@lclark.edu)

DirectLine  
Megamation Software Service