

Instructions for Submitting a Work Request

General Information

- The URL is <https://buildingoperations.nashville.gov>
- The user login syntax is username@domain.
- If users have any issues accessing the system, please send an email to ArchibusTechSupport@nashville.gov
- If users have trouble filling out or submitting a work request, please contact bobbie.pinkleton@nashville.gov.

Submitting a Work Request

- When a user logs into the system, they will be taken to a Maintenance Work Request form.
- The following slides will explain how to complete and submit a work request.

Home Page



If the situation you are reporting is an emergency, please call **615-862-6599**. An emergency exists where there is a threat to public health or safety.

Requested By*

Requestor Phone*

Location* ⓘ

Building and Floor are required. Enter Room number to help us process your request faster.

Site Code

Building Name

Describe the Location

Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window".

Problem Type*

Secondary Type

*The Secondary Type will be selected ONLY when the Problem Type is MAC MAINTENANCE.

Description*

Fields

- Requested By: This field should auto-fill with requestor name. The requestor can also select a name from the drop-down menu.
- Requestor Phone: This is a required field. Users must enter a 10 digit number.
- Location: Both the building and floor code are required fields. These can be selected from drop-down lists. The room number is not required, but can be entered either using the drop-down list or by selecting the 'Drawing' button to view a schematic of the building floor. Users can then select a room directly from the drawing.
- Describe the Location: This field is also optional but can help the technician to more quickly locate the issue.


Fields

- Problem Type: This is a required field and can be selected from a drop down list.
- Secondary Problem Type: This drop down list will only be populated when the initial problem type is MAC MAINTENANCE which covers all MAC buildings with the exception of Douglass and Clifford Allen.
- Description: This is a required field and should be used to give a detailed explanation of the problem being reported.

Action Buttons

Requested By*

Requestor Phone*

Location* 

Building and Floor are required. Enter Room number to help us process your request faster.

Site Code

Building Name

Describe the Location

Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."

Problem Type* 

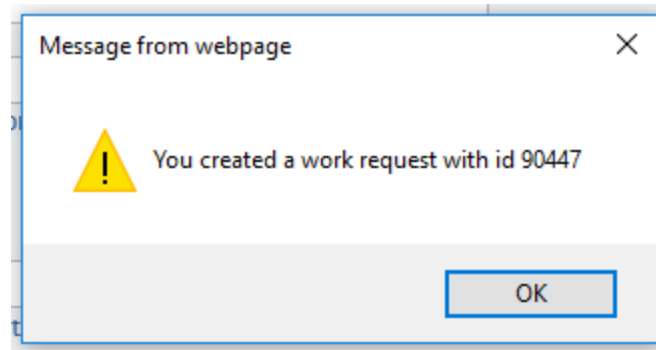
Secondary Type 

*The Secondary Type will be selected ONLY when the Problem Type is MAC MAINTENANCE.

Description*

Action Buttons

- Submit – The system will create the work order and route it to the appropriate work team once the user selects 'OK' on the accompanying pop-up screen.



- Attach Documents – The user can attach any related documents, including photographs, to the work order prior to submission.

Action Buttons

- Cancel – Selecting this button cancels the work request prior to submission.
- List Request for Buildings – This selection allows the user to view other active work orders for the same building.

Existing Work Requests

Department of General Services Link to form of report

On Demand Work

Report Problem **Review My Existing Work Requests**

Report Problem

Metropolitan Government of Nashville & Davidson County
Department of General Services, Division of Building Operations Support Services

MAINTENANCE WORK REQUEST

If the situation you are reporting is an emergency, please call **615-862-6599**. An emergency exists where there is a threat to public health or safety.

Requested By*

Requestor Phone*

Location* ⓘ
Building and Floor are required. Enter Room number to help us process your request faster.

Site Code Building Name

Describe the Location
Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window".

Problem Type*

In order to view all of the active work requests that a user submitted or that someone submitted on their behalf, the user will click on the tab called 'Review My Existing Work Requests'.

Existing Work Requests

View On Demand Work Service Requests

Select View Archived Requests View

Filter

Status Date Requested From Date Requested To

Select a Request to view more details

Service Requests assigned to you as substitute

	Work Request Code	Requested By	Created By	Request Type	Problem Type	Status	Date Requested
Select	90454	ANT, ADAM	ANT, ADAM	SERVICE DESK - MAINTENANCE	PAINT	Assigned to Work Order	1/31/2019
Select	90453	ANT, ADAM	ANT, ADAM	SERVICE DESK - MAINTENANCE	ELECTRICAL	Completed	1/31/2019
Select	90452	ANT, ADAM	ANT, ADAM	SERVICE DESK - MAINTENANCE	DOOR	On Hold for Parts	1/31/2019

When choosing the 'Select' button, a user can see more details for that particular work request, such as a problem description and a history for the work order.