


Placing Work Requests

Call in all Emergencies to 225-4640 during phone business hours of 7:30a.m. to 4:30p.m.
After hours Emergencies call T.U.S.D. Security Department at 584-7676



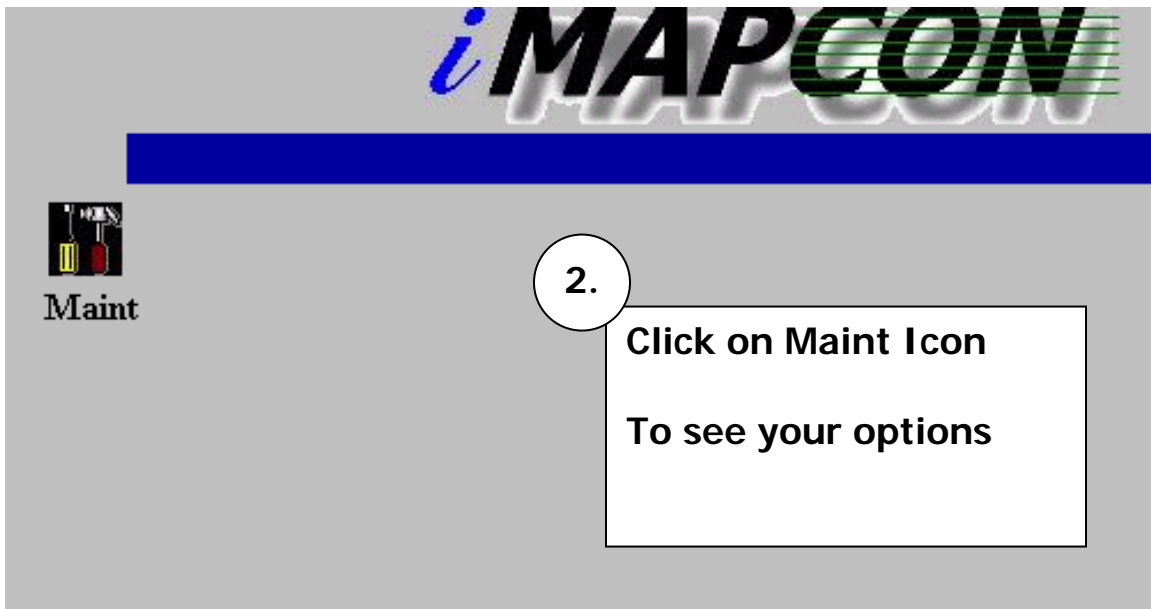
Step by Step Instructions



The screenshot shows the iMAPCON login interface. At the top is the iMAPCON logo. Below it is a blue horizontal bar with the text 'iMAPCON Login' in yellow. Underneath are two input fields: 'Username' and 'Password'. A yellow button labeled 'Log into MAPCON' is positioned below the password field. A white circle with the number '1.' is placed over the Username input field.

Click on the Internet Explorer icon on your Desktop

1. Click 'Dept. web sites'
2. Scroll to:Facilities Management
Click on F. M. intranet link.
3. Click on 'iMapcon' word (on top menu bar)
4. Type in your three lettered Username
5. Type your password
6. Click 'Log Into Mapcon'



The screenshot shows the iMAPCON main menu. At the top is the iMAPCON logo. Below it is a blue horizontal bar. In the bottom left corner, there is a small icon of a wrench and screwdriver, with the word 'Maint' written below it. A white circle with the number '2.' is placed over the 'Maint' icon.

**Click on Maint Icon
To see your options**

Maintenance Main Menu



Maint

Work Request Initiation
Work Request Status
Work Order Menu

3.

Click on Work Request Initiation

Work Request Data Entry



Maint

Location	<input type="text"/>
Description	<input type="text"/>
Priority	<input type="text" value="Low"/>
Name	<input type="text"/>
Phone #	<input type="text"/>

4.

Location: type in location of work request
Example - classroom 30, door frame 15, south wing next to girl restroom

Description: description of problem
Don't forget - serial #, window sizes, any other information you would normally include when calling in a work order.

Priority: Low, Medium, or High
Emergencies MUST be called in

Name: Contact Person
First and last Name

Phone #: Contact Person's phone number



GENERAL INFORMATION FOR ALL WORK REQUESTS:

****DO NOT EMAIL/FAX/IMAPCON REQUEST EMERGENCIES.****
****ALL EMERGENCIES MUST BE CALLED IN AT 225-4640.****

ALL work requests MUST include:

Location of work: Door and/or room number, or a direction description i.e. northwest side of building, south side of grounds, next to south ramada.

Description of problem: A description of the request needed-as detailed as possible.

Contact Names: A contact on site in case our workers have any questions once they get to your site, also the first AND last name of work requestor.

SPECIFIC INFORMATION NEEDED ON WORK REQUESTS (IN ORDER PER SHOP)

IMAGING AND COMPUTER SERVICES: Work requests can be submitted for Computers, keyboards, mice, monitors, printers, copiers, risographs, duplicators for our Business Machines. When putting in a work request for computer/parts the request needs to include serial numbers, asset/property control numbers, and the name of the contact person for the repair. If there are several computer pieces that need repaired-each item must be a separate request. **USE IMAPCON FOR ALL IMAGING AND COMPUTER SERVICES (formerly Business Machines) REQUESTS.**

CUSTODIAL SHOP: This shop takes care of custodial coverage, floor/carpet cleaning (to be done by F.M. Custodial workers) bee swarms, pest control problems. For these requests, your site needs to contact the Custodial shop directly at 225-4619/225-4618 **Do NOT use imapcon work request for any above listed custodial requests.**

For repair requests on site vacuums, floor machines, buffers-imapcon request can be used. Please specify what type of vacuum the request is for-piggy or upright. **USE IMAPCON FOR ALL FLOOR MACHINE/VACUUM REQUESTS.**

CARPENTER SHOP: Work requests for the Carpentry shop include: window blinds, patching walls, floor, wall, ceiling tiles, carpet repairs (repairs only), stationary (part of bldg./walls) furniture, door repairs (not to include lock/closure hardware) and pulldown maps. **USE IMAPCON FOR ALL CARPENTRY REQUESTS.**

ELECTRIC SHOP: Work requests for electrical work include circuit breakers, outlets, lights/ballasts, emergency/exit lights. For electrical requests specific information needed would be having the site custodian troubleshoot-reset-circuit breakers that are off. List how many rooms are affected by problem. **USE IMAPCON FOR ALL ELECTRIC REQUESTS.**

ELECTRONICS SHOP: Work requests for this shop include clocks, bells, audio/visual equipment, intercoms, pa systems, simulators, scoreboards. When calling in for av equipment/time-date stamps-the request must include property control numbers. **USE IMAPCON FOR ALL ELECTRONICS REQUESTS.**

Security and Fire alarm requests should be called directly to the Electronics shop at 225-4965. Do NOT use iMapcon for security/fire alarm requests.

ASSET MGMT/FURNITURE SHOP: This shop takes care of desks, office chairs, furniture surplus requests for delivery or pickup., all sign creation requests, name plates, tip labels for cafeteria tables. For name plate requests please verify correct spelling when submitting. **USE IMAPCON FOR ALL FURNITURE REQUESTS.**

GLASS SHOP: Work requests for this shop include flag pole chains and broken windows. When requesting for a broken window-size of window is necessary, also if window has been boarded or if boards are needed for site custodian to be able to board window. **USE IMAPCON FOR ALL GLASS REQUESTS.**

GROUNDS SHOP: Work requests for this shop include tree trimming, pruning, sand/wood chip bays, playground equipment, sprinkler/irrigation systems. Specifics needed for irrigation problems are location and if the water to the irrigation system can be shut off. **USE IMAPCON FOR ALL GROUNDS/IRRIGATION REQUESTS.**

LOCKSMITH SHOP: Work requests for this shop include, door closures and locks. When requesting keys-we must have the key number –if available, if the door lock is on an exterior/interior door, if it can be secured for the night or not. **USE IMAPCON FOR ALL LOCKSMITH REQUESTS.**

PAINT SHOP: Work requests for this shop include painting of rooms, the inside or outside of a bldg., painting lines on courts. **USE IMAPCON FOR ALL PAINT REQUESTS.**
For graffiti requests, do NOT use imapcon. All graffiti requests must be called in.

PLUMBING SHOP: Work requests for this shop include sinks, drinking fountains, toilets, floor drains, sewage problems, natural/sewage gas odors, and locker repairs. For sewage/water backups-from floor drains, toilets overflowing that can't be stopped, natural/sewage gas smells, or any plumbing leak-large, that can not be shut off temporarily-do not use imapcon request screen. Those types of requests need to be called in, due to the emergency nature of the repair. For other plumbing items needing repaired-please include if site personnel is able to shut off any plumbing item that is leaking, how large of a leak it is, the location of the leak-i.e. under toilet tank, from supply line to fountain, etc. **USE IMAPCON FOR ALL PLUMBING REQUESTS.**

REFRIGERATION/EMCS SHOPS: Work requests for this shop include any heating/cooling issues and exhaust fans. When requesting service or repairs on these items, please include how many rooms are affected. **USE IMAPCON FOR ALL REFRIGERATION/EMCS REQUESTS.**



QUICK REFERENCE IMAPCON WORK REQUEST INFORMATION

IMAGING AND COMPUTER SERVICES: MUST INCLUDE ASSET AND SERIAL NUMBERS ON COMPUTER EQUIPMENT. **USE IMAPCON FOR ALL BUSINESS MACHINESD REQUESTS.**

CUSTODIAL SERVICES: **VACUUMS/FLOOR MACHINES CAN BE WORK REQUESTS IN IMAPCON. **ALL OTHER CUSTODIAL ISSUES ARE NOT REQUESTS- SITE MUST CALL CUSTODIAL SERVICES AT 225-4618 OR 225-4619.**

CARPENTRY: MUST INCLUDE QUANTITY OF TILES NEEDED. **USE IMAPCON FOR ALL CARPENTRY REQUESTS.**

ELECTRIC: MUST INCLUDE NUMBER OF ROOMS AFFECTED. **USE IMAPCON FOR ALL ELECTRIC REQUESTS.**

ELECTRONICS: MUST INCLUDE PROPERTY CONTROL AND SERIAL NUMBERS ON EQUIPMENT. **USE IMAPCON FOR ALL ELECTRONICS REQUESTS.**

****FIRE AND SECURITY ALARM ISSUES MUST BE CALLED INTO THE SHOP 225-4965**

ASSET MANAGEMENT/FURNITURE: PLEASE VERIFY CORRECT SPELLING ON ALL NAME PLATE REQUESTS. **USE IMAPCON FOR ALL FURNITURE/ASSET MNGMT REQUESTS.**

GLASS: MUST HAVE SIZES. **USE IMAPCON FOR ALL GLASS REQUESTS.**

GROUNDS: AS MUCH INFORMATION AS CAN BE OBTAINED. **USE IMAPCON FOR ALL GROUNDS REQUESTS.**

IRRIGATION: MUST HAVE EXACT LOCATION OF LEAK AND IF WATER WAS SHUT OFF. **USE IMAPCON FOR ALL IRRIGATION REQUESTS.**

LOCKSMITH: MUST INCLUDE IF DOOR IS AN INTERIOR AND EXTERIOR DOOR AND IF IT CAN BE SECURED OR NOT. **USE IMAPCON FOR ALL LOCKSMITH REQUESTS.**

PAINT: AS MUCH INFORMATION AS CAN BE OBTAINED **USE IMAPCON FOR ALL ELECTRONICS REQUESTS.**

****GRAFFITI ISSUES MUST BE CALLED IN, DO NOT USE REQUEST SCREEN.**

PLUMBING: MUST INCLUDE EXACT LOCATION OF LEAKS AND IF THE WATER HAS BEEN SHUT OFF. **USE IMAPCON FOR ALL PLUMBING REQUESTS.**

REFRIGERATION/EMCS: MUST INCLUDE HOW MANY ROOMS ARE AFFECTED, AND IF THE COOLING UNIT IS AN AIR-CONDITIONER OR COOLER. **USE IMAPCON FOR ALL REFRIGERATION/EMCS REQUESTS.**