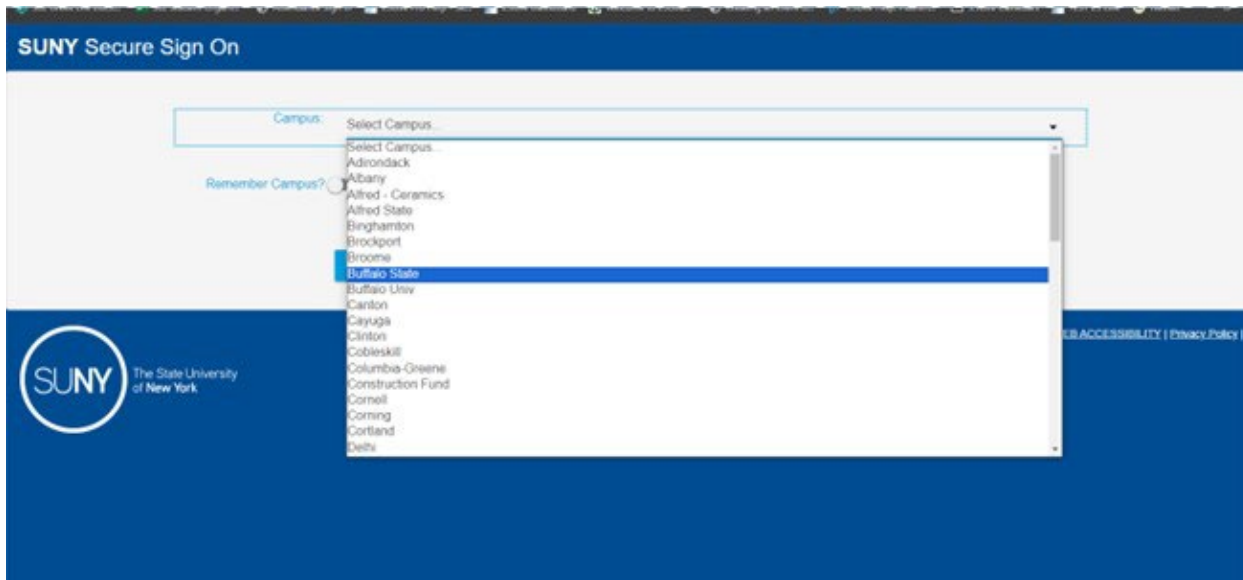
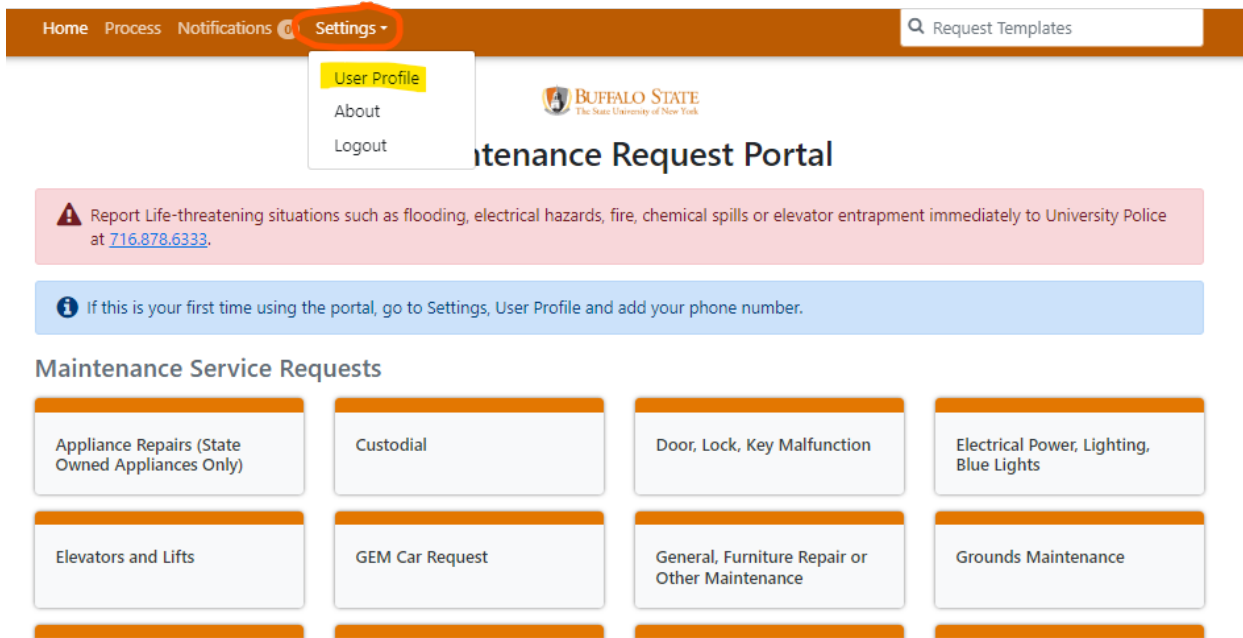


# Using the Maintenance Request Portal (ReADY) to Submit a Work Order

1. Campus staff, faculty and students can submit Work Requests for maintenance and repair to Facilities Operations through our [Maintenance Request Portal](#).
2. Use the drop down to select Buffalo State University. You will then be redirected to enter your Buffalo State username and password, as well as utilize two-factor authentication.



3. If it is your first-time using the Portal, click Settings in the top banner and then choose User Profile.



4. Scroll down to Phone and click the Add button to add your phone number.

| Phone Number               | Phone Format | Type | Remove |
|----------------------------|--------------|------|--------|
| No data available in table |              |      |        |

5. Click Done. Click Home on the top banner to return to the main dashboard.

6. From the available tiles choose the one that best matches your issue. You can use the search box in the upper right-hand corner to narrow your options. If you still can't find an appropriate tile, use the "General, Furniture Repair or Other Maintenance" tile and choose the "Other" option when asked for the nature of the problem.

**NOTE:** While navigating the portal use the Previous and Next buttons to navigate the form. **Do NOT** use your browser's navigation buttons.

Please provide further details here.

Attachments - please include any helpful images or documents (please do NOT upload iPhone "Live" photos)

Drop Files To Attach Or:

Browse

Cancel

< Previous    Next >

## 7. CONTACT INFORMATION

- a. Your name and phone number will automatically be filled in (be sure to set up your phone number under Settings, User Profile the first time you log in).
- b. Answering yes to being the on-site contact will automatically include your name, phone and email on the request. If you answer No to being the on-site contact person you will be asked to provide the name, phone and email of the appropriate contact. This is useful if you are submitting a request on behalf of someone else.

Are you the on-site contact person related to this request for scheduling or other questions?

Yes

No

Alternate Contact Name

Alternate Contact Phone

Alternate Contact Email

## 8. LOCATION INFORMATION

For all fields you can start typing in in the box or use the drop down.

- a. **Facility** - will default to Main Campus. Other options are Lincoln Parkway or the Waterfront.
- b. **Building/Grounds** – You can start typing the name of a building, parking lot or athletic field. Alternatively, you can type “grounds” for outdoor locations including quads, roads, sidewalks etc.
- c. **Floor** – type or choose the appropriate floor.
- d. **Room/Location** – type or choose the room number. For spaces that you don’t know the room number (such as stairs, a corridor, elevator etc.) you can type stairs, corridor, or elevator to see an available list. If you picked Grounds as your Building, your Room/Locations options will include quads, roads, sidewalks etc. You can also use the Facility Grounds option and give exact location details in the More Information box.
- e. If you cannot find your room/location, select the location nearest to the request location and include the actual location in your service request. Floor plans for buildings are available [online](#).
- f. Click Next

## 9. ISSUE

- a. You will be asked a series of questions depending on the tile you picked. Please answer as completely as possible.
- b. Use the “Please provide further details here” to fully explain your request.
- c. Click Browse in the Attachments section if you wish to upload helpful images or documents. Do NOT upload iPhone “live” photos. If you upload a photo or document, please reference it in the “Please provide further details” box, by stating “See attached image” or in some way indicate an image is included.
- d. Click Next

## 10. REVIEW AND SUBMIT

- a. Click Review. You must review your request before submitting.
  - b. Scroll to the bottom of the page.
  - c. If you need to make any corrections use the Previous button to access your submission for editing.
  - d. If everything looks correct click the Submit button at the bottom of the page. **You must Review and Submit.**
11. Upon submission you will be returned to the main portal. You will also receive an email confirmation of your submission.

## Frequently Asked Questions

### Can I just call in my request?

To properly track and complete requests you must submit them through the Maintenance Work Request portal. The exception is for life-threatening situations, flooding, electrical hazard, chemical spill, or elevator entrapment. These situations should be reported immediately to Customer Service at 716-878-6111.

### I don't see a Request tile for my needed request.

If you don't see an appropriate tile for your request, you can try using the Search box in the upper right-hand corner or the Maintenance Request Portal page. If you still can't find an appropriate tile, use the "General, Furniture Repair or Other Maintenance" tile and choose the "Other" option when asked what the problem is.

### I don't see my location listed.

Please select the location nearest to the request location and include the actual location in the description box for your service request.

### How do I check the progress of my request?

The Maintenance Request portal will list your submitted work orders under Process on the top banner. You can click the Open line to see all a list of your open Work Orders. You can click on an individual work order.

- The Details tab shows the content of your submission.
- The Attachments tab allows you to upload an image or document. NOTE: If you upload an image, please add a comment alerting Customer Service that a new image was uploaded. If

possible, please upload images during the initial submission process instead of after the fact.

- The Comments tab allows you to add a comment to Customer Service.
- The AIM tab shows the status history and will also provide the work order number.

Statuses include:

Open – the request has been submitted

New - the request was accepted and routed to a shop.

Assigned – the request was assigned to a shop person(s)

Completed – the request was completed by the shop person(s)

Closed – The request was closed by the shop supervisor

Reopen – the request was re-opened by the supervisor. This may be to allow a shop person(s) to add time, notes, images or possibly do additional work.

You can also set Email Notification preferences under Settings, User Profile. Check the box for AiM Status updates if you wish to receive emails when your work order status changes.

### **How long will be request take to complete?**

Requests are scheduled and prioritized based on resource availability.