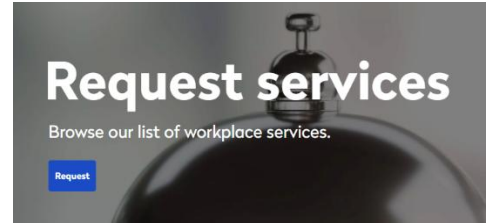


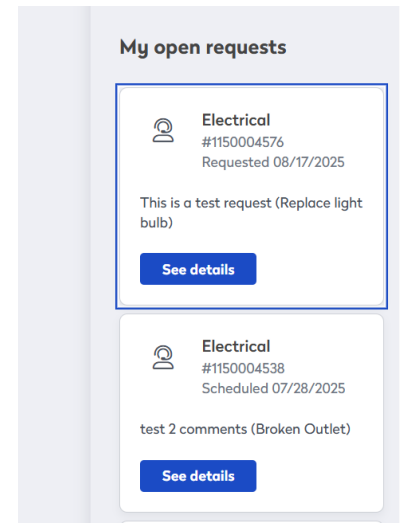
How to submit a Work Order Request

1. From the Home Page, click on “Request”
2. From the menu, you can click on different options and drill-down to find the Service Type you want or type it in the search box “How can we help?” to narrow down the options and select.
3. On the *Create a Request* screen, fill in the “Request description”
4. Change the Building, Floor and Location lines if necessary. Click on the button at the end of each line, to see more options.
 - a. To select a specific room: click inside the Location box, then select a floor on the left side of the screen, then click “Locations by name” on the right side to choose from a list of rooms. Then choose “Select Location”
5. Enter a “Specific location” if relevant – this provides the technician with a little more info on where the issue is, if it’s not obvious when they enter the room
6. Click “Next” to continue
7. Optionally take a picture and upload any supporting photos or documents.
8. Click “Send” to complete the request and “Go to Main” to return to the main page.



View Requests

1. In Archibus, click on My Account in the top right corner to access the menu.
2. Each menu option will provide a full list of upcoming requests and action buttons.
3. You can also see the requests listed on the right side of the main page.
4. When you click on the request, you will see additional details. In the bottom section of the screen, there will be two sections.
 - a. Click on All Activity to see the status details of the request
 - b. Comments – click on comments to add additional comments and see comments from the TFC team.



To access Archibus, use the following link on your computer:

<https://wos.tfc.texas.gov/archibus>