

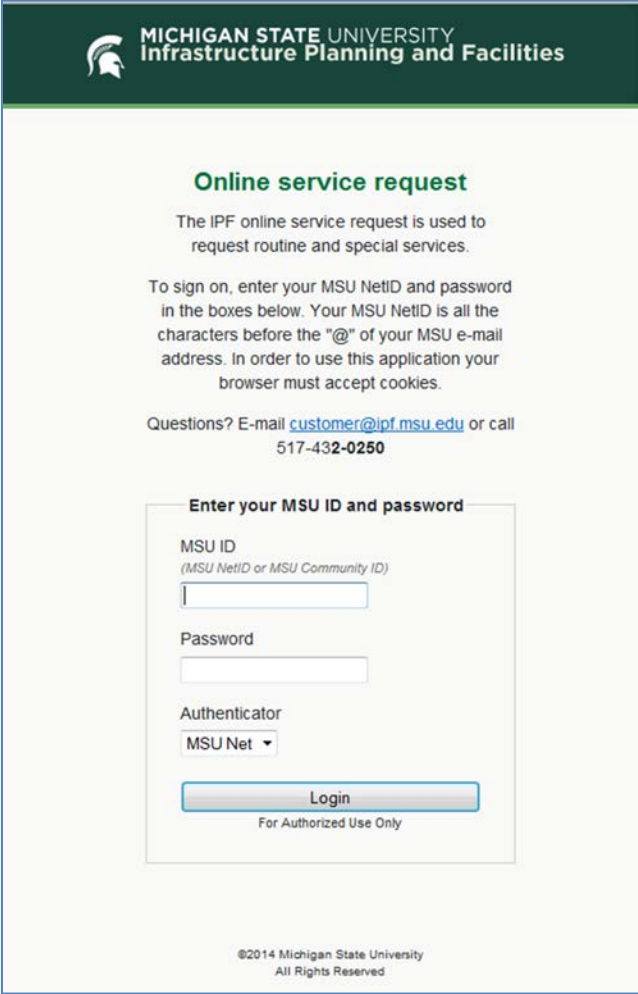
Online Service Requests

Thank you for using the MSU Infrastructure Planning and Facilities online service-request form. The following information will assist you through the process.

If you have any additional questions, please email customer@ipf.msu.edu.

You will need to log in with your MSU NetID and password to begin entering a service request.

The NetID that was used to sign in will be listed as the Requestor. An additional/alternate requestor can be added later.



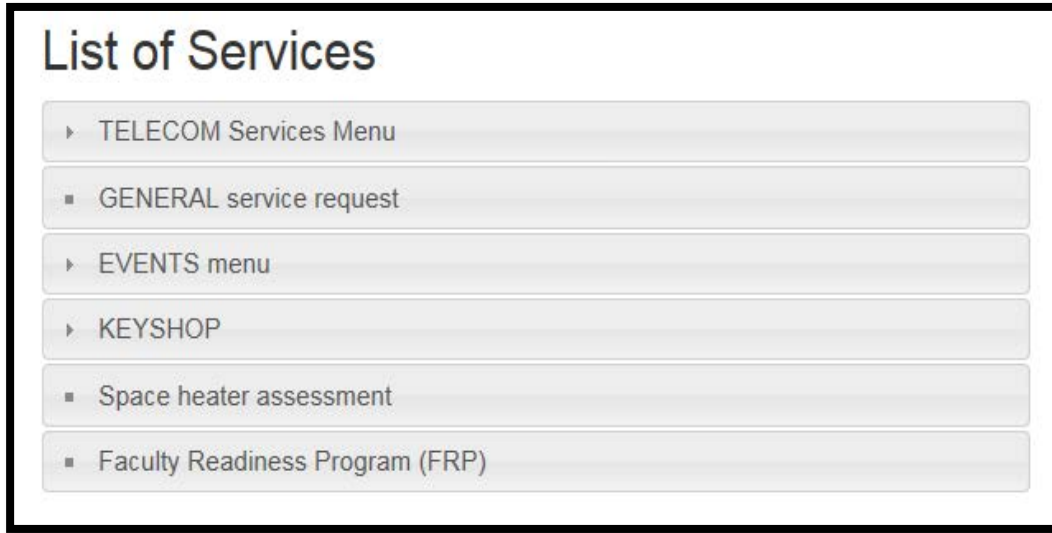
The screenshot shows the login page for the MSU Infrastructure Planning and Facilities online service request form. The page has a dark green header with the MSU logo and the text "MICHIGAN STATE UNIVERSITY Infrastructure Planning and Facilities". Below the header, the title "Online service request" is displayed in green. The main content area is light green and contains the following text: "The IPF online service request is used to request routine and special services." "To sign on, enter your MSU NetID and password in the boxes below. Your MSU NetID is all the characters before the '@' of your MSU e-mail address. In order to use this application your browser must accept cookies." "Questions? E-mail customer@ipf.msu.edu or call 517-432-0250". Below this text is a form titled "Enter your MSU ID and password" which contains three input fields: "MSU ID (MSU NetID or MSU Community ID)", "Password", and "Authenticator" (a dropdown menu currently showing "MSU Net"). A "Login" button is located below the input fields, with the text "For Authorized Use Only" underneath it. At the bottom of the page, the copyright notice "©2014 Michigan State University All Rights Reserved" is visible.

Note: if you are not an MSU employee, but are a customer, you may need to purchase an MSU NetID. For more information on MSU NetIDs, go to <https://netid.msu.edu/>.

Online Service Requests

Choosing a type of service:

1. Click on the type of service you are requesting.



Notes:

Notice the icons next to each type of request:

- An arrow ► means you can expand the menu to see specific options.
- A square ■ means you will be taken directly to that service request form.



If you do not see a request type that fits your needs, please choose the **GENERAL service request**.

Each type of request will have specific questions relating to the nature of the work. They will be automatically routed to the correct crews to reduce the time it takes for your service to be performed.

If you are scheduling an event, please expand the **EVENTS menu** and choose either indoor or outdoor.

More service types will be developed with time in order to better serve our customers' needs.

Online Service Requests

Entering a service request:

Requestor

1. The person who logged in with his/her MSU NetID and password will automatically be the Requestor.
2. Required information is indicated by a red asterisk (*).
3. Enter a short description of the service being requested.

A screenshot of the 'Requestor' form. It contains the following fields: 'Requestor:' with the value 'LITWILLER CHELSEA ELIZABETH'; 'Phone: *' with the value '884-5985'; 'Secondary Phone:' which is empty; and 'Service description: *' with the value 'Door will not shut tight in RM 37 IPF building'. Red callout boxes with numbers 1 through 3 point to the 'Requestor:', 'Phone: *', and 'Service description: *' fields respectively.

Alternate Requestor

4. If you want to list an Alternate Requestor, check the **Yes** button.
5. Click **Find Requestor**.
6. Begin typing the name of the employee.
7. Click the **Search** button.
8. Click on the correct employee name.
9. Click on the **Save Requestor** button.

A screenshot of the 'Alternate requestor' form. It includes a section for 'Alternate requestor' with radio buttons for 'Yes' (selected) and 'No', and a 'Find Requestor' button. Below this is a search window titled 'Find Requestor' with a text input containing 'paduch', a 'Search' button, and a list of search results. The first result, 'PADUCH JOHN ROBERT - IPF SUPPORT SERVICES - EMPLOYEE - 884-6034 -', is highlighted. At the bottom of the search window are 'Save Requestor' and 'Cancel' buttons. Red callout boxes with numbers 4 through 9 point to the 'Yes' button, 'Find Requestor' button, search input, 'Search' button, search result, and 'Save Requestor' button respectively.

Selections will be shown for confirmation:

A screenshot of the 'Alternate requestor' form showing the confirmation step. The 'Alternate requestor' section has the 'Yes' radio button selected. Below it, a red-bordered box highlights the 'Selected:' field with the text 'PADUCH JOHN ROBERT, 884-6034, jpaduch@ipf.msu.edu'. The 'Find Requestor' button is also visible.

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Location:

10. Click the **Find Location** button.
11. Begin typing the building name.
12. Click the **Search** button.
13. Click on the correct building name.
14. If applicable, click the menu drop down to select a floor.
15. If applicable, click the menu drop down to select a room.
16. Click **Save Location**.

The screenshot shows a web interface for selecting a location. At the top, there is a 'Location' section with a 'Find Location' button (10). Below this is a 'Detailed Location' section. It contains a text input field with 'eng' (11) and a 'Search' button (12). A dropdown list shows several building options, with '0081 - BUILDING - ENGINEERING' selected (13). Below the list are two dropdown menus: 'Available floors:' with 'SECOND' selected (14), and 'Available rooms:' with '203A - OFFICE' selected (15). At the bottom of this section are 'Save Location' (16) and 'Cancel' buttons.

Detailed Information

This will be specific to the type of request chosen. Please answer all questions that are appropriate for your request type. This will reduce the time it takes to have your work performed. For more direction, see page 7.

Attach files to request

17. Click Browse to add an Attachment.
18. Select your attachment. If it attached correctly, you will see it shown below the Browse box.

The screenshot shows the 'Attach files to request' section. It has an 'Attachments' header. Below it is a text input field containing the file path 'P:\C. Litwiler\ProcedureTemplate.docx' (18) and a 'Browse...' button (17). Below the input field, it says 'File(s) selected: ProcedureTemplate.docx'. At the bottom of this section is an 'Add Another' button.

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Accounts for payment

19. Click on the **Add Account** button.
20. Begin typing either the account number or the department of the account you are looking for.
21. Click the **Search** button.
22. Click on the correct account number.
23. Click **Continue**.

The screenshot shows the 'Build Account String' interface. On the left, there is a sidebar with 'Accounts for payment' and an 'Add Account' button (19). The main area has a header 'Build Account String' and a sub-header 'Current account string: *DS022658 - Sub-Account - Sub-Object Code - Project Code'. Below this, there is a search prompt 'Enter text to search for account number or name:' (20). A search box contains 'dairy' (20) and a 'Search' button (21). A dropdown list shows search results: 'AR100007 - MSU DAIRY CLUB', 'DS022658 - DAIRY PLANT' (22), 'NX080500 - MICH DAIRY MEMORIAL FOUND', and 'NX080568 - HOWARD E COWLES DAIRY PRIZE'. Below the list are 'Continue' (23) and 'Cancel and Discard' buttons.

24. If you want to add a Sub Account - Click on the correct sub account from the list and click **Continue**.
25. If you do not want to add a Sub Account - Click **Skip**.

The screenshot shows the 'Build Account String' interface. The sub-header is 'Current account string: *DS022658 - PLANT - Sub-Object Code - Project Code'. Below this, it says 'Sub-accounts based on account number chosen:'. A dropdown list shows options: 'MAIN - Department', 'PLANT - Plant' (24), 'STORE - Store', and 'UNION - Union' (24). Below the list are 'Continue' (24), 'Skip' (25), and 'Start Over' buttons.

26. If you want to add a Sub-Object code – Click on the correct sub-object code and click **Continue**.
27. If you don't want to add a Sub-Object code (if there are no sub-object codes associated with the account number you have selected, you will see no options to choose from) – Click **Skip**.

The screenshot shows the 'Build Account String' interface. The sub-header is 'Current account string: *DS022658 - Sub-Account - Sub-Object Code - Project Code'. Below this, there is a search prompt 'Enter text to search for sub-object code:'. A search box is empty (26) and has a 'Search' button. Below the search box is a large empty text area labeled 'Search results will display here...' (26). At the bottom, there are 'Continue' (26), 'Skip' (27), and 'Start Over' buttons.

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28. If you want to add a Project code – Click on the correct sub-object code and click **Continue**.
29. If you don't want to add a Project code (if there are no project codes associated with the account number you have selected, you will see no options to choose from) – Click **Skip**.

Build Account String

Current account string: *DS022658 - Sub-Account - Sub-Object Code - Project Code

Enter text to search for **project code**:

28 Search results will display here...

28 29

30. If you have a Org Ref ID for your account number, enter it now.
31. Enter the percentage of work to be charged to the account selected. If all of the work request will be charged to this account, enter 100. If only half, enter 50 and then you will have to add another account string to account for the rest of the billing.

Build Account String

Current account string: *DS022658 - Sub-Account - Sub-Object Code - Project Code

Enter **OrgRef ID** and **Percent** of total cost to apply to this account string:

Org Ref ID:

***Percent:**

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32. Click the **Submit Service Request** button.

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- a. Any errors will be highlighted at this time and an error message will be displayed at the top of the page.
- b. If there are no errors, you will see a successful submission page with information about your request.

Request for service submitted

Your service request number is [SR086748](#). Please keep this number for your records.

Your request has been successfully submitted. You will receive an email when your request has been assigned to the appropriate group.

Online Service Requests

Detailed Information Hints:

Dates:

Depending on the type of service you have chosen, you may be required to fill in a specific date. When you click in a **Date** field, a calendar will open for you to choose a date from, or you can type in the date with mm/dd/yyyy format.

Event start time: * Date: (MM/DD/YYYY) Time: (HH:MM AM/PM)

Event end time: * PM)

Event setup time: * PM)

Additional tables and chairs:
Stages, water, etc.

Additional electrical needed:

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Times:

Depending on the type of service you have chosen, you may be required to fill in a specific time. You must enter time in the format: HH:MM AM/PM.

Event start time: * Date: (MM/DD/YYYY) Time: (HH:MM AM/PM)

11/03/2015 11:00 AM x

Estimate:

Answering “Yes” to Estimate will not request a service; it will only request an estimate.

Estimate: * Yes No

(Answering "Yes" will not request a service, only an estimate)