

## Submitting a Maintenance Request

<http://quecentre2.cnyric.org/tstboces/Login.aspx>


### Log In Screen

**TST BOCES** TST BOCES  
TOMPKINS • SENECA • TIOGA Work Order/PM System

Username:

Password:

Login

 Please visit our [Support Blog](#) and subscribe to receive Q Ware software email updates.

Copyright © C&S Companies 2015 Version: 2.1.2

**Username:** Type your username. (same as your network username)

**Password:** Type your password. (same as your network password) Click Login.

## User Account Screen

### Gear Icon – My Account

### Set Favorites

**Favorite Service Area:** Users can choose a favorite service area. This is the service area that will be the default selection on forms where you must select a department. Make the selection from the drop down box.

**Favorite Location:** Users can choose a favorite location. This is the location that will be the default selection on forms where you must select a location. Users will only see locations they are associated with. Make the selections from the dropdown boxes.

The screenshot shows the 'My Account' page for TST BOCES. The page header includes the logo 'TST BOCES' and the text 'TOMPKINS • SENECA • TIOGA'. A navigation bar contains icons for settings, home, help, and a mobile menu. The main content area is titled 'My Account' and has two tabs: 'My Info' and 'My Favorites'. The 'My Favorites' tab is active and contains the following instructions and form elements:

Please select your favorite service area. This is the service area that will be the default selection on forms where you must select a department.

Favorite Service Area:

Please select your favorite location. This is the location that will be the default selection on forms where you must select an location.

Campus:

Building:

Floor:

Room:

At the bottom of the form are two buttons: 'Update' (with a green checkmark icon) and 'Cancel' (with a red X icon).

Copyright © C&S Companies 2015 Version: 2.1.2

**Update:** Click the Update button to save any changes you have made.

## Enter a Maintenance Request

### Work Orders: Create Work order

**Work Order Contact:** Automatically entered based on your login.

**Service Area:** Select Maintenance using the drop down box

**Building, Floor, Room:** Select the building, floor, and room in which the problem exists using the drop down boxes. This may be filled in if a user has selected favorites.

**Location:** Type the specific location where the problem exists. For example, in the corner of the room, under the sink, etc.

**Description:** Type a detailed description of the problem.

**Status:** Status stays as “new”

**Additional Information:** There may be additional information required on the bottom half of the screen. Fill out as appropriate.

**Save:** Click the Update button to save and submit the request you have entered.

The screenshot shows the 'Create New Work Order' form in the TST BOCES system. The header includes the logo 'TST BOCES TOMPKINS • SENECA • TIOGA' and a user greeting 'Welcome Test User'. The form is titled 'Work Orders' and has a navigation bar with buttons for 'Update', 'Update And Print', 'Print', and 'Return To List'. The main form area is divided into sections: 'Work Order Contact' (Requested By: User, Test), 'Work Order Details' (with a sub-tab for 'Inventory'), and 'Additional Information'. The 'Details' section contains dropdown menus for 'Service Area' (Maintenance), 'Campus' (TST BOCES Warren Rd), 'Building' (A-Roy Dexheimer Building), 'Floor' (1st Floor), and 'Room' (001 Lobby), along with a text field for 'Location' (sample). A 'Description' text area contains 'sample work order' and shows 'Words: 0 Characters: 0'. The 'Current Status' is 'New'. The 'Additional Information' section states 'No additional information required.' The footer includes 'Copyright © C&S Companies 2015' and 'Version: 2.1.2'.

## Routing of your Maintenance Request

Once your request has been submitted it is routed to your supervisor’s email for approval. Your supervisor will review it, add comments if necessary, and then approve or deny it. You will get an email stating that your request has been “supervisor approved” or “denied”. If approved by your supervisor it is routed to the Facilities Department. The Facilities department will approve or deny the request. You will receive another email indicating “approved” or “denied”.

## Check the Status of Your Maintenance Request

### Work Orders – View My Work Orders

This screen shows new or in progress work orders that you have put in the system.

**Number:** Indicates the number of a work order. Clicking the number of a work order will take you to the Update Work Order Screen for that work order.

**Status:** Indicates the current status of a work order (work orders that have been rejected or are closed will not appear).

**Description:** Shows the Problem Description as it was entered on the Request Screen and indicates any special condition boxes checked.

**Location:** Indicates the Building, Floor and Room of the work order as they were entered on the Request Screen.

**Updated:** Indicates the last person to act on the work order and the date/time the action took place.

**Requested:** Indicates the person who requested the work order and the date/time of the request.

**TST BOCES** Welcome Test User  
TOMPKINS • SENECA • TIOGA

Work Orders

Create New Work Order Search

Filter For: My Work Orders Filters: Type: Select Type Status: Select Status Bulk Operations Export Work Orders

	Number	Type	Status	Description	Location	Assets	Assigned To	Updated	Requested
<input type="checkbox"/>	<a href="#">04191</a>	Regular	New	sample work order	Area: Maintenance TST BOCES Warren A-Roy Dexheimer Bldg 1st Floor 001 Lobby			User, Test Nov 19 2015 8:37AM	User, Test Nov 19 2015 8:37AM

Copyright © C&S Companies 2015 Version: 2.1.2