Entering a Service Request for Work – DFA Capitol Complex

When you access the DFA website, www.dfa.ms.gov look for *Work Order Request* on the bottom of the page. When the form opens, select **Click Here to Submit a Service Request**. Or, use this hyperlink.

On the page that opens, log in with the generic password provided on the website. Click **New,** then **Service Requests.** Complete the request form. Note: Red asterisks represent required fields. White fields are open to receive information or make selections. Gray fields are reserved by the system.

Completing the Request

**Issue Details Block*:* Provide a *Service Request Title* that describes your request in a way that makes sense to you and with words you can identify when you are tracking the status. For instance, you might type *Change Light Bulb*. In the *Issue Description*, provide a brief description of your request, giving more detail than you could put in the title. The *Type* field is a dropdown from which you will select the most appropriate choice for your needs.

Location Details Block: Tell us where the services are required – *Building, Parking Facility, Grounds* or *Other*. Select the specific location from the appropriate dropdown boxes. Complete all the required fields and provide any additional location details that might be helpful to know.

Contact Details Block: Complete the required fields so that the responders have adequate contact information.

Add Attachment: If you want to attach a photo or other documentation, go to the top of the form and click *Add Attachment* to browse your folders and make a selection.

Submit: Submit your request by clicking the *Submit* button at the top left of the form.

Print: Once you have submitted your service request, you can print a copy of it for your records. To do that, log in to the portal and click on *Service Requests*. In the log that opens, find the request you want to print and double click to open it. Click on *File*, *Print Preview* and select the pdf format. Generally, upper form is all you need, but you can *Select All* to get comments and attachments. When the request opens, you can either save or print it.

Check Status: If you want to check the status of your request, access the portal and log in as if you are submitting another request. Click on **Service Requests** and the log will reveal all service requests. You can sort the log by clicking on the column headings. For instance, sort by building or service request title. The status is revealed in the *Status* column. Double click to open a request for more details.

If you have questions or difficulties, contact Alison Bradford at 601.359.3630, or email her at alison.bradford@dfa.ms.gov.