

## Entering a Service Request for Work – DFA Capitol Complex

**Please do not submit multiple work request items in one ticket. Only submit one item per request.**

When accessing the DFA website, look for *Work Orders* on the bottom of the page. When the form opens, select ***Click Here to Submit a Service Request***.

**(Note: Internet Explorer is not a supported browser.)**

### 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 by selecting a Location type. 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.

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

**Print:** Once you have submitted your service request, you may print a copy of it for your records. To do that, click on the “Service Requests List” link on the main page, find the request you want to print and click on “View” to open it. Use the print option in your browser to print the service requests.

**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 on the Company tab then 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 Capitol Facilities at 601.359.3630.