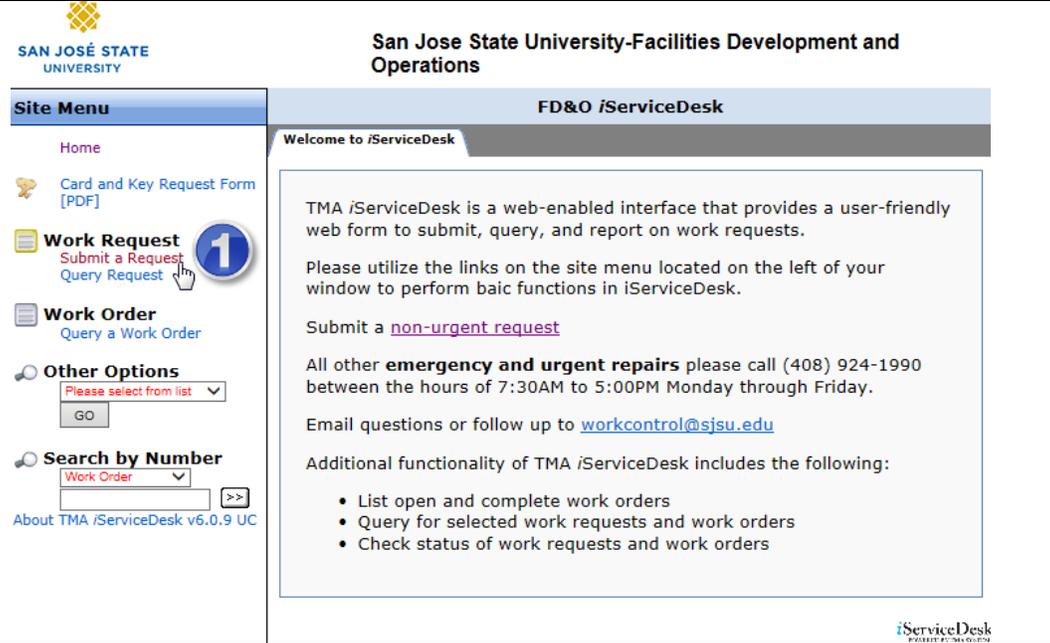
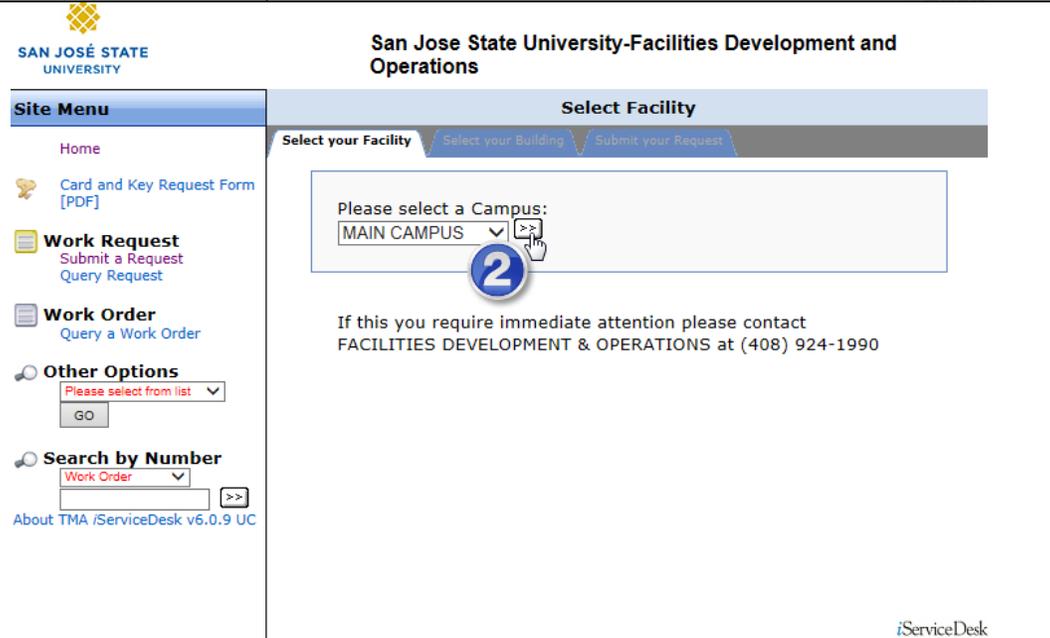


## Submitting a Maintenance Request

<p>1) Under the Work Request Menu, Select 'Submit a Request'</p>	 <p><b>SAN JOSÉ STATE UNIVERSITY</b></p> <p><b>San Jose State University-Facilities Development and Operations</b></p> <p><b>FD&amp;O iServiceDesk</b></p> <p>Welcome to iServiceDesk</p> <p>TMA iServiceDesk is a web-enabled interface that provides a user-friendly web form to submit, query, and report on work requests.</p> <p>Please utilize the links on the site menu located on the left of your window to perform basic functions in iServiceDesk.</p> <p>Submit a <a href="#">non-urgent request</a></p> <p>All other <b>emergency and urgent repairs</b> please call (408) 924-1990 between the hours of 7:30AM to 5:00PM Monday through Friday.</p> <p>Email questions or follow up to <a href="mailto:workcontrol@sjsu.edu">workcontrol@sjsu.edu</a></p> <p>Additional functionality of TMA iServiceDesk includes the following:</p> <ul style="list-style-type: none"><li>• List open and complete work orders</li><li>• Query for selected work requests and work orders</li><li>• Check status of work requests and work orders</li></ul> <p>iServiceDesk POWERED BY THE SCORPION</p>
<p>2) Select 'Main Campus'</p>	 <p><b>SAN JOSÉ STATE UNIVERSITY</b></p> <p><b>San Jose State University-Facilities Development and Operations</b></p> <p><b>Select Facility</b></p> <p>Select your Facility   Select your Building   Submit your Request</p> <p>Please select a Campus: MAIN CAMPUS</p> <p>If this you require immediate attention please contact FACILITIES DEVELOPMENT &amp; OPERATIONS at (408) 924-1990</p> <p>iServiceDesk POWERED BY THE SCORPION</p>

3) Select the building for which you are requesting maintenance

San José State University - Facilities Development and Operations

Site Menu

- Home
- Card and Key Request Form [PDF]
- Work Request: Submit a Request, Query Request
- Work Order: Query a Work Order
- Other Options: Please select from list, GO
- Search by Number: Work Order, >>

About TMA /ServiceDesk v6.0.9 UC

Select Building

Please select your Building:

- CAMPUS VILLIAGE A
- CAMPUS VILLIAGE B
- CAMPUS VILLIAGE C
- CENTRAL CLASSROOM BUILDING
- CENTRAL PLANT
- CLARK HALL
- COMPUTER CENTER
- CORP YARD OFFICES
- CORP YARD TRADES
- DINING COMMONS
- DUDLEY MOORHEAD HALL
- DUNCAN HALL
- DWIGHT BENTEL HALL
- ENGINEERING BUILDING
- EVENT CENTER
- FACULTY OFFICE BUILDING
- HEALTH BUILDING
- HOOVER HALL
- HUGH GILLIS HALL
- INDUSTRIAL STUDIES
- IRC RICHARD B. LEWIS
- JOE WEST HALL
- KORET

Submit your Request

ServiceDesk

- 4) Enter you info
- 5) Room: Select your room number or area you are putting in the request for.
- 6) Department: Select 'HOUSING BUILDING MAINTENANCE'
- 7) Please make sure to include your room number and bedspace in your request.
- 8) Submit your request

San José State University - Facilities Development and Operations

Request Form for CAMPUS VILLIAGE A

Site Menu

- Home
- Card and Key Request Form [PDF]
- Work Request: Submit a Request, Query Request
- Work Order: Query a Work Order
- Other Options: Please select from list, GO
- Search by Number: Work Order, >>

About TMA /ServiceDesk v6.0.9 UC

Name: [4]

Phone #: [4]

E-mail Address: [4]

Repair Center: FM - Facilities Dev and Ops [5]

Room: BLDG, BUILDING GENERAL [5]

Tag Type: Room

Tag #: [ ]

Department: HOUSING BUILDING MAINTENANCE [6]

Request: Room #: [7]  
Bedspace #: [7]

Submit [8]

ServiceDesk