



Facilities Services Department
UNIVERSITY OF COLORADO COLORADO SPRINGS

Facilities Services WebTMA 7 Work Order System



University of Colorado
Colorado Springs



University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus

Facilities Services

Standard Operating Hours:

Mon-Fri, 7:00 am – 4:00 pm

719-255-3313 (ext. 3313)

After Hours:

Mon-Fri, 4:00 pm – 11:00 pm

719-208-9768

Email Contact: facsrvs@uccs.edu

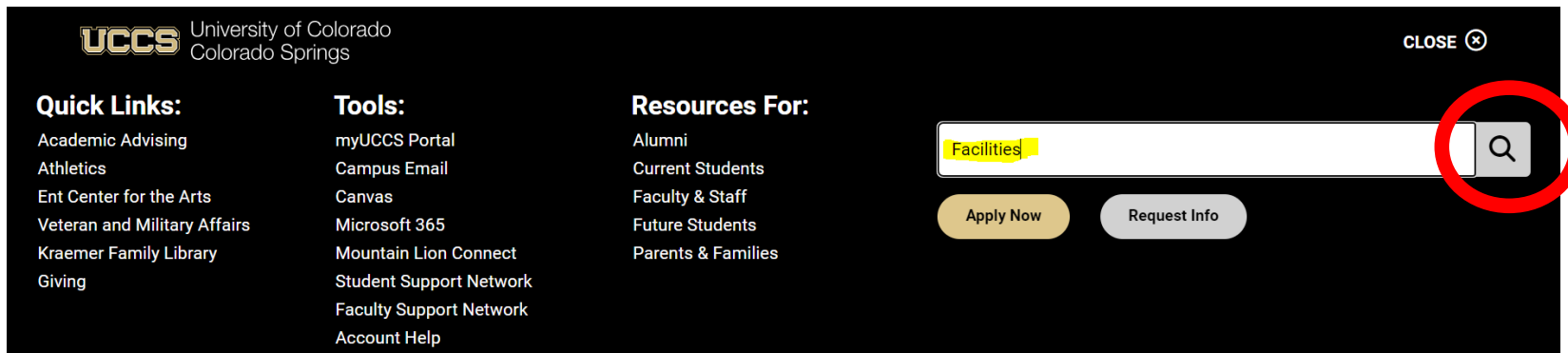
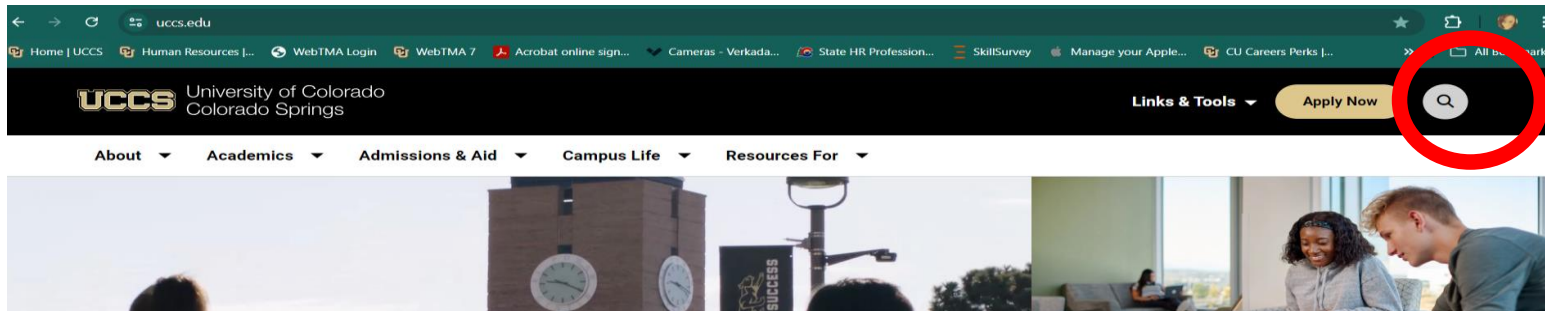
For building emergencies outside of the standard operating hours, please contact Public Safety at
719-255-3111 (ext. 3111)

Website: <https://facsrvs.uccs.edu/>

**For best results please use Google Chrome*

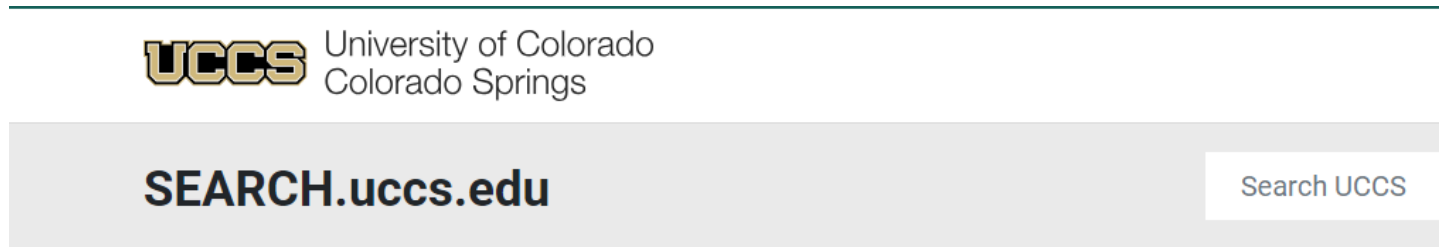
Where is Facilities on the UCCS Website?

1. Type '*Facilities*' in the search field on the upper right corner of the UCCS website page and click on the magnifying glass to search.



Where is Facilities on the UCCS Website?

2. Then select one of the top two search options that appear.




Google Search Results For : *Facilities*

Web Image

About 6,420 results (0.17 seconds) Sort by: Relevance ▾

Facilities Services Department
<https://uccs.edu/facsrvs/>
Visit **Facilities** Services for Maintenance, Electrical, HVAC/Plumbing, Custodial, Materials, Acquisitions and Distributions, and Outdoor Services.

Facilities Services Department - Colorado Springs
facsrvs.uccs.edu >

 Sidewalk Priority Route Map · Mail and Shipping Services · Parking & Transportation Services · Residence Life & Housing · Sustainability · Planning, Design, and ...

How to submit a work request

Go to : <https://facsrvs.uccs.edu/>

Click on “Work Request”

The screenshot shows the UCCS Facilities Services Department website. At the top left is the UCCS logo and the text "University of Colorado Colorado Springs". To the right are buttons for "Give Today", "Apply Now", and "Links & Tools", along with a search icon. Below this is a grey header bar with the text "Facilities Services Department". Underneath is a navigation menu with a home icon, "WORK REQUEST", "PHYSICAL PLANT", "PLANNING, DESIGN, & CONSTRUCTION", "SERVICE GROUPS", "EXPORT CONTROL", "PEOPLE", and "MENU". A large, semi-transparent "FACILITIES SERVICES" watermark is centered on the page. Below the navigation menu are four columns of service categories: "Physical Plant" (with a red arrow pointing to "Work Requests"), "Service Groups", "Related Links", and "Maps and Floor Plans". At the bottom is a "UCCS Stormwater Program" button.

UCCS University of Colorado Colorado Springs

Give Today Apply Now Links & Tools

Facilities Services Department

WORK REQUEST PHYSICAL PLANT PLANNING, DESIGN, & CONSTRUCTION SERVICE GROUPS EXPORT CONTROL PEOPLE MENU

FACILITIES SERVICES

Physical Plant

- [Work Requests](#)
- [Export Control](#)
- [Find Us](#)
- [Key Control Procedure](#)

Service Groups

- [Outdoor Services](#)
- [Custodial](#)
- [Electrical / Maintenance / HVAC / Plumbing](#)
- [Materials, Acquisitions, & Distribution](#)

Related Links

- [Mail and Shipping Services](#)
- [Parking & Transportation Services](#)
- [Residence Life & Housing](#)
- [Sustainability](#)
- [Planning, Design, and Construction](#)

Maps and Floor Plans

- [Campus Maps](#)
- Campus building floor plans can be requested by emailing pdcc@uccs.edu. Please note that requests should include the building, area of interest, and the intended use of plan.

UCCS Stormwater Program

How to submit a work request

Click “Submit Work Request”

The screenshot shows the website facsrvs.uccs.edu/work-request. The header includes the UCCS logo, navigation links like 'Give Today', 'Apply Now', and 'Links & Tools', and a search icon. The main navigation bar lists 'WORK REQUEST', 'PHYSICAL PLANT', 'PLANNING, DESIGN, & CONSTRUCTION', 'SERVICE GROUPS', 'EXPORT CONTROL', 'PEOPLE', and 'MENU'. Below this, a breadcrumb trail reads 'Home / Work Requests'. The main heading is 'WORK REQUESTS' with a large, semi-transparent 'REQUESTS' watermark in the background. A paragraph explains that work requests are for maintenance, HVAC, plumbing, electrical, moving, surplus, custodial, and outdoor services. It provides standard operating hours (Mon-Fri, 7:00 am - 4:00 pm) and after hours contact (Mon-Fri, 4:00 pm - 11:00 pm). A red arrow points to a yellow 'Submit Work Request' button located in a banner at the bottom right of the page, which also features a black button labeled 'Facilities Services Work Request Form' on the left.

Work Requests are submitted by campus community members to request Maintenance, HVAC, Plumbing, Electrical, Moving/Surplus, Custodial, and Outdoor services to be completed in their respective areas. Please use the below link to submit a new work request or to get an estimate.

Standard Operating Hours:
Mon-Fri, 7:00 am – 4:00 pm
719-255-3313 (ext. 3313)

After Hours:
Mon-Fri, 4:00 pm – 11:00 pm
719-208-9768
Email Contact: facsrvs@uccs.edu

For building emergencies outside of the standard operating hours, please contact Public Safety at 719-255-3111 (ext. 3111)

Facilities Services Work Request Form [Submit Work Request](#)

How to submit a work request

Fill in all pertinent information, **all boxes in red** are required. Then click 'Submit Request'.

UCCS Facilities Services
UNIVERSITY OF COLORADO
COLORADO SPRINGS

Requestor Name

Phone #

Requestor Email

Speedtype: (Account # for possible chargeable work)

Building Name

Room # (Please include the exact or closest room whenever possible.)

Request Type:

Request Date:

Notify Me

Permission To Enter:

Permission to Enter Info: (If you entered No, please indicate when a technician can schedule work when you are present).

Action Requested:

Attachments:

Submit Request

*Please choose a **Repair Center** based on the building/location your request is for, this will help us assign your work request to the appropriate Facilities team.

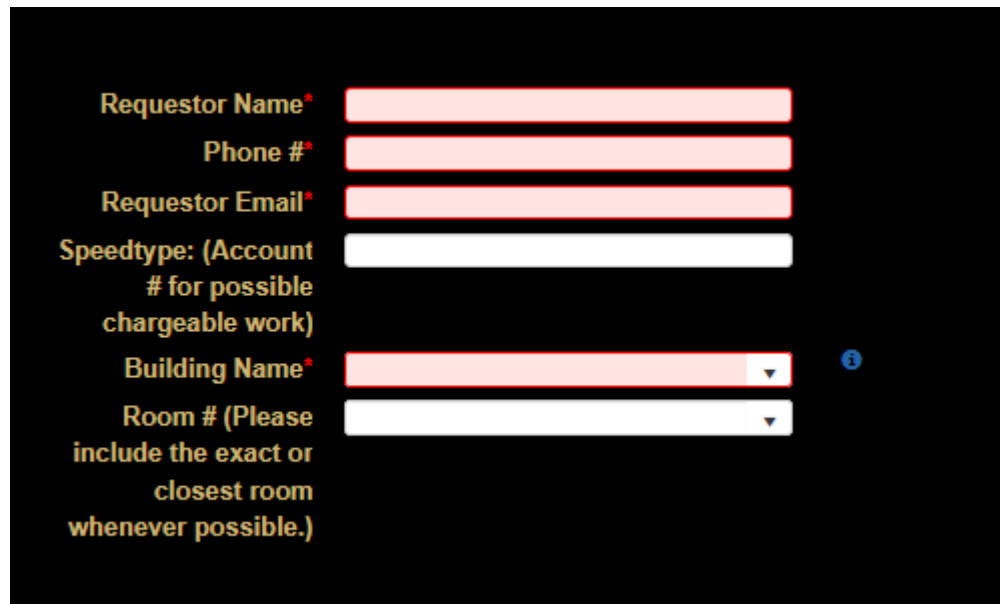
Please do not select Information Technology. For IT related requests please see the [OIT webpage](#).

Facilities Services: Academic Buildings & Administrative Office Buildings
Auxiliary Operation: Non-Academic Buildings/Non-Housing Buildings (i.e. University Center, Rec Center, Gallogly Event Center, Parking Lots, & Parking Garages, etc.)
Resident Life & Housing: Resident Housing Buildings & Dining Halls. (If you are a student submitting for your dorm room, please choose this option.)

Repair Center:

How to submit a work request

Fill in all pertinent information, **all boxes in red are required**. Then click 'Submit Request'. Please include your speedtype and an exact or the closest room number whenever possible. All charges will be communicated before any transactions take place.



The image shows a screenshot of a web form for submitting a work request. The form is set against a black background. The fields and their labels are as follows:

- Requestor Name***: A text input field with a red border.
- Phone #***: A text input field with a red border.
- Requestor Email***: A text input field with a red border.
- Speedtype: (Account # for possible chargeable work)**: A text input field with a white border.
- Building Name***: A dropdown menu with a red border and a blue information icon to its right.
- Room # (Please include the exact or closest room whenever possible.)**: A dropdown menu with a white border.

How to submit a work request

Please give specific details to the problem or request.

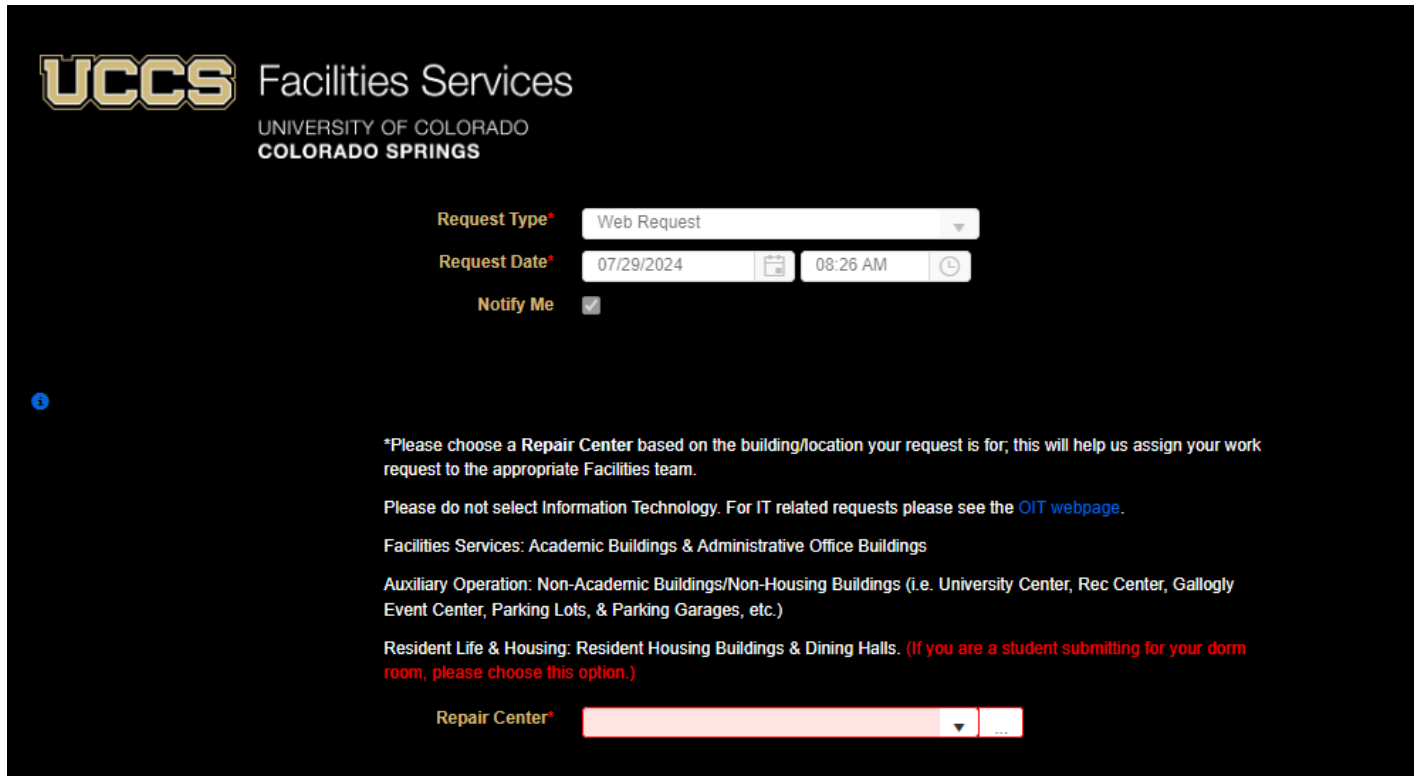
The screenshot shows a web form for submitting a work request. The form has a dark background with white text and input fields. The fields are: 'Permission To Enter:*' (a short text box), 'Permission to Enter Info: (If you entered No, please indicate when a technician can schedule work when you are present).' (a large text area), 'Action Requested*' (a large text area), and 'Attachments' (a dropdown menu with 'Select Category' selected). A 'Submit Request' button is at the bottom right. Two red arrows point from the explanatory text below to the 'Permission To Enter' and 'Attachments' fields.

Please, feel free to attach, pictures, documents, and videos to help provide details to your request.

'Permission To Enter' is a required field mainly for Resident Life & Housing work. If you are not in a dorm room, please know that technicians may still enter the space if you indicate no and do not provide a specific reason.

How to submit a work request

Please follow the instructions on which repair center to choose. This helps our team route your work request to the correct team in a quick and efficient manner.

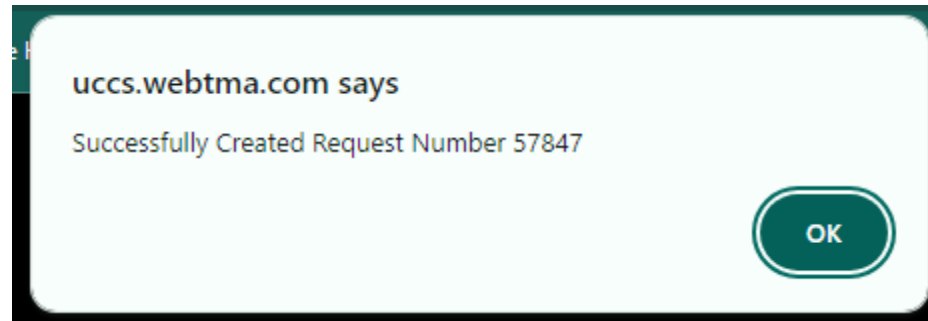


The screenshot shows the UCCS Facilities Services web request form. At the top left is the UCCS logo and the text "Facilities Services UNIVERSITY OF COLORADO COLORADO SPRINGS". The form includes a "Request Type" dropdown menu set to "Web Request", a "Request Date" field with a calendar icon showing "07/29/2024" and a time field showing "08:26 AM", and a "Notify Me" checkbox which is checked. Below the form fields is a blue information icon. The instructions state: "*Please choose a Repair Center based on the building/location your request is for, this will help us assign your work request to the appropriate Facilities team. Please do not select Information Technology. For IT related requests please see the OIT webpage. Facilities Services: Academic Buildings & Administrative Office Buildings Auxiliary Operation: Non-Academic Buildings/Non-Housing Buildings (i.e. University Center, Rec Center, Gallogly Event Center, Parking Lots, & Parking Garages, etc.) Resident Life & Housing: Resident Housing Buildings & Dining Halls. (If you are a student submitting for your dorm room, please choose this option.)" At the bottom is a "Repair Center" dropdown menu.

After Request is Submitted

You should see a pop-up window that states
“Successfully Created Request Number #####”.

Click ‘Ok’ and your request will be routed to our Work Control Center to assign to
the appropriate Facilities Team.



How to submit a work request

- Please only request one service per form.
 - To submit additional requests for the same area, after you submit one request and click 'Ok' the page will refresh to a blank request form so you can submit your next request.
- You will receive a request number and an email for each request you enter.
- If the work request has been accepted as a **Work Order**, a work order number is also provided via email.
- Please contact the Work Control Center at 719-255-3313 for an update on the status of your request.
- We ask to give our technician 30 days to complete requests that are not an emergency to life/safety/continuity of building systems. If your request is time sensitive, please include the information in the 'Action Requested' field and our technicians will do their best to meet the schedule needs whenever possible.

The difference between a Work Request and a Work Order

A **work request** is a non-emergency custodial, maintenance or repair request from students, faculty or staff that is submitted to Facilities Services through the Facilities Services work request form. The Work Control Center then reviews the work request to assure that all pertinent information is included and accurate. The work request is then accepted or rejected:

- If the **work request is accepted**, it is converted into a **work order** and a work order number is assigned. The work order information is then routed to the appropriate trade supervisor and scheduled to a technician's work queue. You will receive an email notification alerting you that your work request has been accepted and converted to a work order.
- If the **work request is rejected**, the reason for the rejection is noted on the request and requestors will receive an email stating the reason the request was rejected. No work order will be generated and a new request with updated information will need to be submitted again.

Common Services Provided

❖ **Custodial**

- Restrooms
- Classrooms/Office
- Laboratories
- Walkways
- Extra bins for Events

❖ **Electrical**

- Street/parking/sidewalk/
building lighting
- Interior lighting
- Electrical panels
- Electrical outlets
- Transformers
- Emergency generators
- Classroom clocks &
various electrical devices

❖ **Surplus**

- Old furniture
- New furniture
- Computers/Printers
- Office Moves
- Furniture/Item Relocation

❖ **Plumbing**

- Leaks
- Water Temperature too
hot/cold
- Bathroom clog/overflow
- Hydration Station Filter
Change

❖ **Maintenance**

- Painting
- Routine Maintenance/Repair
- Carpet Repair

❖ **HVAC**

- Room Temperature (too
hot/cold)
- Fume Hoods
- Heating Ventilation & Air
Conditioning
- Strange noise in ceiling/walls

❖ **Outdoor Services**

- Turf maintenance
- Ground maintenance
- Landscaping
- Exterior trash removal
- Irrigation
- Exterior Sign repair
- Asphalt maintenance
- Snow removal (all teams do
snow/ice mitigation when
needed)

❖ **Locksmith Services**

- New Keys/Replacement
- Rekeying of Doors
- Lock Repairs/Replacements
- Electronic Code Updates

❖ **Signage**

- Desk Name Plates
- Door Name Plates
- Vehicle Signage
- Outdoor Banners

Common Work Requests

- Signage – Desk name plates, door plates, outdoor signage, banners
Phone: X3074 Email: signshop@uccs.edu
- Locksmith – Keys, keys for new personnel, rekey orders, locks
- M.A.D. (Surplus) – non-working computers, printers, furniture to be removed, office moves. (If you need to dispose of an asset, please visit the Controller's office website for guidance: <https://vcaf.uccs.edu/units/controllers-office/property-equipment-inventory>)
- Electrical – Lights out or flickering, change clock batteries, need new outlets
- On average we receive, 700+ work orders per month

EXAMPLES OF EMERGENCIES

Must be attended to immediately to protect life, property, or safety - instances such as fire or water, as well as some oddball events:

- Dropped cell phone down a hole in the ground – our plumber was able to retrieve from 15' down
- Flushed eyeglasses/keys down toilet – our plumber was able to retrieve frames at least and the set of keys
- Very windy day caused a runaway dumpster or a tree to uproot
- Elevator troubles
- Ice mitigation during snow season
- Leaks from rainstorms/heavy snows

These are just a few of many examples treated as urgent requests.

Requests/Questions That Go To Other Departments

- **Access** requests, for security & safety, go to Public Safety x3111
- **Telephone** issues go to Telecomm x3216
- **Computer/Projector/Ethernet Port and other IT issues** go to OIT x4357
- **Reserve a room, table, chairs** to Event Services x3664
<https://uces.uccs.edu/event-services>

Speedtypes and Estimates

- Speedtype is needed for chargeable work requests only
 - Most common Chargeable Work Orders
 - **Signage**
 - **Keys/Rekey**
 - ***if you aren't sure if your request is chargeable, please contact us at ext. 3313
- If you are needing an estimate for a project, please submit a work request and specify that the request is for an estimate only. The appropriate team will contact you with an estimate amount and wait for an approval.

Call In Work Orders

- When someone calls in with a service request, the Work Control Center team can submit a request for the customer but may request that the customer enter a request through the online form and will provide guidance on the submittal process.
- Please see some examples for requests the team may enter for you:
 - Leaks, spills, lights out/flickering, breakers out, icy patches, custodial supplies out, clogged toilets, temperature problems, trash cans/recycle bins full, doors/furniture emergencies, break-ins/property damage, recurring bug/rodent problems, gas smells, locked out of desk/file cabinet, etc. Situations vary and are determined appropriate by the office admin team.
 - Once the call is received and the situation is described (like the ones above), the Facilities Work Control Center team will determine which crew will perform the emergency work and the issue will be dispatched to the appropriate supervisor. Once dispatched, the Work Control Center team will submit the work request on-line and follow-through with internal WebTMA processes.
- Over the phone education is offered whenever a person calls in with no prior experience using the work order system or when the situation is not a priority/emergency. Examples include:
 - Furniture requests/moves, any surplus, extra trash cans/recycle bins for events, extra custodial requests (when someone is moving offices) , and anything else not deemed an Emergency (**to protect life, safety, property**) or urgent. If a caller has a request (not classified as priority/emergency), the office admin team will walk them through the work request system.

Thank you!

Please do not hesitate to call us at 719-255-3313 or email us at facsrvs@uccs.edu if you have any questions or concerns.

We will be happy to assist in your work request needs!





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