



# WORK ORDER REQUESTS

For access to work order requests please contact:

Cynthia Vasquez - Data Management  
(956) 698-0574 or  
(956) 548-8081  
Cysanchez @bisd.us

## Quick Reference Guide on Work Orders



- ***Where can I create a work order request?***

*Work Order requests can be created on the Teamworks Work Order System found at the Maintenance Department Home Page on the BISD Web Site.*

- ***Who can create a work order request?***

*Any person assigned by the principal to perform this task. Please send an email to [cysanchez@bisd.us](mailto:cysanchez@bisd.us) requesting access to the work order system upon approval from principal.*

- ***How do I know if my work order request has been approved?***


*Log into Teamworks (work order system) and search using your work order #. You can also call our office with your work order # for assistance.*

### **Submitting new work order request(s)**

- Open Internet Browser (Recommend Google Chrome)
- Go to BISD Website
- Click on SEARCH tab located at the top right side of the BISD Homepage
  - Under the Employees column scroll to the bottom and click on Work Order Request (Maintenance) and this will take you directly to the login page for work orders
- OR
- Click on DEPARTMENTS tab located at the top right side of the BISD Home Page
  - Click on Maintenance and this will take you to the Maintenance Home Page
- Scroll down on the home page and click on the blue tab that says Work Orders and this will take you to the work orders login page

### **Procedures on how to create a work order request**

**STEP 1:** On the Login Page enter your user name (first part of your email **DO NOT** include [@bisd.us](mailto:@bisd.us)) and password (same as your computer log-in password)

**STEP 2:** Click on RR  (orange button located on top left side) to add a work order request

**STEP 3:** Complete the work order request form with a description and your email

- Please submit one work order per trade
- Please be specific on your description with room numbers and/or dates

**STEP 4:** Click on Submit (details including a work order # will appear)





**Note:** You have the option to attach pictures to your work order request while it is in Submitted Status by uploading documents at the bottom of the work order request.

### **Approving a work order request**

**Approval level is for Campus Principal or Department Administrator only**

**STEP 5:** Click on Work Order Approval (located under forms on the left side)

**STEP 6:** Click on  for Approval or  to Reject

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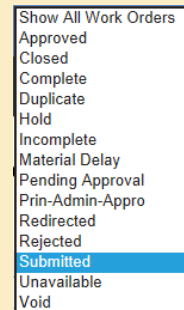
- **IMPORTANT to avoid delays:** *Campus Principal and/or Department Administrator need to review and approve all work order requests created at their location; otherwise they will remain in the system and delay the process of your request.*
- **Emergency Work Order Requests:** *Need to be called in to Maintenance Dispatch at 548-8081 with a work order for immediate assistance.*
- **Quick Tip:** *From the Dashboard page you can add a work order request by clicking on either option below:*
  - *RR located at the top left side of the page*
  - *Hard hat icon*
  - *Add New Work Order tab*

- Upon approval the work order request will be submitted to the Maintenance Department for review and processed accordingly.
- Work Orders may be: Approved, Pending Approval, Re-directed, Rejected, Unavailable, Void

**IMPORTANT:** Approval of all work order requests at the campus level is important to avoid delays of the work order process.

### Viewing Your Work Order Request(s)

- Click on My Dashboard to view work orders (located on the left side) *My Dashboard page can be set as your homepage on the Teamworks application by checking on the box located at the top right side of the page.*
- Go to the Tab on the second column located under Recent Activity Monitor and click on the drop-down arrow to view and choose from the list of statuses provided:



- You can open and view details on a work order by clicking on the work order number

### Searching for specific Work Order Request(s)

- Click on RR located at the top left side of screen
- Click on Work Order Search (located under Forms on left side of screen)
  - Fill in any of the fields on the blank form with information that might help your search (ex. You can search using the work order # if available, by trade code or by using keywords on the description box)
- Click on Submit (work orders that contain the specific information for your search will be selected)