How to Use the Work Order Request Portal

The Work Order Request Portal can be accessed at: https://mcc.battery.cofc.edu/cr

Use your MyCharleston username and password to log in.

Application Menu

- 'Enter a New Request' - Select this button to enter a new work order request.
- 'Find an Existing Request' - Select this button to view or edit your existing work order requests.
- 'Exit the Application' - Select this button to log out of the portal.

Enter a New Work Order Request
Select a Request Location

• Choose the location of the requested work.
• Use the search icons located to the right of each field to make your selections.
• The 'City', 'Facility', and 'Property Name' fields are required.
• The 'Floor' and 'Location' fields are optional.
• The fields must be populated in sequential order.

**HELPFUL EXTRAS:**
• To access properties on the main downtown campus, select ‘Charleston’ from the City menu and ‘Downtown’ from the Facility.
• 'Property Name' - This list is in alphabetical order. The properties are listed by their abbreviation and proper name. The abbreviations match those used on course schedules.
• 'Select this Location Data for Future Request Y/N' - If you select YES, the portal will remember your chosen location next time you log in.

**Enter a Description of your Work Request**

- Click the search icon to select the Problem Code that best fits your work order request.
  - If your location is in a residence hall, you should select the ‘Student Housing’ Problem Code.
- Enter a detailed description of your request. If you run out of space in the description field, click on the button labeled ‘Enter More Description.’
  - The Work Order Request Portal will add your CofC email address to your work order request. If you prefer to use a different email address or prefer to be contacted by phone, please note that in the description of your work order request.
- If you are entering a billable work order request, use the search icon to select the appropriate Index. Maintenance Control will follow up with the fund administrator to authorize the expense.
- Click the ‘Save Request’ button.
You will receive a message stating that your request has been created successfully. You will be provided a request number.

**How to View and Edit an Existing Request**

**Application Menu**

- 'Find an Existing Request' - Select this button to view or edit your existing work order requests.

**Search for a Request**

- Use the provided search parameters to find a specific submitted work order request.
- Use the search icon located to the right of each field to access a drop-down list of choices.
- To change your selection, you must erase the text from the field, and click the search icon to access the drop-down list again.
- To see your submitted Work Order Requests, leave the search fields blank and click the green 'Find Requests' button.
Click on the Customer Request Number to view the corresponding request.

Maintenance Control will update the status of your request and the corresponding work order as it moves through the work flow.

**Customer Request Statuses:**

- **OPEN** = Request has been created by customer.
- **INDEX-REQ** = The request has been deemed billable and the customer must provide a Banner Index before the request can be processed.
- **AUTHORIZATION REQ** = The request has been deemed billable. The fund administrator of the index provided must provide authorization before the request can be processed.
- **DECLINED** = The request has been declined by Maintenance Control. Contact PhysicalPlantHelp@CofC.edu for information.
- **CANCELED** = The request has been canceled by Maintenance Control. Contact PhysicalPlantHelp@CofC.edu for information.
- **APPROVED** = The request has been approved and a work order has been created.

**Request Status**

All requests in the **OPEN**, **INDEX REQ**, and **AUTHORIZATION REQ** statuses can be edited in the Work Order Request Portal by the person who submitted the request.

- The location field and the description of the request can be edited.
- To make any other changes to your request, contact Physical Plant Help.

If you need assistance, please contact PhysicalPlantHelp@CofC.edu or call 843.953.5550.