



SUBMITTING MAINTENANCE WORK ORDER REQUESTS

If you have questions or need further assistance, please email planning@otc.edu.

WHO CAN SUBMIT A MAINTENANCE REQUEST?

- All OTC employees can submit a [request for maintenance](#) items.

WHEN CAN MAINTENANCE REQUESTS BE SUBMITTED?

- Requests may be submitted at any point during the year.
- If you are unsure if the item is a [maintenance request](#) or Integrated Plan item, submit early.

WHERE CAN MAINTENANCE REQUESTS BE SUBMITTED?

- Requests should be submitted through the [maintenance work order system](#).
- Please refer to the *Maintenance Work Order System Help Guide* on the next page for more information.

WHAT HAPPENS AFTER A MAINTENANCE REQUEST IS SUBMITTED?

- Facilities and Grounds will review the request and assign priority and staff member.
 - High Priority: Request addressed in approximately <3 business days
 - Medium Priority: Request addressed in approximately <7 business days
 - Low Priority: Request addressed in approximately <10 business days
 - Note – the due date you requested in your work order may be moved based on the assigned priority.

HOW WILL STATUS UPDATES FOR THE REQUEST BE COMMUNICATED?

- Updates to the maintenance request work order including communications, additional information needed, etc. will be emailed to the requester and any associated employees added as a follower when the new maintenance request was created.

WHAT IS CONSIDERED AN EMERGENCY MAINTENANCE NEED?

- Needs that cause a work stoppage, immediate safety issue, or requirement for student accommodation/learning needs.

WHAT IS THE PROCESS FOR AN EMERGENCY MAINTENANCE NEED DURING REGULAR OPERATING HOURS?

- Contact Facilities Management at 417-447-4801.

WHAT IS THE PROCESS FOR EMERGENCY MAINTENANCE NEEDS OCCURRING AFTER HOURS OR ON WEEKENDS?

- Contact Safety and Security at 417-447-6911.

WHAT IS THE PROCESS FOR ADDRESSING CONCERNS OR ISSUES WITH MAINTENANCE WORK ORDERS?

- Contact Raymond Wade, College Director of Facilities and Grounds, at 417-447-4818.

If you need assistance completing a [Maintenance Work Order](#), contact Morgan McNew mcnewm@otc.edu



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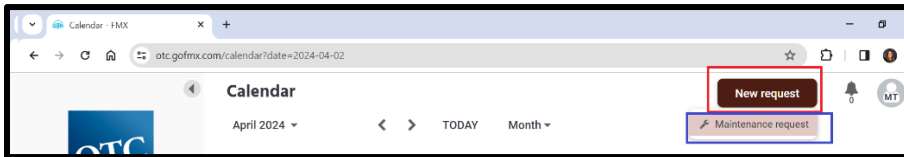
MAINTENANCE WORK ORDER SYSTEM HELP GUIDE

Step 1 – Login to the OTC Maintenance Requests website

- The website is otc.gofmx.com
- Your username and password are the same as your OTC username and password.

Step 2 – Create your request

- Click on **New request** and the **Maintenance request** in the upper right of the page.



- The **New Maintenance Request** screen will open.
 - For **Request type**, use the dropdown box to select the type of work that best matches your request.
 - On the **Request** line, enter a brief description of what you are requesting.
 - For **Building** and **Location**, select the specific location where the work needs to occur.
 - For **Due**, select a reasonable due date for your request.
 - For **Followers**, use the dropdown box to select the name(s) of any individuals you would also like to receive follow-up about the request.
 - Under **Description**, provide detailed information about what you are requesting.
 - Be specific as possible about the location and nature of the request.
 - List any special conditions such as preferred time to perform the work and/or times when the work cannot be performed.
 - If applicable, use **Attachments** to attach any items relevant to the request.
 - Click **Submit** when form is complete.

New Maintenance Request
Maintenance Requests > New

Request

* Request type

* Request

* Building

* Location Select a building first

* Due

Followers

Description

A Formatting guide [Show preview](#)

Attachments



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- After you submit, a confirmation screen will appear.
- You will receive an email when your request has been updated.

Next Steps

- Facilities and Grounds will review the request and assign a priority and staff member.
 - High Priority: Request addressed in approximately <3 business days
 - Medium Priority: Request addressed in approximately <7 business days
 - Low Priority: Request addressed in approximately <10 business days
 - Note – the due date you requested in your work order may be moved based on the assigned priority.
- Updates to the maintenance request work order including communications, additional information needed, etc. will be emailed to the requester and any associated employees added as a follower when the new maintenance request was created.