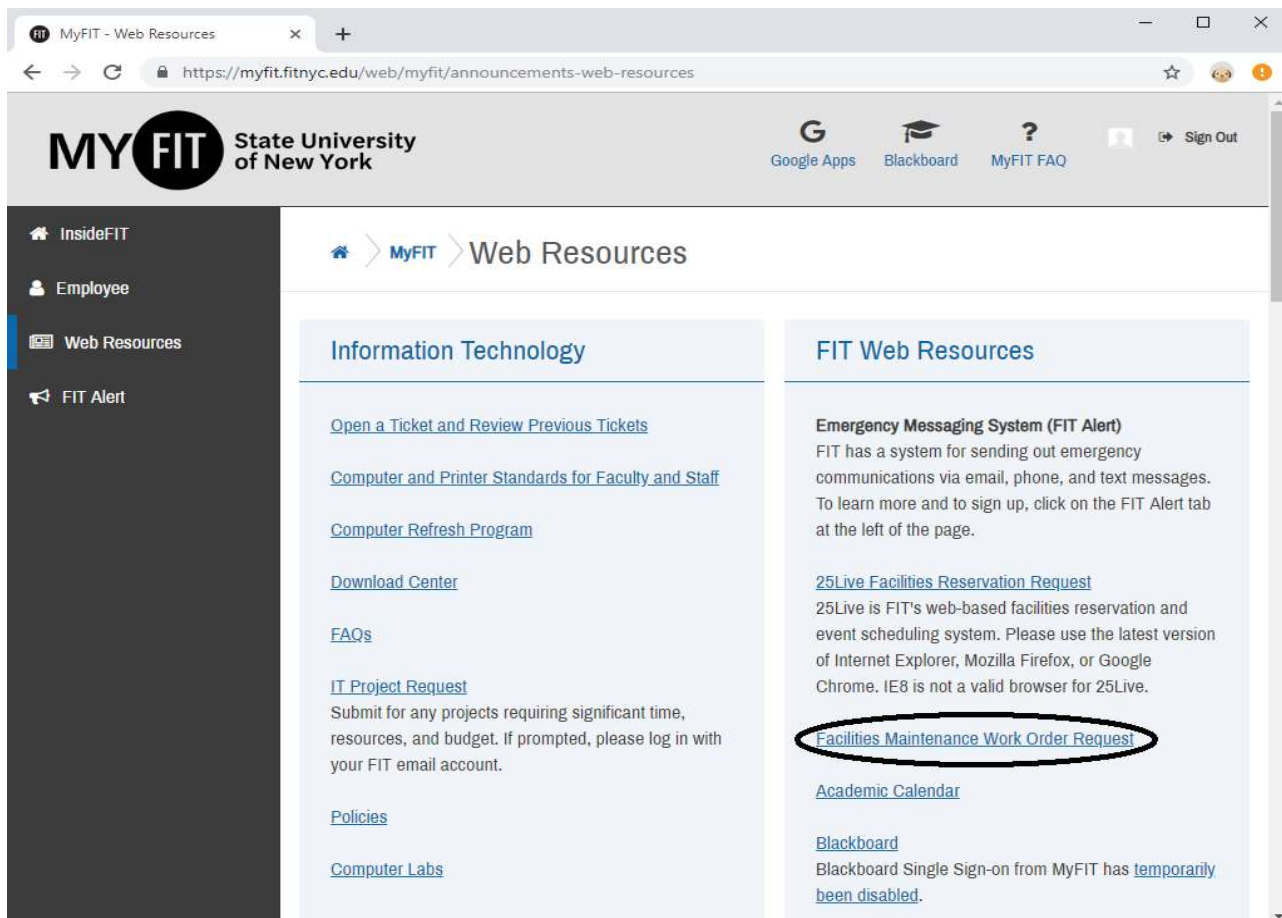


Work Order System User Guide – Residential Students

FIT's work order system uses Building Engines software, which allows you to initiate a work order request through the **MyFIT.fitnyc.edu** portal.

To access the system, log onto your account and select the “Facilities Maintenance Work Order Request” from the Web Resources page.



The screenshot shows a web browser window displaying the MyFIT Web Resources page. The browser's address bar shows the URL <https://myfit.fitnyc.edu/web/myfit/announcements-web-resources>. The page header includes the MyFIT State University of New York logo and navigation links for Google Apps, Blackboard, MyFIT FAQ, and Sign Out. The main content area is titled "Web Resources" and is divided into two columns. The left column, "Information Technology", contains links for "Open a Ticket and Review Previous Tickets", "Computer and Printer Standards for Faculty and Staff", "Computer Refresh Program", "Download Center", "FAQs", "IT Project Request", "Policies", and "Computer Labs". The right column, "FIT Web Resources", contains links for "Emergency Messaging System (FIT Alert)", "25Live Facilities Reservation Request", "Facilities Maintenance Work Order Request" (circled in red), "Academic Calendar", and "Blackboard". The "Blackboard" link has a note stating "Blackboard Single Sign-on from MyFIT has temporarily been disabled."

Note: You will be asked to save your user profile during your first login. You must save your profile in order to access the work order submission functionality.

Submitting a Work Order:

1. Click the hyperlink for the appropriate issue type (the form will automatically default to your residence hall).

The screenshot shows the 'Kaufman Residence Hall' interface for 'Work Orders'. The page has a dark blue header with the 'UG2' logo on the right. Below the header is a navigation bar with 'Home' and 'Work Orders' tabs. The main content area is divided into three sections: 'Info', 'Work Orders', and 'Open Work Orders 0'. The 'Info' section on the left features the FIT logo and the address: '406 West 31st, New York NY 10001, Fashion Institute of Technology'. The 'Work Orders' section in the center is highlighted with a red box and contains a list of issue types: 'Doors & Locks', 'Electrical', 'Elevator/Escalator', 'General Maintenance', 'Grounds', 'HVAC', 'Janitorial', 'Leak', 'Lighting', 'Moves', 'Painting', 'Pest Control', and 'Plumbing'. Below this list is a link that says 'Open Advanced Work Order Form'. The 'Open Work Orders 0' section on the right states 'There are currently no open work orders.' At the bottom left, there is a 'BuildingEngines' logo and the copyright notice 'Copyright © 2000-2020'.

2. Complete the fields of the work order submission form. You may also add photos or files by clicking the “Select Files” button. Click “Save” to submit the work order.

Home **Work Orders**

New Request [RETURN TO WORK ORDER LIST](#)

Work Order Details

Category: Quick List

Issue:* Janitorial

Details:* Spill on floor

Floor / Suite:* Floor 15, 1502 LARGE CONFERENCE

Location:* West side of room by window

Contact Information

Phone: (212) 217-xxxx

Fax:

Email: FIT_EMPLOYEE@FITNYC.EDU

Additional Details

Attach New File(s)

Notes:

File(s): [+ SELECT FILE\(S\)](#)

FIT Buildings & Grounds

For Internal Use Only: Enter Response

[+ SAVE](#) [RESET](#)

Note: If a similar work order has already been submitted for the same issue type and floor/suite, you will receive a pop-up message alerting you of a possible duplicate work order. You will still be able to submit your request, but please review the message to avoid submitting a potential duplicate work order.

Home Work Orders

New Request

[RETURN TO WORK ORDER LIST](#)

Work Order Details

Category: Quick List
Issue: Janitorial
Details: Spill on floor

Contact Information

Phone: (212) 217-1234
Fax:
Email: FIT_EMPLOYEE@FITNYC.EDU

Additional Details

Floor / Suite: Floor 15, 15
Location: West side of

FIT Buildings & Grounds

For Internal Use Only: Enter Respo

Work Order of same type already exists.

There is already an open work order for Janitorial

Date Created: 08/16/2019
Floor: 15
Suite: 1502 LARGE CONFERENCE
Location: West side of room by window
Issue Type: Janitorial
Added by: Spill on floor

[SAVE AND CONTINUE](#) [CANCEL](#)

[+ SAVE](#) [RESET](#)

- The submitted work order is now in “open” status and the unique identification number for your work order is displayed.

The screenshot displays the 'Work Orders' section of the system. At the top, there are navigation buttons: 'PRINT', 'CANCEL WO', 'NEW REQUEST', and 'RETURN TO WORK ORDER LIST'. The main heading is 'Work Order #1671332465', which is circled in red. Below this, a progress bar shows the status 'Opened' (circled in red) as the current stage, with other stages being 'New', 'Assigned', 'Acknowledged', 'Completed', and 'Closed'. The date and time '8/16 11:02 AM' are shown below the progress bar.

Task Details

ID #: 1671332465
Status: New
Created: 08/16/2019 11:02 AM
Issue Type: Lighting
Assigned To: Unassigned

Location Details

Building: 333 7th Avenue
Floor: 15
Suite: 1501 RECEPTION AREA
Location: Over reception desk

Requestor Details

Requestor: [Redacted]
Comment: 2 bulbs are burned out
Phone: (212) 217-1234
Email: FIT_EMPLOYEE@FITNYC.EDU

FIT Buildings & Grounds

For Internal Use Only:

History (SHOW NOTES + ADD COMMENT)

Date	Details	Added by	Status
08/16/2019 11:02 AM	2 bulbs are burned out:		NEW

Documents (+ ADD DOCUMENT)

There are currently no documents for this Work Order.

4. Open work orders appear in a list on your work order homepage. You may track the progress of a work order by clicking on the work order request number.

Home **Work Orders**

Work Orders

Search Parameters + NEW REQUEST PRINT SELECTED

EXPAND

Request	Status	Issue Type	Reque...	Requested ...	Details	Date Closed	Location	Floor
1671332465	New	Lighting	CARO...	08/16/2019	2 bulbs are burned out		Over reception desk	15
1671310997	New	Janitorial	CARO...	08/16/2019	Spill on floor		West side of room by ...	15

The work order view displays the current stage of work for the service request in addition to the task/location/requestor details. You may add any comments or documents that you would like to communicate to the facilities management staff.

Home **Work Orders**

PRINT CANCEL WO NEW REQUEST RETURN TO WORK ORDER LIST

Work Order #1671332465

Please Rate Your Experience: thumbs up thumbs down plus

New Opened Assigned Acknowledged Completed Closed

8/16 11:02 AM

Task Details

ID #: 1671332465
Status: New
Created: 08/16/2019 11:02 AM
Issue Type: Lighting
Assigned To: Unassigned

Location Details

Building: 333 7th Avenue
Floor: 15
Suite: 1501 RECEPTION AREA
Location: Over reception desk

Requestor Details

Requestor:
Comment: 2 bulbs are burned out
Phone: (212) 217-1234
Email: FIT_EMPLOYEE@FITNYC.EDU

FIT Buildings & Grounds

For Internal Use Only:

History SHOW NOTES + ADD COMMENT

Date	Details	Added by	Status
08/16/2019 11:02 AM	2 bulbs are burned out		NEW

Documents + ADD DOCUMENT

There are currently no documents for this Work Order.

Note: You do not need to sign out of the Building Engines portal. Use the back arrow of your browser to navigate back to MyFIT.


5. You will receive notification via email when your work order is complete. You will also be given the opportunity to rate the service.

UG2

Work Order
Closed Request Confirmation

Request #: [1658195049](#)
Issue Type: Doors & Locks
Suite: 1605 CHECK DISTRIBUTION

How did we do?
Rate us below.



Good Okay Bad

Your request regarding Doors & Locks on Floor 16 Payroll window - Glass partition and key mechanism for 333 7th Avenue is now closed. We hope that you will find all work satisfactory.