Engineering and Operations:

*Instructions on keying in a corrective maintenance web request*

1. Determine if your request is an **emergency** or not. If you are reporting smoke, water leaking, fire, etc., please **call 684-3232** to report this emergency. If this is a general request, then continue with step 2.

2. Open Internet Explorer (You must use Internet Explorer for your request to go through properly).

3. Start at the E&O main website. [http://eo.duhs.duke.edu](http://eo.duhs.duke.edu)

4. Click on E&O 3232 Maintenance Requests in the bottom left-hand corner of the main webpage.
5. Now select the link that corresponds with the area where you are physically located. If you are unsure about the building in which you are located, check the list of buildings that correspond to each site attached to this instruction sheet. For the purposes of this example, we will pick “Center For Living”

![Corrective Maintenance Request Links]

6. Now we are at the actual form that you will fill out. It looks like this. Please note, all fields that have an asterisk at the end of the name are required:

![Center For Living - Web Request]

This page is for submitting 3232 trouble call requests electronically 6:00am to 4:00pm, Monday through Friday. Calls will be reviewed and transmitted to the appropriate shop during the normal hours and days. All submissions through this page outside of the normal hours and days specified will be handled the following business day. If your call is an emergency, please call 984-3232. All fields that have an asterisk are required. If you give an email address, you will receive an email confirmation of your request as well as a notice when the work is finished.
7. You begin by adding a description of the maintenance problem that you are reporting (this is a required field)

**Center For Living - Web Request**

Create a Work Order | Query for Work Orders

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- **Problem Description**: Light Out
- **Building**: [Select]

8. Next, select the building that you are in (this is a required field)

**Center For Living - Web Request**

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- **Building**: [Select]
- **Floor/Area**: [Select]
- **Room/Area**: [Select]

- **Requestor Name**: [Enter]
- **Requestor Phone**: [Enter]
- **Requestor Pager**: [Enter]
- **Email Address**: [Enter]
- **Requestor Remarks**: [Enter]
9. Next, select the floor or area where you are located within the building (note, you should only see floors/areas that pertain to your building. If you do not, please let us know at 684-3232. This is a required field)

Center For Living - Web Request
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Web Request Fields
- Problem Description:
- Building:
- Floor/Area:
- Room/Area:
- Requester Name:
- Requester Phone:
- Requester Email:
- Requester Remarks:

Save

10. Next, type in your room number or area description (Note: The system automatically copies the floor/area info from the previous screen. You will need to delete this to type your room/area description (this is a required field)

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Web Request Fields
- Problem Description:
- Building:
- Floor/Area:
- Room/Area:
- Requester Name:
- Requester Phone:
- Requester Email:
- Requester Remarks:

Save
11. Next, type your contact info in the next four fields. Start with your name in the requestor field, then your phone number (These are required). Then you have the option of providing your pager and email. (Note, if you include your email address, you will get a confirmation of your ticket request as well as a notification that the work requested on the ticket has been completed:

**Center For Living - Web Request**

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- **Problem Description**: Light Out
- **Building**: 7586 - Aesthetics & Dermatology Surgery
- **Floor/Area**: 1st Floor
- **Room/Area**: 101

**Requestor Info**

- **Requester Name**: John Smith
- **Requester Phone**: 555-5555
- **Requester Pager**: 555-5555
- **Email Address**: john.smith@duke.edu

12. Finally, use the requester remarks field to put any other information that you think might help the maintenance technician complete the work:

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- **Problem Description**: Light Out
- **Building**: 7586 - Aesthetics & Dermatology Surgery
- **Floor/Area**: 1st Floor
- **Room/Area**: 101

**Requestor Info**

- **Requester Name**: John Smith
- **Requester Phone**: 555-5555
- **Requester Pager**: 555-5555
- **Email Address**: john.smith@duke.edu

**Requester Remarks**: Light Fixture is hanging from the ceiling