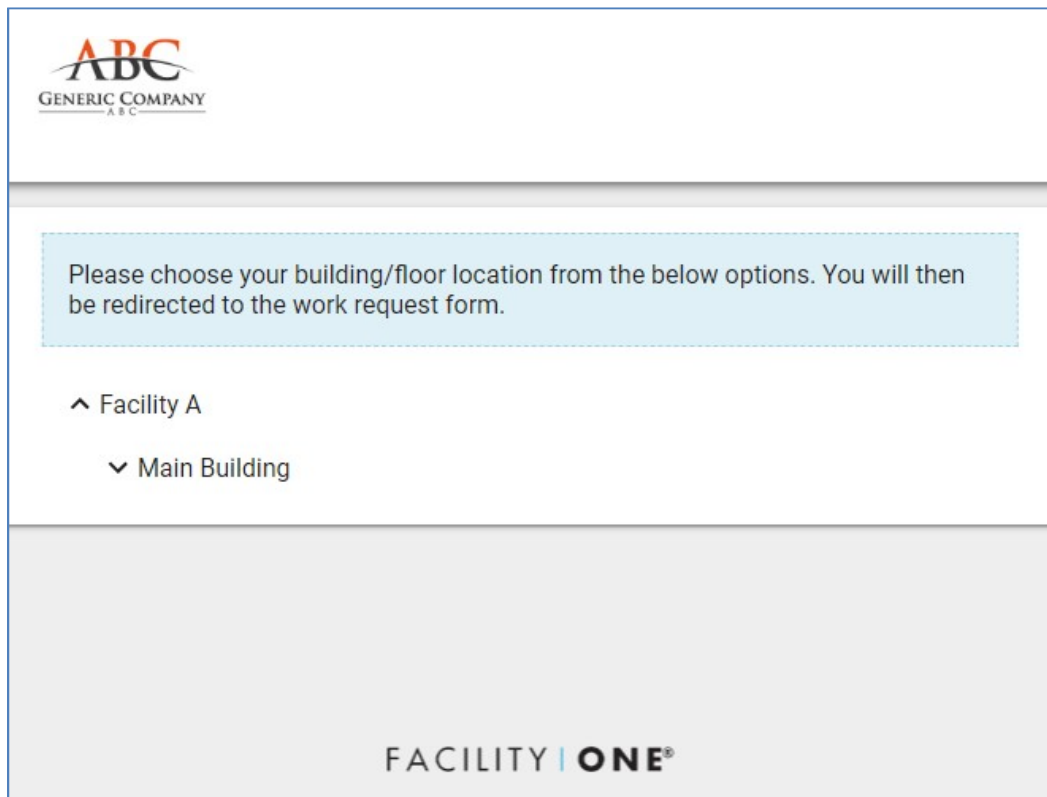# FacilityONE Non-Login Work Order Request Process

From the FacilityONE Non-Login Page, users can submit work orders, search for work orders by location, and submit follow-up questions on work orders. Additionally, if the user follows the Email Verification process, they will be able to receive email notifications on all updates made to their work orders. *We highly recommend that all users verify their email.* These instructions are immediately following the Submit a Work Order section below.

This guide contains sections on the following topics:

- [Submit a Work Order](#)

- [Email Verification](#)

- [Main Menu](#)

- [Work Order Search](#)

- [Add A Comment](#)

- [Save/Remember Requestor Information](#)

Submit a Work Order

1. To begin, click the link on the intranet page.
   a. NOTE: While FacilityONE provides the Non-Login Page link, the placement of that link is determined by the customer's IT. Therefore, the method by which a user will access this link will vary by customer.

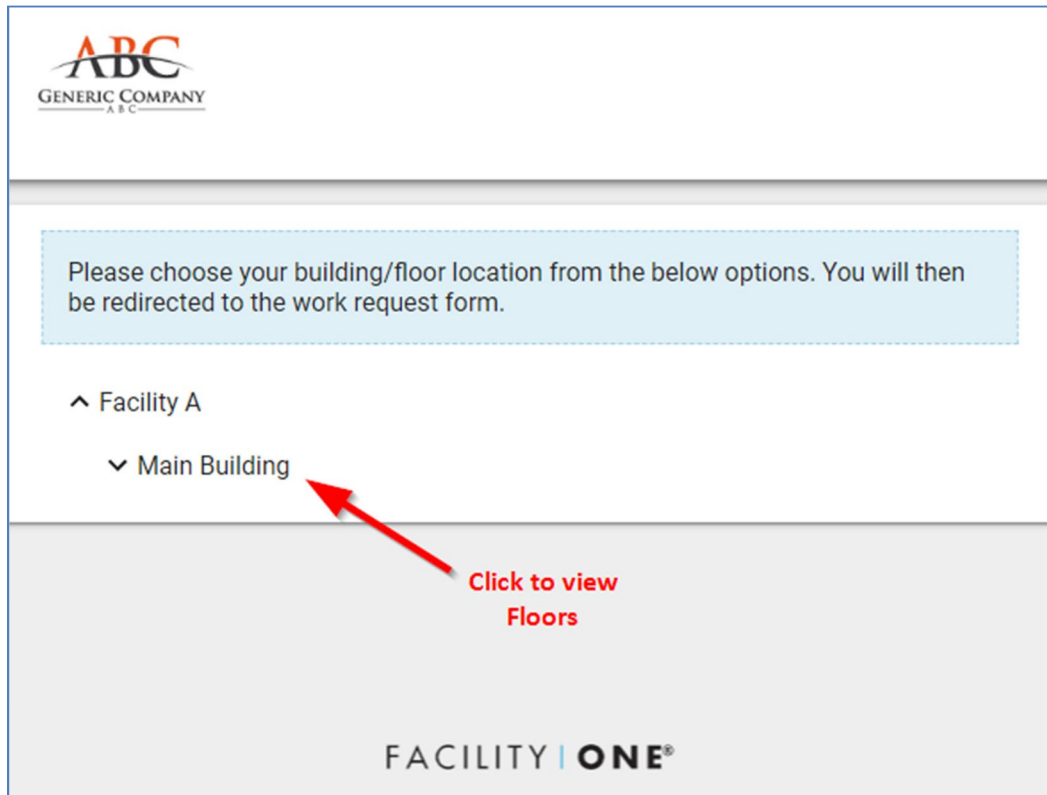2. You will be redirected to the FacilityONE Navigate page, as seen below.

Please choose your building/floor location from the below options. You will then be redirected to the work request form.
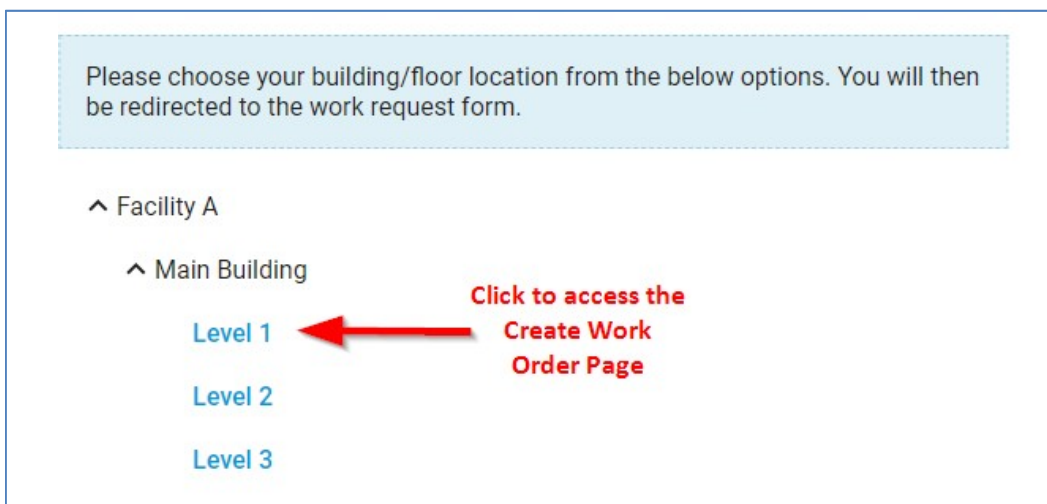
∧ Facility A

∨ Main Building

FACILITY | ONE®

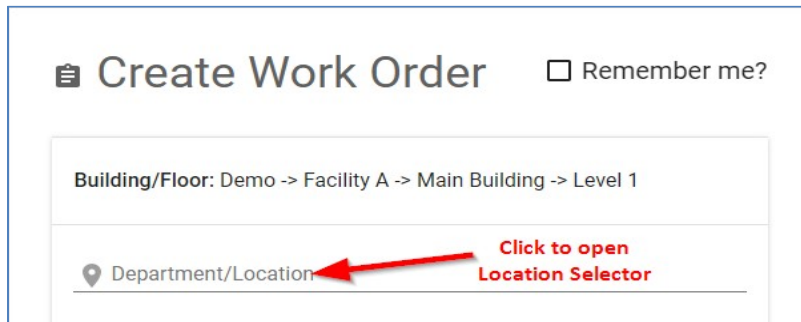3. Click a **Building** to view the available Floor locations below.

4. Click a **Floor** to continue to the Create Work Order page.

5. Fill out all fields on the Create Work Order form.
   a. **Department/Location**: use this field to select the specific area on the floor where the issue is located.
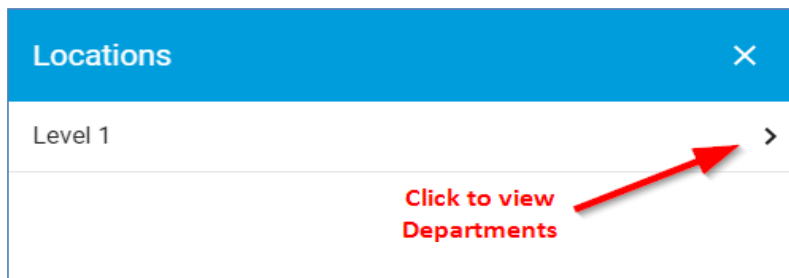   i. Click in the field to open the Location Selector.

      ii. Click the **>** to view the available Departments.
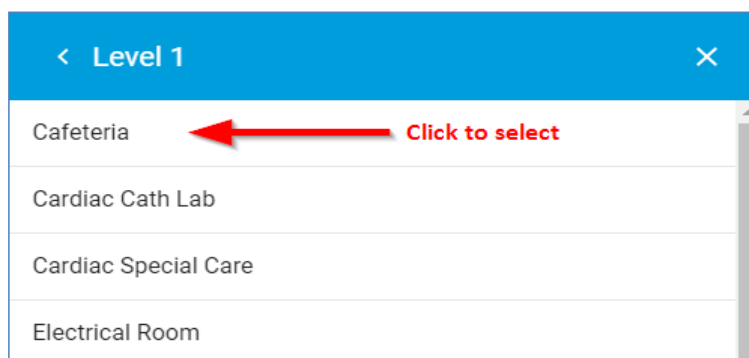
      iii. Click the name of the desired Department to select it for the Work Order.
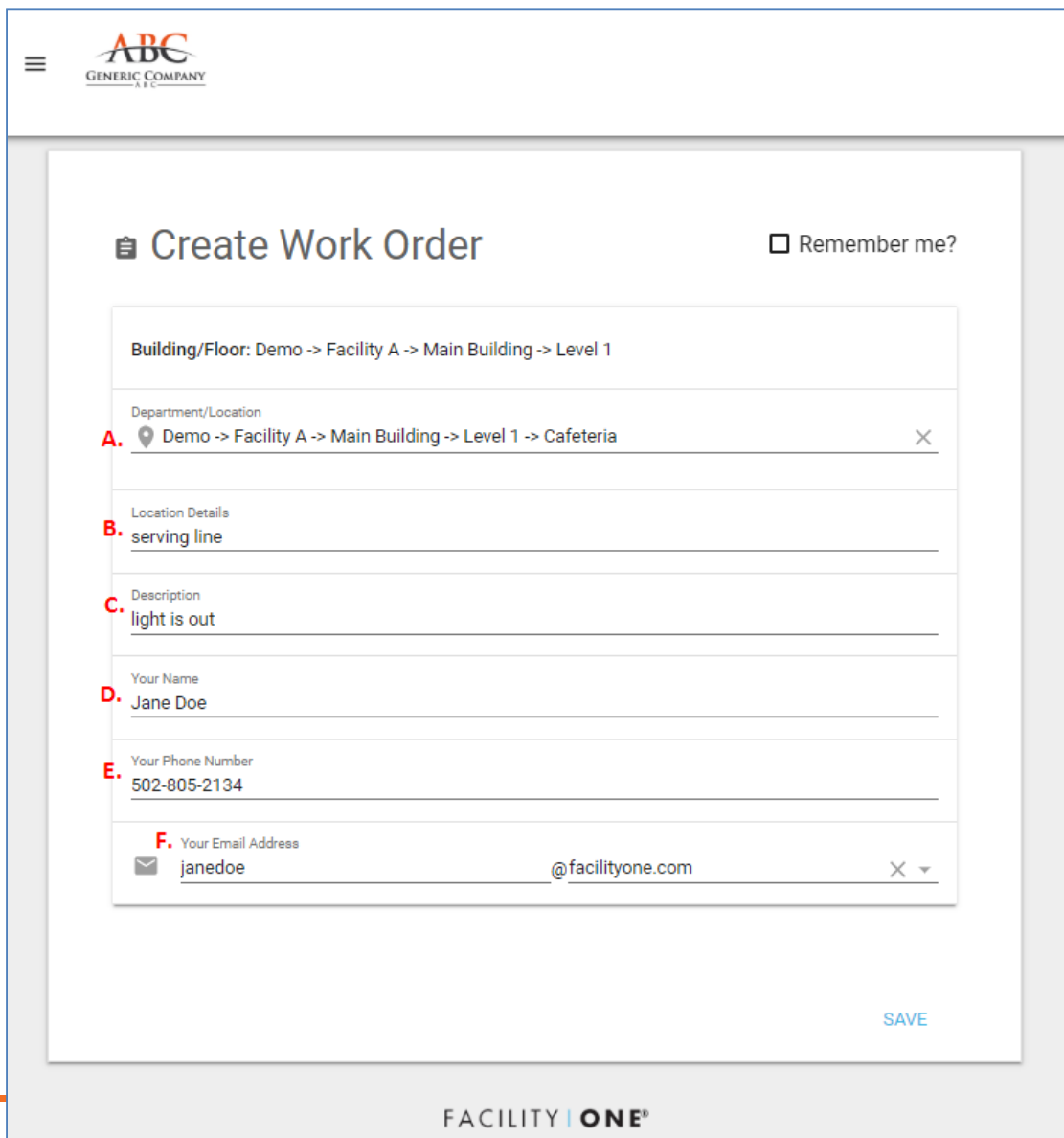
b. **Location Details**: use this field to provide additional information on the location of the Work Order.
c. **Description**: use this field to describe the work to be done (the request).
d. **Your Name**: the name of the user requesting the work (first and last name).
e. **Your Phone Number**: the phone number of the user requesting the work.
    i. Users can also enter just their phone extension.
f. **Your Email Address**: the email address of the user requesting the work.

ABC
GENERIC COMPANY

📋 **Create Work Order**   ☐ Remember me?

Building/Floor: Demo -> Facility A -> Main Building -> Level 1

Department/Location
A. 📍 Demo -> Facility A -> Main Building -> Level 1 -> Cafeteria   ✕

Location Details
B. serving line

Description
C. light is out

Your Name
D. Jane Doe

Your Phone Number
E. 502-805-2134

F. Your Email Address
✉ janedoe   @facilityone.com   ✕ ▾

SAVE

6. Once all details are entered, click **Save** to submit the Work Order.

7. The user will receive a pop-up message at the bottom left stating that the Work Order was successfully created and they will be taken to the View Work Order Page.
    a. Alternatively, if there was an error in the information entered, the pop-up message will prompt the user to make corrections before the Work Order can be submitted.
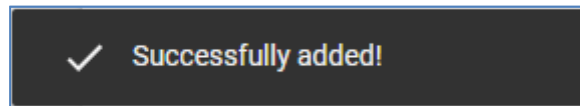
8. *Please note that he above process lists only the most basic fields of information.* Depending on the customer's needs, additional fields may also be available on the Non-Login Create Work Order form.

Email Verification

1. After submitting a work order, users will automatically receive an Email Verification Requestsent to the email address entered on the work order.
    a. *We strongly recommend that you go through the simple email verification process, asthis will be the primary means of communication to you regarding status of your requests. Following are instructions for this process.*

2. An email from FacilityONE should arrive shortly in the user's inbox that resembles the belowmessage.
    a. If the email does not appear in the inbox within 15 minutes, check the Spam/Trashfolders before contacting support@facilityone.com .
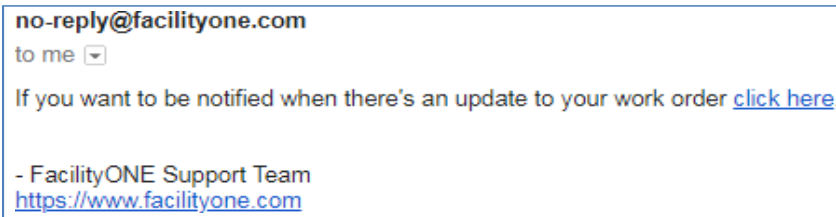
3. In the Verification Email, click the link that says **click here**, which will take you to a page statingthat the verification was successful.
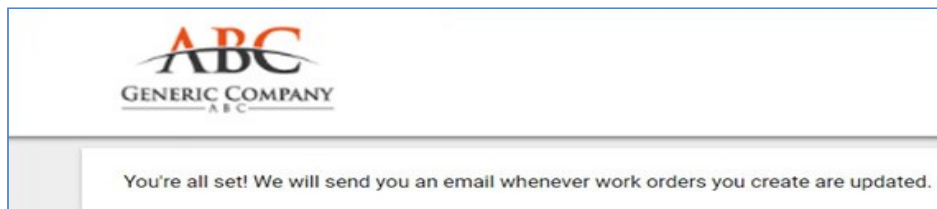
4. If the user does not verify their email after submitting their first work order, after each subsequent work request the following message will appear until they have completed theVerification process.
   a. Clicking the **VERIFY** link in the message will re-start the verification process described above.

Main Menu

1. After a location on the Navigate Page has been selected, users can access the Main Menu.
   a. To expand the menu, click the icon at the top left. To collapse the menu, click the icon again.

2. In this menu, users find access to the following features.
   a. **Start Over**: takes the user back to the Navigate Page.
   b. **Create Work Order**: takes the user back to the Create Work Order form, where a new work request can be created. Note that the previous location selected on the Navigate Page will still be selected.
   c. **Your Work Orders**: takes the user to a list of Work Orders <u>created on the computer in use</u> that were associated to the location last selected on the Navigate Page.
   d. **Active Work Orders**: takes the user to a list of all Work Orders associated to the selected location on the Navigate Page that have not yet been closed.
   e. **Closed Work Orders**: takes the user to a list of all Work Orders associated to the selected location on the Navigate Page that have been completed.
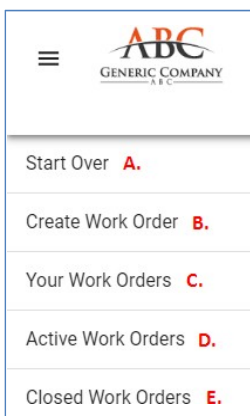
Work Order Search

1. Users can search within Work Orders that are associated to the selected location on the Navigate Page by opening one of the Work Order lists in the Main Menu.
    a. **Your Work Orders**: this list will show Work Orders for the currently selected building/floor location requested from the computer currently in use.
    b. **Active Work Orders**: this list will show all Work Orders for the currently selected building/floor location that are not yet completed.
    c. **Closed Work Orders**: this list will show all Work Orders for the currently selected building/floor location that have been completed.
2. Click on a one of the three Work Order list names to search within that general topic.
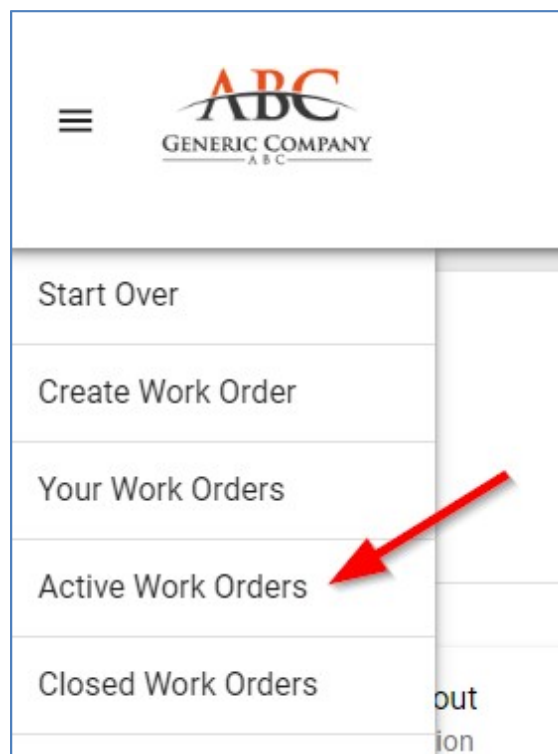
3. Scroll through the list or type a keyword into the field at the top of the list to filter results.
   a. Possible search terms could be keywords from the Work Order Description, Work OrderID number, the name of the Work Order Requestor, etc.
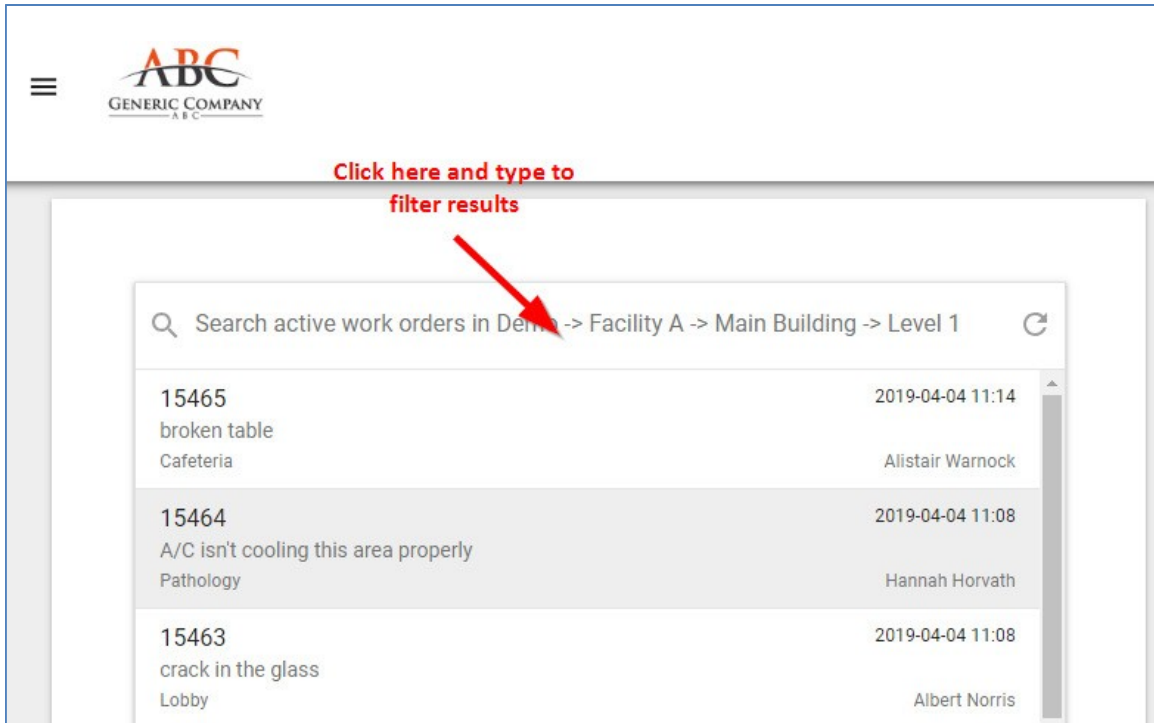
4. Once the desired Work Order has been found, click the result to access the **View Work OrderPage.**
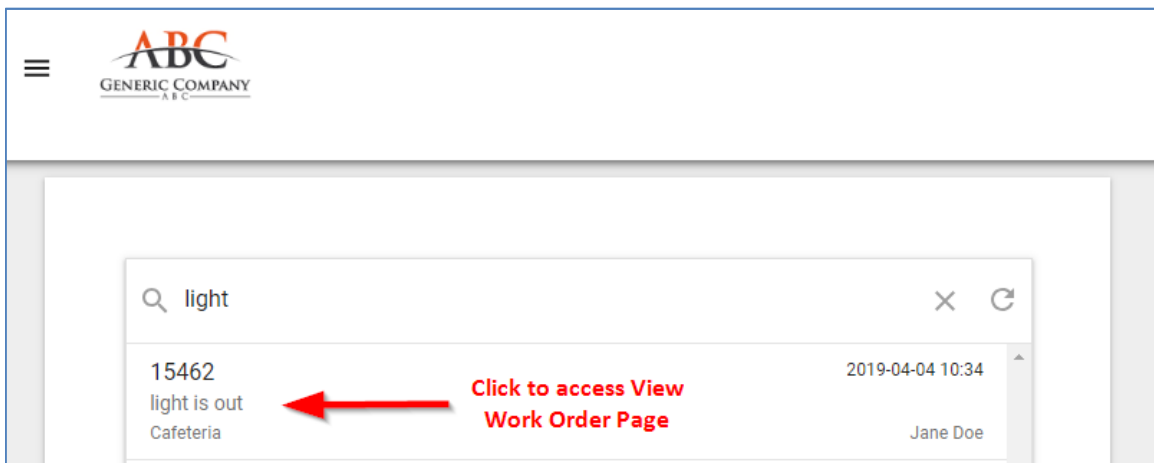
5. From the View Page, users can download a printable PDF of the selected work order by clicking the **Download** button at the top right.
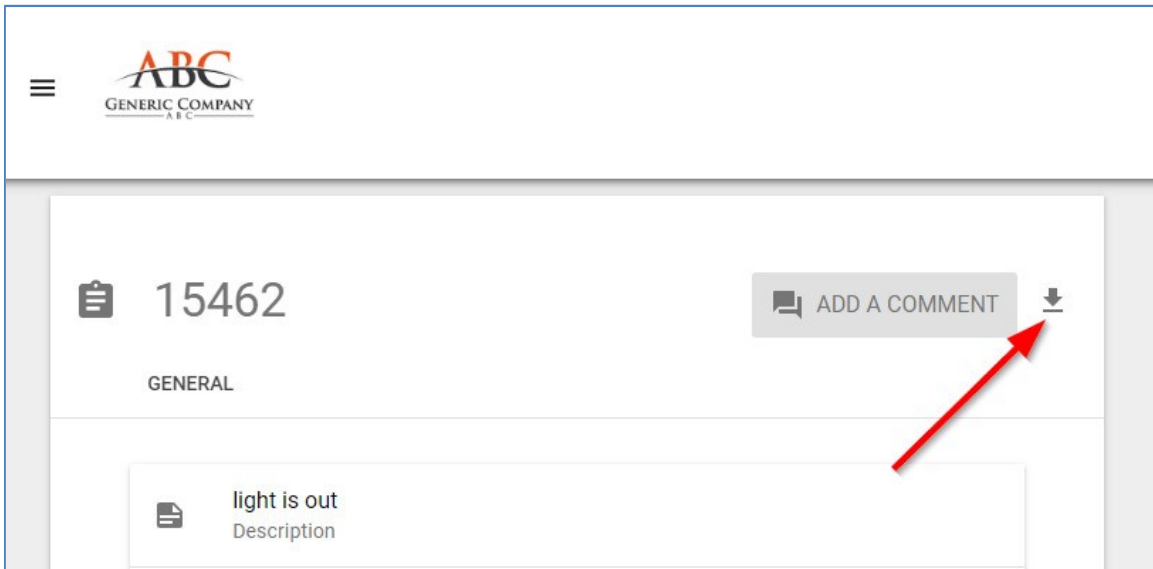
Add a Comment

1. While on the View Work Order Page, users can submit a question or add follow-up information about the selected Work Order by clicking the **Add A Comment** button.
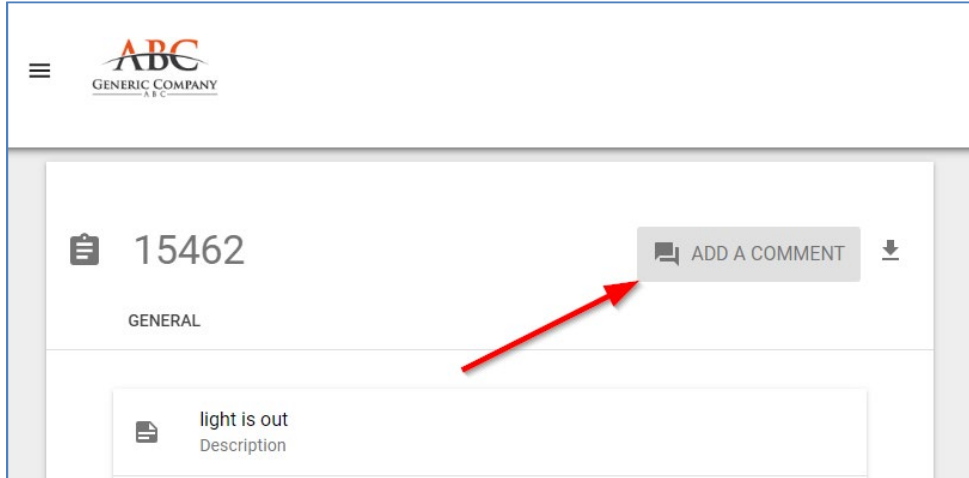
2. This opens the Comment form, which the user will fill out with their contact information and the comment they have regarding the selected Work Order.
   a. Click **OK** to submit the Comment, click **Cancel** to exit the form without submitting a Comment.
   b. The Comment will automatically be associated to the ID number of the selected Work Order.
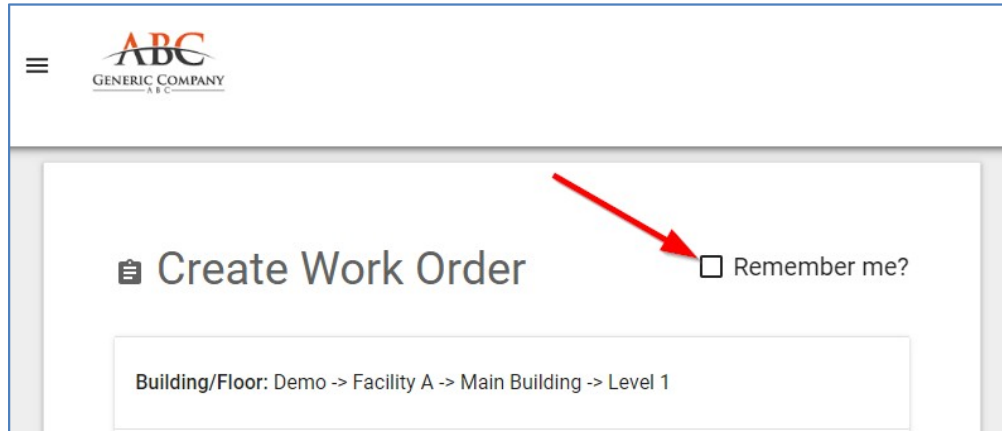
Save/Remember Requestor Information

1. Requestor information (Name, Phone Number, and Email Address) can be automatically entered each time a user creates a Work Order by checking the **Remember me?** option.
   a. The user will need to check this option as they are creating a Work Order and before the work order is submitted.
   b. It is best for this option to be used only by users on a private computer or device, as opposed to one that is shared by multiple users.