



Lincoln Public Schools  
**OPERATIONS**

# WebTMA Work Request Guidelines and Instructions

Goal: To provide the best learning environment for our students.

## *Mission Statement*

*The role of the Custodial Services and Operations Departments is to support the students and staff by providing an enabling, safe, and operationally functional educational environment while protecting the community's investment in facilities and equipment.*

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## WebTMA General Information

### ***What is WebTMA?***

WebTMA is the Work Request / Work Order software program that Lincoln Public Schools uses to track all the maintenance requests for the district. It is recommended that each building site should have at least three staff members that are authorized as 'Requestors' to submit work requests for their building. Suggested staff would be the Principal, Executive Office Professional, Custodial, Media, or Athletics.

### ***WebTMA Authorized Users***

WebTMA is a secure web site and requires a user ID and password through the single-sign-on LPS Portal. A WebTMA and Web Client Authorization Form and mandatory training must be completed for any LPS staff to become a 'Requestor' to submit requests for their building. The form can be found on Operation's home web page under 'WebTMA and Web Client Authorization Form'. After sending the form to Operations, the Requestor will receive instructions via email on how to access the online WebTMA training. Use one form for one person per building, which is for both authorization and termination of WebTMA staff at your building. A copy of the form should be retained in the building's main office and you may want to save a copy on your computer.

### ***Work Request Numbers***

The WebTMA web site is accessed through the LPS home page and is where Requestors must go to submit a work request. After the request is submitted, a **Work Request** is created and a six-digit number (123456) is automatically assigned to it. This is known as the **Request Number** and can be used to track the status of the work request.

### ***Work Order Numbers***

All work requests are reviewed by the TMA Approvers throughout the day. If all criteria are met, the request is approved and a **Work Order** will be created. Work Orders are automatically assigned a Work Order Number. The Work Order Number may be used to track the status of the work order.

Operations	OP-12345678
Custodial	CU-12345
Nutrition Services	NS-12345
Computing Services	CS-12345
Damage, Loss, & Theft	DLT-12345
Capital Planning	CP-12345

### ***Email Messages***

System automated email messages are sent to the requestor when:

- the Work Request has been submitted, cancelled, or denied
- the Work Order has been created
- the Work Order has been closed

Please do not "reply" to the tmasys@lps.org automated emails, as they are not monitored as quickly as direct email.

## TMA Contact Information

### *Login and System Access Information*

Dan Wild (ext. 82008)

### *Request Additional Information, Inquiries, Cancellations*

Samatha Ferguson (ext. 82005)

Heather Mairs (ext. 82003)

## Important Information Before Submitting Requests

### *TMA Data Entry*

**Please** do **not** type work request information in all caps. Many of the fields are used on various reports and the 'all cap' format requires more print space causing additional paper usage.

### *Multiple ROOMS with Same Task*

A request is to be filled out for each room for the same task, i.e., if the task is for roof leaks, bulbs out, etc., a separate work request must be entered for each room with a leak.

### *Multiple TASKS in the Same Room*

A request is to be filled out for each task in the same room, i.e., if there is a task for roof leak and cracked window, a separate work request must be entered for each task.

### *Work Completed Before Work Request is Entered*

If an Operations technician is in your building and is asked to complete any additional work\*, OR if they ask you to put in a Web TMA request, that work request **MUST** be submitted **BEFORE** they have left your building.

\*Please note that in some cases, a request will need to be approved and a work order created before the tech is able to start any work.

1. In the request description area, put the technician's name and the date that the work was completed, followed by the description of work performed,
  - **Work completed by John Doe on 02/20/25 – repaired light**
  - **Sally May said there's a leak from the heat pump, it needs repaired, tag number#.**
- a. This information will let the TMA Approvers know the work was completed by Operations staff and will approve work request immediately.
- b. Do **not** put a technician's name on any other type of requests.  
Only Trade Superintendents assign their technicians to work orders.

### *Call Back Requests*

All call backs for work need to have a new request submitted. If a technician has completed work on a request, but the problem still exists, then a new request must be re-submitted for the work. Once a work order has been completed, it cannot be reopened. Please use the word '**Reoccurrence**' as the first word of your request. This will help expedite the approval process on possible duplicate requests and create a

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tracking history for the repair issue.

### ***Building Room Numbers***

Do **not** use the "UN" as a room number for area location. The room number field is being used as search criteria for various reports and it is important to use a number instead of UN. Please refer to the Building Floor Plans located on the school Hyperlinks tab of your My Dashboard.

### ***Building Site***

Use your Building Site for any location that is outside the building premises (parking lots, playgrounds, grass, etc.). Please refer to the Building Floor Plans located on the school Hyperlinks tab of your My Dashboard to determine "room" numbers for outside areas.

### ***Sending Items to be Repaired***

When items such as athletic equipment, blinds, clocks, electronic equipment, maps, etc. are sent in for repair:

1. Print work request screen with the work request number.
2. Attach to the item.
  - a. Make sure the request was not denied for any reason.
3. Send the item through the school mail.
  - a. Maps and athletic equipment should be sent to Lincoln High.
  - b. Blinds (list number of blinds) should be sent to Operations.
  - c. Clocks and electronic equipment should be sent to Operations.

### ***Canceled Work Requests***

Work requests cannot be deleted after they have been submitted. If the Requestor should need to cancel a work request, call Operations at 436-1072 Option 3, or ext. 82005 or 82003. You can also email if after hours. The work request will be canceled and not converted into a work order if cancellation is received in time.

### ***Canceled Work Orders***

Work orders cannot be deleted once they are created. If the Requestor should need to cancel a work order, call Operations at 436-1072 Option 3, or ext. 82005 or 82003. You can also email if after hours. The work order can be canceled even after it has been assigned to an Operations department.

### ***Additional Information for Requests***

Contact the Operations TMA Approvers if you need to add additional information to a work request or work order. You can send an email to [sferguso@lps.org](mailto:sferguso@lps.org) or call 1072 Option 3, or 82005 or 82003 to give the additional information. Put your **school name** and **your request number** or **work order number** in the email subject, e.g. Adams # 12345 or Zeman # OP-12345678. Do **NOT** submit another request to convey this information. WebTMA is for **new** requests only. Additional information requests will be denied. Also, please do not "reply" to the tmasys@lps.org automated emails, as they are not monitored as quickly as direct email.



### Denied Work Requests

Work requests can be denied/rejected for various reasons, such as incomplete information, wrong request type used, (e.g.: Routine Request instead of DLT), Operations cannot do the type of work requested, etc. Please note, all duplicated work requests will be denied.

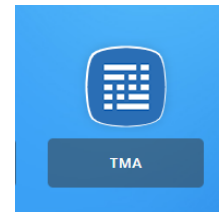
### Accessing WebTMA

WebTMA is only available while on the LPS network and performs best when using the **Chrome** web browser.

There are multiple methods that may be used to access WebTMA.

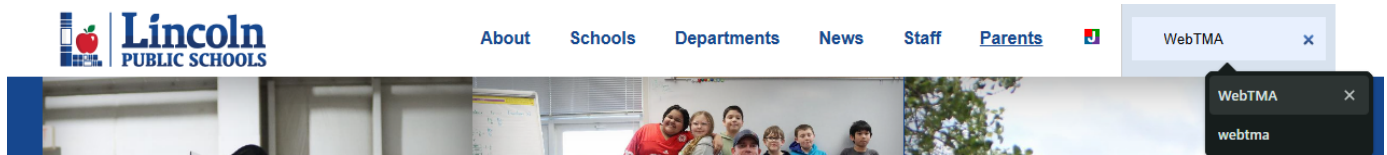
#### LPS Portal

1. From the LPS portal, select the **TMA** application.
2. The WebTMA page is displayed.



#### Keyword WebTMA

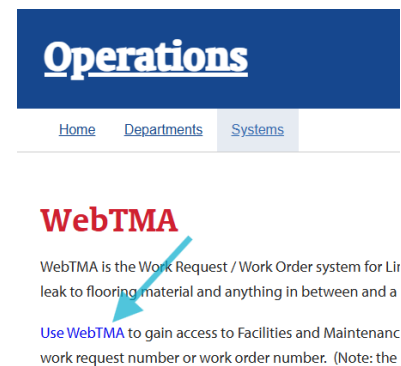
1. From the LPS homepage, type in the keyword, **WebTMA**.



2. You may be prompted to sign into the portal
3. Once signed into the portal the WebTMA page will be displayed.

#### Operations Homepage

1. From the LPS homepage, hover over the Departments drop down.
2. Select Business Affairs, then Operations.
3. From the Systems drop down, select WebTMA.
4. If are you signed into the Portal, the **WebTMA login page** is displayed
5. If you are not signed into the Portal, you will be prompted to sign in using your LPS credentials.




## How to Allow Pop-Ups



The first time you log in to WebTMA, your pop-up blocker may block the page from loading. Follow the steps to allow pop-up windows for WebTMA for your browser.

**For Chrome:**

1. Click on the  icon on the URL address bar to display the Pop-Up Window Manager.
2. Click on the button next to **Always allow pop-ups from webtma.lps.net** and click on the **Done** button.
3. This option will prevent WebTMA windows from being blocked.



## Licensed User Count Exceeded (Users only)



This does not apply to Requestors.

If when you log in your screen is blank except this text:

Licensed user count exceeded.

You will need to wait to access WebTMA.

## WebTMA Basic Navigation Buttons

### Navigating using the upper right icons



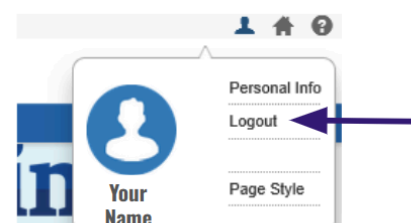
The *Person Icon* is for your profile and you will logout from here.



The *House Icon* will take you to your **Service Request** screen.



The *Question Mark Icon* is to access the WebTMA assistance pages. If you're looking for LPS specific assistance you will want to go to the LPS TMA page instead.



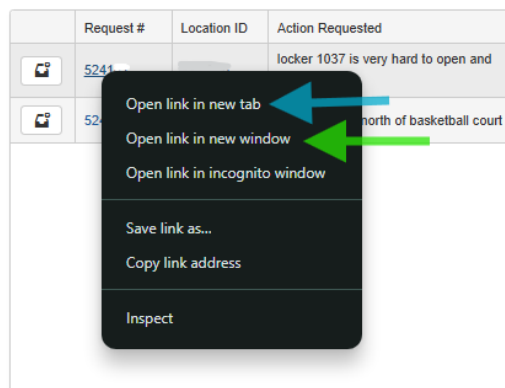


## New Window

In addition to your main window, WebTMA has the functionality to open many additional windows or tabs.

The **New Window** feature is helpful when the listing of work orders is displayed and you want to select several work orders to view.

1. From your **My Dashboard** screen, click on the appropriate gauge to view the work order listing
2. Right Click on the **Work Order Number** link.
3. Select *Open link in a new window* or *Open link in a new tab*.
4. The Work Order is displayed in a new window or new tab.
5. This **new** window or tab may be closed by clicking on the **X** without terminating your WebTMA session.
6. Once the window is closed, or minimized, the listing of work orders is re-displayed.
7. Continue to select and view work orders and close the window.

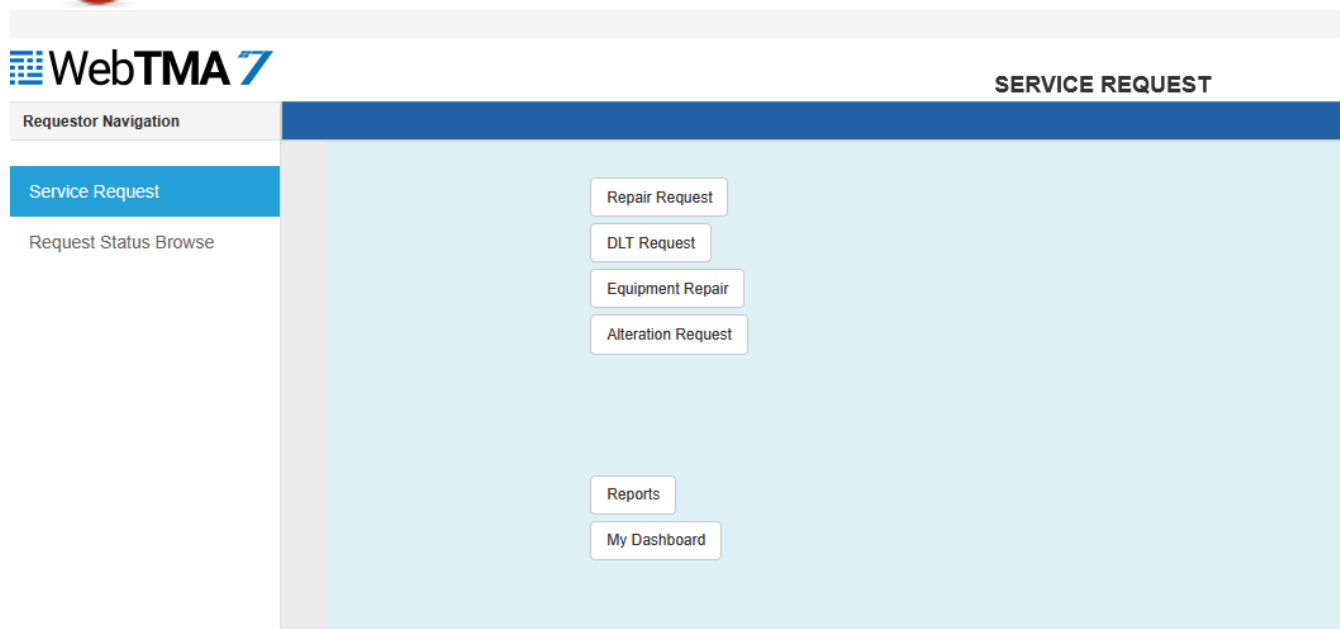


## WebTMA Home Page (Service Request Menu)

Once you are logged into WebTMA, the **Home** page (aka **Service Request Menu**) is displayed:



Computing Services requestors and Nutrition Services requestors will notice minor differences on their **Service Request Menu** from the graphic shown below.



**1. Service Request**

Your working area, consisting of buttons and a menu bar on the left.

**2. Home**

The **Home** button will refresh the page. Click on the **Home** button anywhere within WebTMA to return to the **Service Request Menu** screen.

**3. Service Request**

The **Service Request** button on the left menu provides quick access buttons to the following Work Request types:

- Equipment Repair
- Alterations
- DLT
- Repair
- Computing Services – Only available to Computing Services.
- Nutrition Services – Only available to Nutrition Services.
- Reports button - to launch into your report pages.
- My Dashboard button – where you can find your gauges and building hyperlink tab.

**4. [Repair](#)**

Used for any general maintenance repairs, reporting environmental or insect concerns, or ordering supplies not available through CORE. Note: Do NOT use this request for cost estimates.

**5. [DLT](#)**

**Damage, Loss, and Theft Repair** – Used for **DLT** repairs. Per Bulletin HR#7 (Revised 7/2018), a **DLT** is “any event that results in the loss of or intentional damage to school district owned property. Loss is defined as **vandalism, theft, storm damage**, etc. It **does not include normal wear and tear.**”

**6. [Equipment Repair](#)**

Used for any equipment repairs for which there is an LPS tag#. The six-digit tag number is required for these requests. The tag# most often is associated with an Equipment type, but may also be listed as an Asset. Most Computer Services items are Assets, and most Custodial items are Equipment. Also used to report rooms too hot/cold (temps between 64-77 degrees is the range set by LPS Board).

**7. [Alterations](#)**

Used for alterations to LPS property or for reimbursable materials costs. This request type is also used to ask for cost estimates. An account number is required for this request type. Note: providing an account number does not mean that material costs will necessarily be charged back to building. Per BA#22, any alteration reimbursement after July 1 will be processed for the upcoming fiscal year. This allows Operations to disburse their budget before the end of each fiscal year. Please include the reason for the request.

**8. Specialized Request Types**

- a. [Computing Services](#) (Only available to Computing Services.)

Used for any repair to computers and computer equipment such as monitors, keyboards, mouse, batteries, cable cords, etc.

- b. [Nutrition Services](#) (Only available to Nutrition Services.)

Used for any repair to nutrition services equipment and affected areas such as refrigerators, freezers, oven, dish machines, kettles, mixers, water leaks, slow drains, etc.

**9. [Logout](#)**

When finished working within WebTMA, click on the **Person** Icon then the **Logout** button to properly exit.

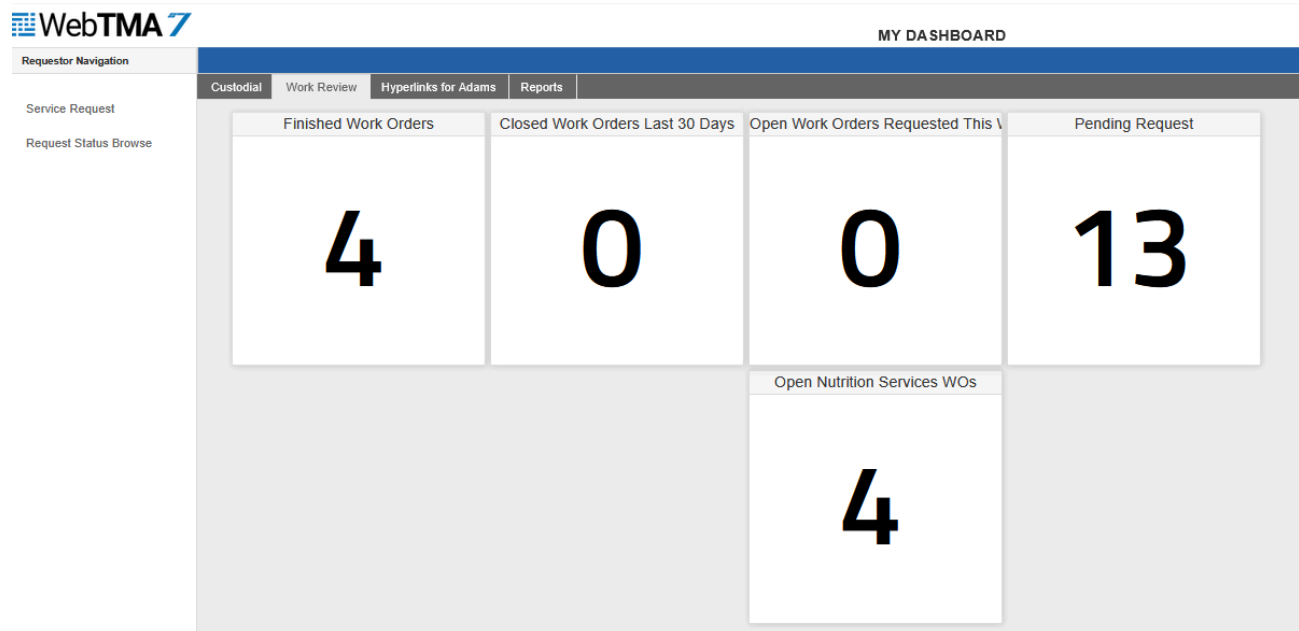
## WebTMA My Dashboard



Computing Services requestors and Nutrition Services requestors will notice minor differences on their **Service Request Menu** from the graphic shown below.

### 1. My Dashboard

From the Service Request page (aka the homepage) clicking on The **My Dashboard** button will take you to your individual **My Dashboard** screen.



### 2. Navigation Tabs

The **Navigation Tabs** are used to quickly view work order gauges (**Work Review tab**), links to frequently used documents (**Hyperlinks tab**), such as Building Temperatures, Floor Plans, and links to frequently used reports (**Reports tab**) Custodial Requests (**custodial tab**).

### 3. Finished Work Orders Gauge

Provides a quick view of the number of finished work orders at your building. A finished work order is one where the technician has completed the work. If there are multiple tasks on a work order, but not all tasks are finished, a work order may show up as "Finished" though all work has not actually been completed. Click on the number to view the listing of work orders.

### 4. Closed Work Orders Last 30 Days Gauge

Provides a quick view of the number of closed work orders at your building for the last 30 days. A closed work order is one that has been closed by OPERATIONS. Click on the number to view the listing of work orders.

### 5. Open Work Orders Requested This Week Gauge

Provides a quick view of the number of open work orders at your building you have requested this week. Click on the number to view the listing of open work order request.

### 6. Pending Requests Gauge

Provides a quick view of the number of requests at your building that are pending and have not been assigned a work order.

### 7. Open Nutrition Services Work Orders Gauge

Provides a quick view of the number of Nutrition Services work orders at your building. Click on the number to view the listing of work orders.

**8. Open Non-Project Work Orders Gauge**

(You may not have this option) Provides a quick view of the number of open work orders at your building. Click on the number to view the listing of work orders.

**9. Open Project Work Orders Gauge**

(You may not have this option) Provides a quick view of the number of work orders associated with a project. These are typically building alterations or more extensive maintenance projects. Click on the number to view the listing of work orders.

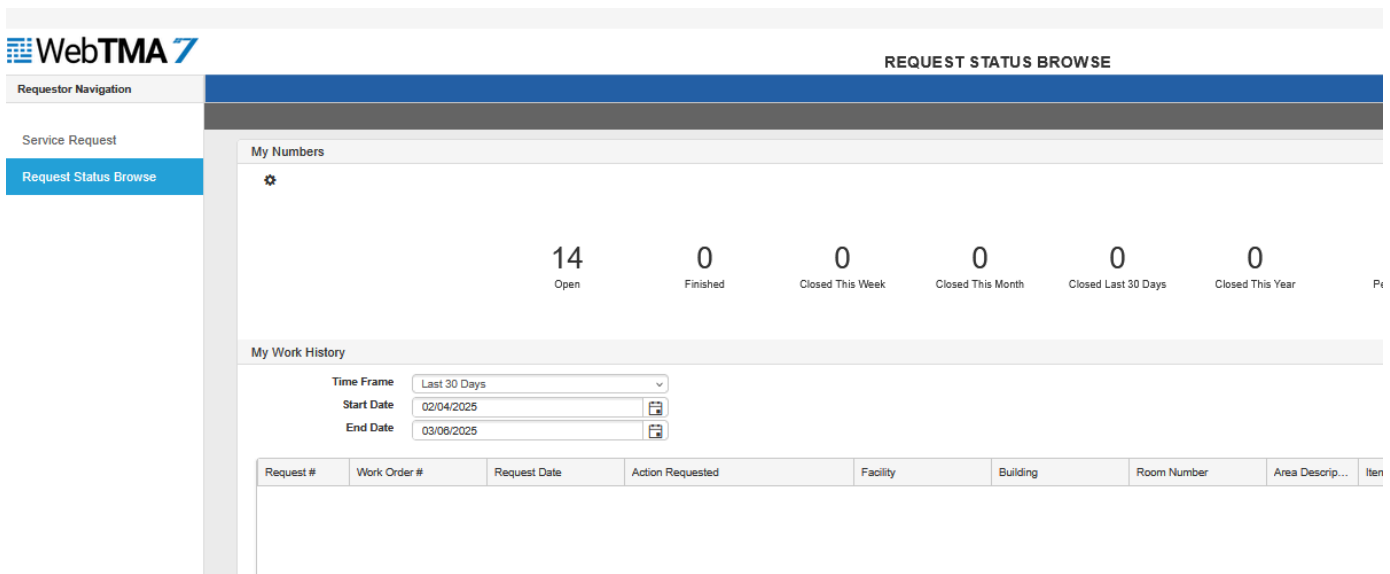
**10. [Logout](#)**

When finished working within WebTMA, click on the **Person** Icon then the **Logout** button to properly exit.

## WebTMA Request Status Browse




Computing Services requestors and Nutrition Services requestors may notice minor differences on their **Service Request Menu** from the graphic shown below.

**1. Request Status Browse**

Your working area, consisting of Tabs, Links, and Gauges.

**2. My Numbers**

The **My Numbers** menu gear button  will open the screen to edit which gauges will show for you here. If you have nothing showing, click the gear button and update the check boxes.

Manage Metrics
Save
C

Title	Visible
Open	<input checked="" type="checkbox"/>
Finished	<input checked="" type="checkbox"/>
Closed This Week	<input checked="" type="checkbox"/>
Closed This Month	<input checked="" type="checkbox"/>
Closed Last 30 Days	<input checked="" type="checkbox"/>
Closed This Year	<input checked="" type="checkbox"/>
Pending	<input checked="" type="checkbox"/>
Rejected	<input checked="" type="checkbox"/>

Save
Cancel

**3. Open Work Orders Gauge**

Click on the number to view a quick view of the number of open work orders at your building.

**4. Pending Requests Gauge**

Click on the number to view the listing of the number of requests at your building that are pending and have not been assigned a work order.

**5. Rejected Requests Gauge**

Provides a quick view of the number of rejected requests at your building before they became work orders. A rejected request is one that has been sent back by OP. These will include requests canceled on the requestors behalf and requests that were sent back due to various reasons. Click on the number to view the listing of work orders.

**6. Finished Work Orders Gauge**

Click on the number to view the number of finished work orders at your building. A finished work order is one where the technician has completed the work. If there are multiple tasks on a work order, but not all tasks are finished, a work order may show up as "Finished" though all work has not actually been completed.

**7. Closed Work Orders This Week Gauge**

Provides a quick view of the number of closed work orders at your building for the current week. A closed work order is one that has been closed by OP. Click on the number to view the listing of work orders.

**8. Closed Work Orders This Month Gauge**

Provides a quick view of the number of closed work orders at your building for the current month. A closed work order is one that has been closed by OP. Click on the number to view the listing of work orders.

**9. Closed Work Orders Last 30 Days Gauge**

Provides a quick view of the number of closed work orders at your building for the last 30 days. A closed work order is one that has been closed by OP. Click on the number to view the listing of work orders.

**10. Closed Work Orders This Year Gauge**

Provides a quick view of the number of closed work orders at your building for the current year. A closed work order is one that has been closed by OP. Click on the number to view the listing of work orders.

**11. My Work History**

The **My Work History** allows you to search for your work orders.

- a. You can search within the time frame you provide using the start and end dates.
- b. These are not clickable links; it only displays the data.

**12. To Refresh**

You can now click the refresh button on the browser. Additionally, you can click on the **Home** button anywhere within WebTMA to return to the **Service Request** screen. You can also just re-click the button of the screen you are on (e.g.: Request Status Browse) and this will refresh your page, allowing you to be able to see any updates in your gauges.

**13. [Logout](#)**

When finished working within WebTMA, click on the **Person** Icon then the **Logout** button to properly exit.

## Navigation Tabs in My Dashboard

The **Navigation Tabs** are located on your **My Dashboard** and are used to quickly view work order gauges (**Work Review tab**), links to frequently used documents (**Hyperlinks tab**) such as Building Temperatures, Floor Plans, links to frequently used reports (**Reports tab**), and Custodial Requests (**Custodial tab**).

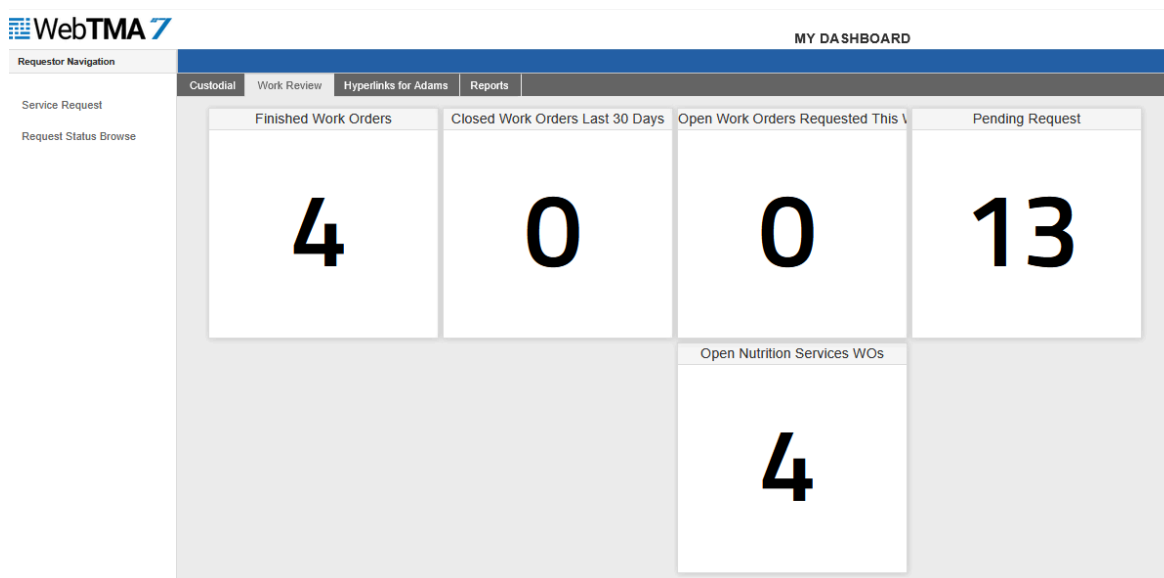


The type and quantity of Navigation tabs are assigned based on your role. You may see more or fewer tabs than indicated in this document.

### Work Review and Custodial tab

The **Work Review** tab displays gauges that are used to access work order information.

The **Custodial** tab displays gauges that are used to access work order information specific to Custodial and may not appear for all requestors.



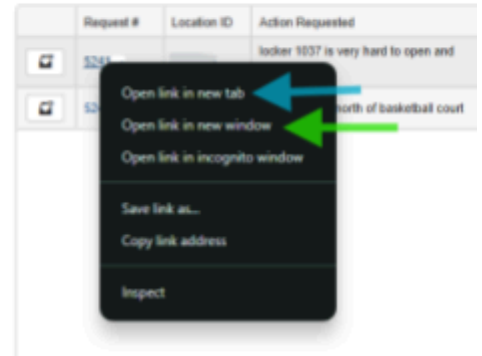
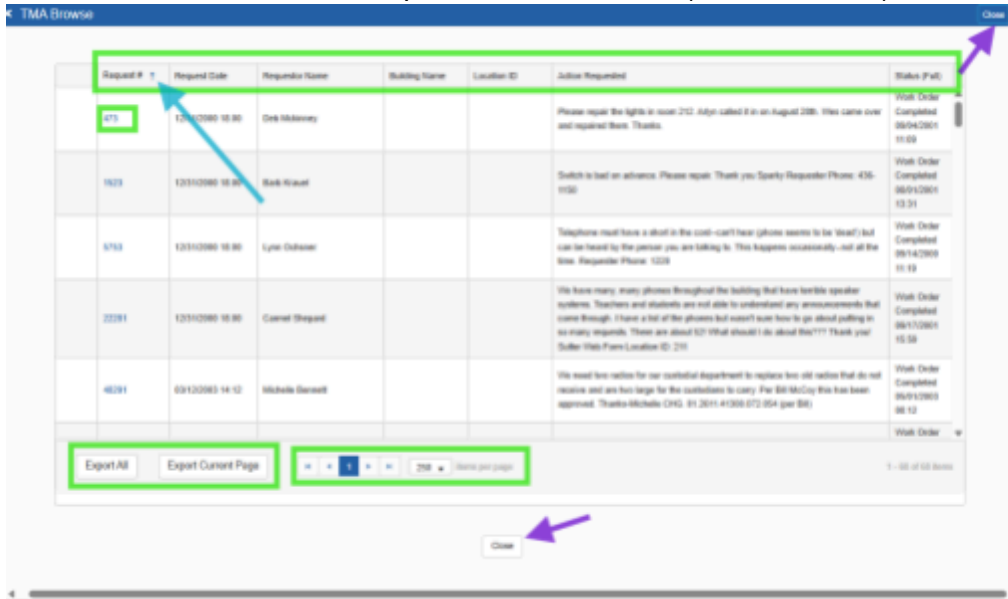
### Work Review

To access work orders click on the **Work Review** tab.

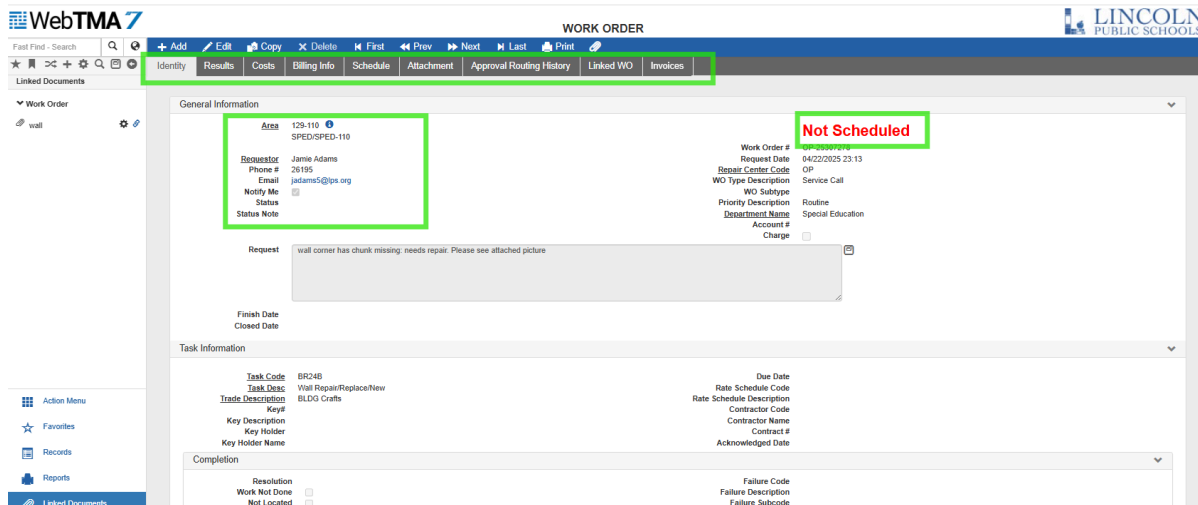
- a. Click on the appropriate gauge.
- b. The listing of Work Orders is displayed.
  - a. The listing may be re-sorted by clicking on any of the column headings you will see a tiny blue arrow. In this example it is pointing up indicating the request numbers are sorted from oldest to newest.
    1. You can only sort with one at a time so if the arrow is already on one column you will need to click it until it disappears before sorting by another column.
  - b. The listing may be exported to Excel by clicking on the **Export** buttons.
  - c. Use the page arrows in the lower center to move from page to page.
  - d. The number of work orders displayed may be changed by entering the number of records you want to see on a page or by clicking on the arrows next to the **Page Size** button. It is suggested to enter the maximum of 250 records. Click on the **Page Size** button to save your selection.
  - e. You can close this fly-out window with either of the close buttons or the X in the upper left.
  - f. Right Click on the clickable request number or work order number to select *Open link in a new window* or *Open link in a new tab* This will open the work order in a



separate window or tab (recommended).



- c. Once you open the link, the work order is displayed along with several tabs across the top of the screen.
- d. Click on any of the following tabs to view additional information regarding the selected work order.



### a. Identity Tab

Provides the specific details of the work order	
Area for the work	Scheduling Status
Requestor's name	Request Date
Requestor's Contact information	Work order type
Status (if any)	Department name (if any)
Action Requested*	
*and select updates or notes (if any)	

Additional information is found scrolling down the screen:

- a. Task Information:

- i. Provides the Task(s) and Trade(s).
- b. Completion sub-box – this field is currently not being used.
- c. More Information:
  - i. Request number.
  - ii. Project number.
    - Provides the project number the work order is part of, if applicable.
  - iii. Supervisor name for (at least one of) the task(s).
- d. UDF
- e. Estimate:
  - i. Estimate of hours, labor, costs.
- b. **Results Tab**  
Displays comments regarding a task.
  - a. Comments.
    - i. General Comments from Operations and/or the Technician.
  - b. Risk Management only: Safety & Risk tab.
  - c. Test Items – this field is currently not being used.
- c. **Costs Tab**  
Displays the repair hours, labor charges, and material charges that have been entered to date.
  - a. Cost Summary & Charge Summary.
    - i. Displays ALL costs associated with the work order.
  - b. Labor
    - i. Displays only Labor costs for the work order.
  - c. Part
    - i. Displays only the Material costs for the work order.
      - Not currently in use for all trades.
  - d. Other
    - i. Displays any other costs for the work order, including costs from materials and any vendors used.
- d. **Billing Info** – this tab is currently not being used.
- e. **Schedule**  
Displays the Task and Technician that has been assigned to the task, and the labor hours estimated to complete the task.
  - a. Schedule
    - i. Displays the task, technician, and hours.
    - ii. The **Start** field is currently not being used.
  - b. Allocated Part – this field is currently not being used.
  - c. Requested Part – this field is currently not being used.
  - d. Allocated Tool – this field is currently not being used.
  - e. Required Resources/Parts – this field is currently not being used.

<div><div><div>+ Add</div><div>Edit</div><div>Copy</div><div>Delete</div><div>First</div><div>Prev</div><div>Next</div><div>Last</div><div>Print</div></div></div>										
Identity	Results	Costs	Billing Info	Schedule	Attachment	Approval Routing History	Linked WO	Invoices		
Work Order # OP-253				Closed Date						
Schedule										
			Task	Technician	Trade	Start	Crew	Shift	Hrs.	Completion Date
			Electrical Locate Utilities/GPS	Joseph . . . . .	Electrical	04/23/2025 00:00		Standard	2.29	

- f. **Attachment** – this tab is currently not being used.
- g. **Approval Routing History**  
This information is used internally by Operations.
- h. **Linked WO**

Displays additional records that may be attached to the work order. Click on the ► next to the Work Order Number to expand the field and view the detail.

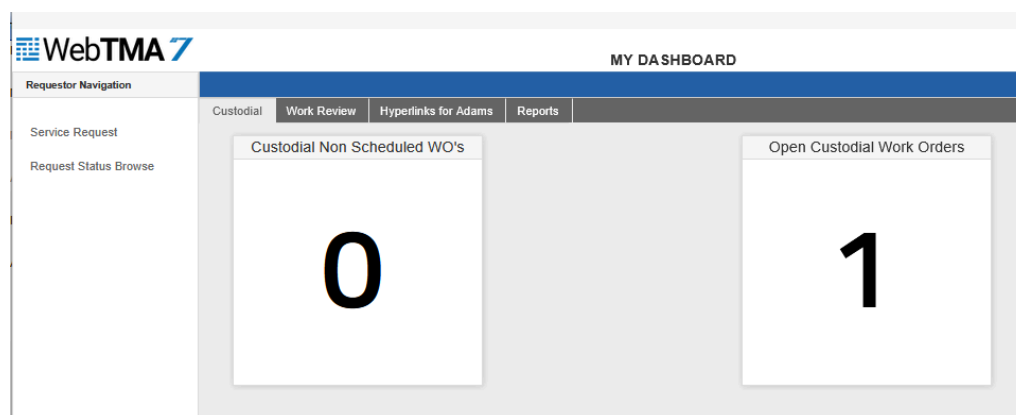
- Labor - Displays only "Labor" costs for the work order.
- Material - Displays only the "Material" costs for the work order.
- Other - Displays only the "Other" costs for the work order.
- Contractor - Displays contractor information on the work order.
- Comments - Displays comments attached to the work order.
- Status - Displays a running list of status changes.
- Invoices – this tab is currently not being used.

**Custodial** (Not all users may have this tab.)

The **Custodial** tab displays gauges to access the following information:

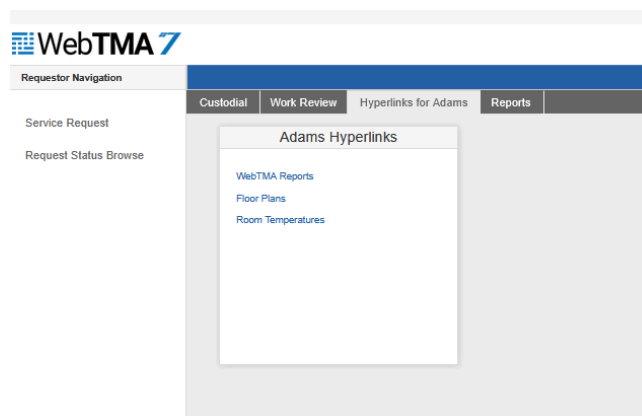
- **Open Custodial work orders.**
- **Non-scheduled Custodial work orders.**

The opening and use instructions are the same for the Review tab described above.



### **Hyperlinks for (Site Name)**

The **Hyperlinks for (Site Name)** tab displays links that are used to quickly access the following information:



- **WebTMA Reports**

Click on the **WebTMA Reports** link to display a page with links to Room Temperatures throughout your building. See p. 30 (Air Temperature Control) for further details on using this link. The Equipment #s listed are not linked to any additional information.

- **Room Temperatures**

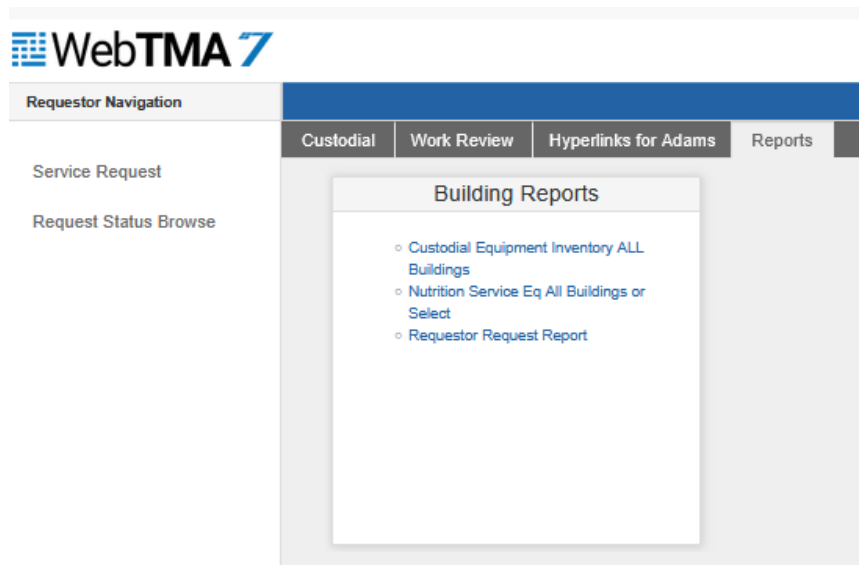
Click on the **Room Temperatures** link to display a page with links to Room Temperatures throughout your building. See p. 30 (Air Temperature Control) for further details on using this link. The Equipment #s listed are not linked to any additional information.

- **Floor Plans**

Click on the Floor Plans link to open a PDF version of the floor plans for your building.

## Reports

The **Reports** tab displays links for the following reports:



- **Custodial Equipment Inventory ALL Buildings/Select Building:**

Provides a report showing equipment at your building. Included on the report is the Equipment Tag #, the Model #, Serial #, and an Alternate Tag # if applicable.

1. Click on the **Custodial Equipment Inventory All Buildings** link.
2. Follow the steps below to select an **output method**.

- **Nutrition Service Equipment All Buildings or Select:**

Provides a report showing Nutrition Services equipment at your building. Included on the report is the Area #, Equipment Tag #, Model #, Serial #, Manufacturer Name, Alternate Tag # if applicable, Purchase Date, Purchase Order #, Purchase Price, Warranty Date, and LTD Cost.

1. Click on the **Nutrition Service Equipment All Buildings** link.
2. Select the **Report Parameters** (building location) from the dropdown menu.
3. Click on the **Save** button.
4. Follow the steps below to select an **output method**.

- **Requestor Request Report:**

Provides a pdf of each work request submitted during a specified date range. Note – this is not a listing, but a separate page of each request; not ideal for printing.

1. Click on the **Request Report** link.
2. Select the **Report Parameters** (date range).
3. Click on the **Save** button.
4. Follow the steps below to select an **output method**.

**Selecting an Output Method.**

1. **Print** – to print the report
    - i. Select one of the print options.
      1. **PDF** – report is downloaded as a PDF document.
        - Best option to physically print if necessary.
      2. **HTML** – report is displayed on the screen.
      3. **Excel** – report is imported and displayed via Excel.
      4. **Image** – report is displayed as a graphic file (TIF).
  2. **Schedule** – to generate the report automatically on a regular basis.
    - i. Select the **frequency** the report is generated.If **Week** is selected, select the day(s) of the week the report is generated.
    - ii. Select the **time of day** the report is generated.
    - iii. Select the **next generation date**.
    - iv. Select the **expiration date**.
    - v. Enter the **email address** of the person(s) who will receive the report.
    - vi. Enter **comments**, if necessary.
    - vii. Select the **report format** (PDF or Excel).
    - viii. Click on the **Save Schedule** button.
- Email** – to send the report electronically.
1. Enter the **email address** of the person(s) who will receive the report.
  2. The **Subject** is defaulted but may be changed if necessary.
  3. Enter **comments** into the Body field, if necessary.

## Common Symbols of WebTMA7

There are several symbols used throughout the WebTMA site that provide additional information.

### Calendar Icon



Click on the Calendar Icon to display the calendar pop-up window. Click on a specific date to make your selection, you can also type in this field.

### Clock Icon



This will generally prefill for you. You can click on the Clock Icon to display the time pop-up window. Click on a specific time to make your selection, you can also type in this field. This is a 24-hour time clock.

### Pinned Note Icon



Click on the Pin Icon to display the text box pop-up window, this indicates there is an important note about this location.

### Linked Documents Icon



The paperclip icon indicates there is an attached document for this request or work order. It is not clickable; you will need to click on the left menu button on the bottom to open the Linked Documents tab.

### Information Icon



Click on this button to learn more about the data provided in the field.

### Sorting Arrow Icon



The small blue arrow at the top of a column indicates how you can sort either numerically or alphabetically. It is clickable to change from ascending or descending or click again to clear the selection. You will need to click to clear it if you want to sort by a different column than the one with one on the arrow defaulted. Once cleared, just click on any column to sort. If using multiple sorting requests at once, note that the system is Order Sensitive to the way you apply the arrows. Remember to use proper programming syntax with the primary information desired as your first selection.

✕ TMA Browse

	Request #	Building Name	Location ID
--	-----------	---------------	-------------

### Ellipsis Icon



The Ellipsis Icon produces an expanded listing of codes **and** descriptions that correlate to the attached field.

Although this example shows how to find the Tag Number for a dryer for an Equipment Request, the same process is used when the Ellipsis icon is selected.

1. Click on the **Ellipsis Icon** next to the field.
2. The popup/flyout window is displayed:

✕ Equipment Select Value Cancel

Filter Criteria

+ Add Criteria

Tag # contains

Description contains dry

Building Name contains Lux

Q

	Tag #	Description	Type	Subtype Desc
<input checked="" type="checkbox"/>	103530	Clothes Dryer	Clothes Equipment	Dryer
<input checked="" type="checkbox"/>	104526	Wet/Dry Vacuum	Vacuum	Wet Dry
<input checked="" type="checkbox"/>	129082	Wet/Dry Vacuum	Vacuum	Wet Dry

3. Scroll through the listing on the screen to find the type of equipment or sort the columns or search for the description.
4. The screen is displayed with the various pieces of equipment.
5. Click on the ☒ to select the piece of equipment in need of repair.



- The work request is then redisplayed with the tag number and description in the respective fields.

A screenshot of a web form for creating a work request. The form is set against a light blue background. It contains several dropdown menus and text input fields. The fields are labeled as follows: 'Request Type\*' with a value of '6FM and Cust Eq. Repair Request'; 'Repair Center Name' with a value of 'Operations'; 'Facility Name' with a value of 'Lux Middle School'; 'Building Name' with a value of 'Lux'; 'Area #' with a value of '102'; and 'Equipment' with a value of '103530'. Each dropdown menu has a small 'i' icon to its right, likely for information. The 'Equipment' field has a red asterisk next to its label, indicating it is a required field.

## How to Search for a Work Order

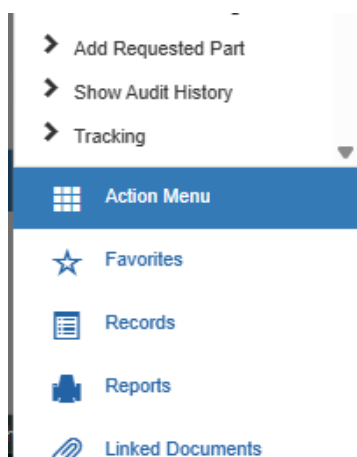
- From any screen, click on the Request Status Browse button on the left side menu.
- From the My Work History area select the time frame and dates you wish to search by.
- It will auto search once you have the parameters set.
- You can further sort by using the [sorting arrow icons](#) in the columns.
- View the specifics of the work order.
- Click on the **Home** button when finished viewing.

## Tracking Work Orders

Tracking provides a reference to what has taken place on the work order. Note that only select actions will be displayed.

### How to View Tracking Information

- Click on the appropriate gauge.
- The listing of Work Orders is displayed.
- Right click on the work order number and select *Open link in a new window* if desired
  - This will open the work order in a separate window.
- On the left side of the screen, select the **Action Menu** button from the bottom part of the screen, scroll down that menu from the top and click on the **>Tracking** button.
- The **Status Tracking** window is then displayed with tracking information.
- When finished viewing the information, click on the **X** in the upper left corner or the **Close** button on the upper right corner to close the window to return to the work order.



## How to Print a Work Request or Work Order

Status Tracking					
Add Status Entry					
Date	Status	User	Comment	Lapse Time	
05/05/2025 07:37	Created	Samatha Ferguson			

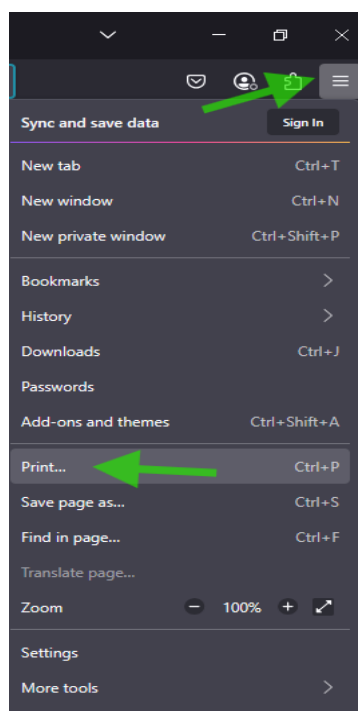
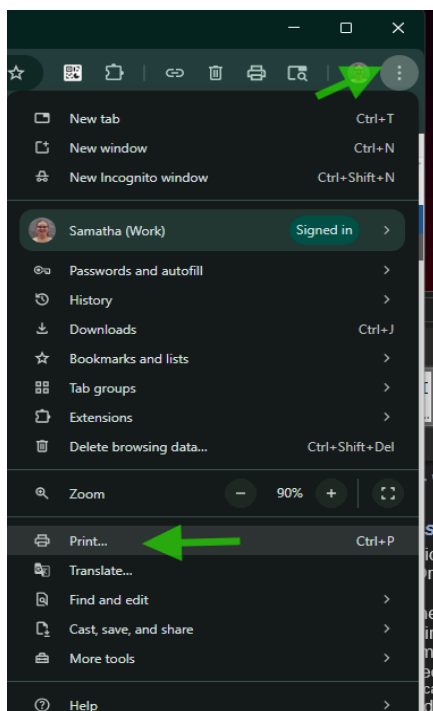
### *If the print icon is functional on your screen:*

1. From the **My Dashboard** screen, click on the appropriate gauge.
2. Select the Work Order by clicking on the Work Order Number (or right click to open new window/tab).
3. The Work Order is then displayed.
4. Click on the **Print** icon located on the tool bar across the top of the window.
5. The **Print Options** fly-out/pop up window is displayed.
6. Click on the **PDF** button (most common).
  - **PDF** – report is downloaded as a PDF document.
    - Best option to physically print if necessary.
  - **Excel** – report is imported and displayed via Excel.
7. Close the fly-out/pop up window.
8. The PDF version of the work request or work order will be downloaded to either your desktop or to your download files.
9. Open the PDF version and follow the print screen instructions as you normally do.

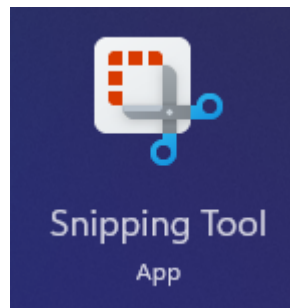
### *If the print icon is NOT functional on your screen:*

Either of these methods can be done from the request screen before you click submit OR by searching for the work order later. If printed before you have a request number or work order number, please neatly write that information on the page. If no such number is included it **will** delay processing.

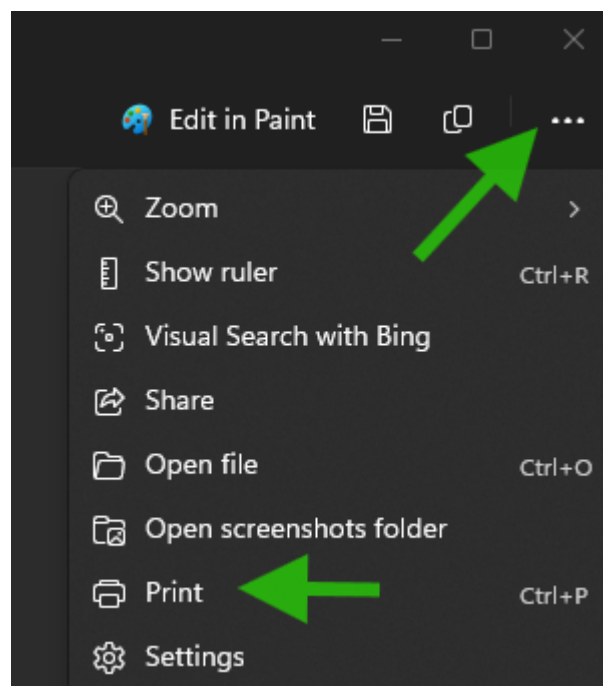
1. You can print the page from the browser itself.
  - a. From Chrome: Click the 3 dots
  - From Firefox: Click the hamburger menu button (3 lines)
 each are under the Minimize, Resize, and Close buttons on the upper right side of the screen. Scroll down to Print.



2. You can print a screenshot.
  - a. Search in your Windows tool bar for "Snipping tool."



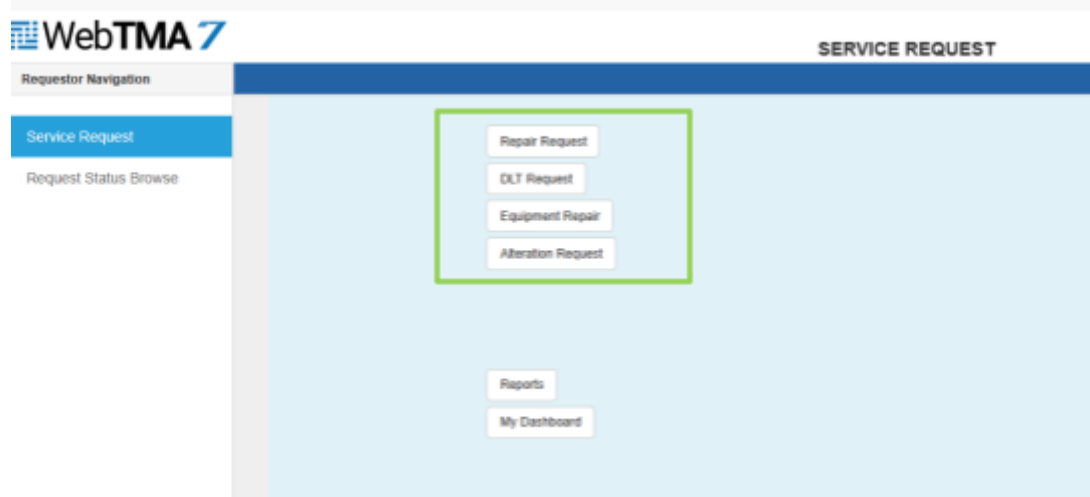
- b. Click New and click to drag the frame around what you want to print using the + cursor in ONE move. Once you unclick it the screenshot is over. Best practice is corner to corner diagonally.
    - c. Click the 3 dots then scroll down to print.



3. Follow the print screen instructions as you normally do.

## How to Create a Work Request

From the **Service Request** screen, click on the appropriate request's button.



The specific request form window is displayed (see example below, this has ALL possible fields which will not appear on every request type).

**1** Request Date\* Today [calendar icon] Now [clock icon]

**2** Requestor Name\* Your name [dropdown]

**3** Phone # Your phone extension [text]

**4** Requestor Email Your email; additional emails as desired [text]

**5** Notify Me ☒ Keep this checked to receive email notifications about request delivered to email addresses listed above.

**6** Facility Name Your building location [dropdown]

**7** Building Name Inside, Outside (site), external buildings [dropdown]

**8** Area # Room Number OR Site location [dropdown]

**9** Select Item [dropdown] \* LPS Tag number (equipment repair only) [text]

**10** Action Requested\* Brief description of the request. What the problem is or what you need. Add more specific location if needed using landmarks or cardinal locations. (I.e.: Southeast corner, By door 7, under teacher's desk) Include the reason for the request for all Alteration Requests.

**11** Additional Comments DLT requests - Responsible parties, Case Number  
Alteration requests - account number goes here  
Computer Services - Serial, Model, Image, Building, EDRRP User

Upload a photo or document or spreadsheet here if needed. **12** Linked Document [text] Select Category [dropdown]

**13** Submit Request [button] When completely finished click here. If you need to add/correct anything after submission reach out to the TMA approvers via email or phone call.

**Required fields** are indicated in red and many of the fields are defaulted with your user information. You can use the Tab Key to move from one field to another.

- Request Date:** should default, if not, click on the calendar icon and select today's date.
- Requestor Name:** field is defaulted with your name and should not be changed.
- Phone Number:** field should default, if not, enter **your** phone extension and **not** the main building number.
- Requestor E-mail:** field should default, if not, enter your email address. To add additional email addresses, place a semicolon (;) at the end of the first email address, and then type in the next email address.

5. **Notify Me** check box should be checked, if not, click in the box.
  - a. If an email address is present and the 'notify me' box is checked then you should receive email responses automatically when selected actions takes place with the **Request** (becomes a work order, is cancelled, or rejected), or the **Work Order** (finished, cancelled, in progress).
6. **Facility Name:** field should default to your school, if not, use the drop-down menu to select your facility.
7. **Building Name:** field, use the drop-down menu to select your building.
  - a. Building Name includes all **inside** areas of your building.
  - b. Building Site includes all **outside** areas around your building.
  - c. If school has portables or other outside buildings, they will be listed under the Building Name drop down menu.
8. **Area:** field, use the drop-down menu and select the area or room number, **or** use the ellipsis to view a description of the area / room number, & select from there. Please ensure you include this information, without it your request may be denied or otherwise delayed. Do not use **UN**, that is "unknown" all areas are known.
9. **(Equipment repairs only) Select Item** is defaulted; however, it may be changed by using the drop-down menu.
  - a. Then in the field provided you can enter the equipment or asset number a few different ways:
    - Manually enter the Equipment Tag Number.
    - Use the drop-down menu next to the category selected to display a listing of just tag numbers.
    - Use the ellipsis to view a full description of the tag numbers. Select an equipment type on the left of the screen to narrow the list of tag numbers.
    - If the equipment number does not show in the drop-down menu, enter the equipment number in the **Action Requested** field.
  - b. The Facility Name, Building Name, Area, and Description of the Equipment are defaulted once the selection is made.
10. **Action Requested** field provides space for a brief description of the repair request.
  - a. Work requests are a means of reporting work to be performed in your building and streamlining your request will assist technicians. A one-line description (or short paragraph) of the work that needs to be done is usually sufficient.
  - b. Please include the reason for the request for all alterations.
  - c. There is no need include the following information in the **Action Requested** field:
    - your name, as it is already on the work request.
    - date of request, as it is already on the work request.
    - extra wording – be concise with your request.
11. **Additional Comments/ Acct# | Res Party-BLDG | Serial-Model-Image-Bldg-EDRRP User** field provides space to report additional information regarding the request, including:
  - a. DLT Requests - Enter the following information, if applicable, for Risk Management:
    - the responsible party's name or "unknown party".
    - the police report case number.
    - the officer's name.
  - b. Alteration Requests - Enter the account number.
    - Please note: Providing an account number does not necessarily mean that material costs will be charged back to the building.
  - c. For Computing Services only -
    - Enter the Serial #, Model #, Image, Building Name, User Name, and note if they have the EDRRP Insurance.

12. Click the **Linked Document** button to add a linked document or photo if needed.
  - a. For further guidance with linked documents please see the [Linked Documents](#) section in this document.
13. Click on the **Submit Request** button.
  - a. After submission any edits or additions can be called in or emailed to the [TMA approvers](#).
14. The Work Request is redisplayed with the request number in the upper portion of the screen in a pop-up window.
15. The form is available for your next same type of request.
16. If no further Equipment repair request is necessary, click on the **Home** or **Logout** button.

### Facilities, Building Names, Areas

If in doubt, you can identify these with your floor plans in your building's hyperlinks tab.

- **Facility Name** is the location for which you are submitting the WebTMA request.
- **Building Name** is either the main building, the site (outside), or any axillary buildings on the location such as portables, sheds, other sub-locations.
- **Areas** are the room number or the site code of the location. For entry doors even on the exterior side it is best to use the vestibule/room number to which the door belongs.

Site Code examples and their Descriptions:

Site Code	Description
AG	Site/Agri-Lime - Infield / Baseball
CT1	Site/Courtyard - CT1
CT2	Site/Courtyard - CT2
DR	Site/Drive - DR
GR	Site/Gravel - GR
GS	Site/Grass - GS
MU	Site/Mulch - MU
PK-1	Site/Parking Lot - PK-1
PK-2	Site/Parking Lot - PK-2
PK-3	Site/Parking Lot - PK-3
PK-4	Site/Parking Lot - PK-4
PK-5	Site/Parking Lot - PK-5
SD	Site/Stadium - SD
SW	Site/Sidewalk - SW
TF	Site/Field Turf - TF
TK	Site/Track - TK
TN	Site/Tennis Court - TN
PR	Site/Play Rubber - PR
PS	Site/Play Slab - PS



## Computer Repair Requests - for staff outside of Computer Services.

For all computer repairs, a Computing Services Help Desk Ticket should be submitted instead of a TMA request. The Computing Services Technician will create the DLT or Repair Request with the information supplied on the Help Desk Ticket.

Found at <https://lps.incidentiq.com/>

Or you can follow these instructions:

- Go to the LPS Home Page.
- Enter the key word **Help** into the search box and press **enter**.
- Click on the **Help** link.
- Login with your LPS Username and Password.
- Click on the **New Ticket** link and enter requested information.

1) Identify the damage or repair, for example:

- a) Spills.
- b) Missing keyboard keys.
- c) Item was dropped.

The Computing Service technician will need to know this information to create a work request.

## Equipment Repair Requests

Used for both Custodial and Operations equipment repairs. Also used to report rooms too hot/cold (temps between 64-77 degrees is the range set by LPS Board).



A six-digit tag number is **required** for this request type.

**NOTE:** If the equipment or asset # is **not** listed on your drop-down menu, submit as a Regular Repair and include the tag # you have in the Action Requested information.

From the **Service Request** screen, click on the **Equipment Repair** button.

The **Equipment Repair** request form window is displayed.

**Required fields** are indicated in red and many of the fields are defaulted with your user information. You can use the Tab Key to move from one field to another.

### Equipment Repair Request example:

The screenshot shows the 'Equipment Repair Request' form. The form is titled 'Equipment Repair Request' and includes the Lincoln Public Schools logo in the top right corner. The form fields are as follows:

- Request Date\***: 05/19/2025, 03:31 PM
- Requestor Name\***: Samatha Ferguson
- Phone #**: (empty)
- Requestor Email**: sferguso@lps.org
- Notify Me**: ☒
- Request Type\***: 6FM and Cust Eq. Repair Request
- Repair Center Name**: Operations
- Facility Name**: The Seacrest Activities Complex
- Building Name**: Seacrest Stadium, West
- Area #**: W5
- Equipment**: 108069
- Action Requested\***: Restroom very cold, 55 degrees, Unit heater not running. Called John S.
- Linked Document**: Select Category
- Submit Request** button

**Equipment Work Request requirements**

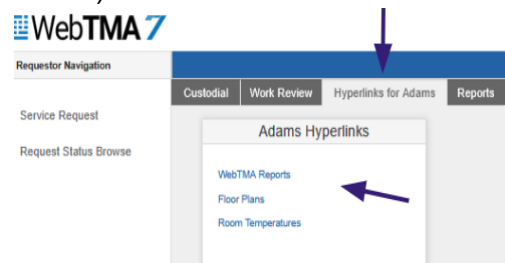
An **Equipment work request** would be created for any of the following:

Air Compressors	Fire Alarms/Fire Sprinklers	Traps
Air Dryers	Flow Indicator Valves	Unit Heaters
Air Handling Units (AHU)	Fuel Oil Tanks	Variable Frequency Drives
Backflow Preventers	Generators	Water Heaters
Boilers/Boiler	Heat Pumps	Water Softeners
Burners	Humidifiers	Window AC Units
Building Automation System (BAS)	Kilns	
Chillers (cooling towers)	Laminators	
Combustion Airs	Make-up Tanks	
Condensing Units	Mat Hoist Meters	
Dust Collectors	Pool Dehumidification Units	
Elevators	Pool Water Quality Pumps (circulating, sump, etc.)	
Energy Recovery Unit (ERU)	Refrigeration Equipment	
Fan Coil Units	Snow Blowers	

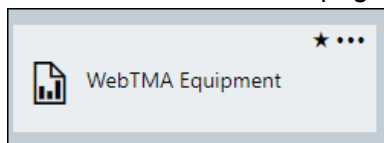
**Additional Operations Equipment Request Information**

- **Equipment (tag#) Lookups**

From your **My Dashboard**, click the tab labeled “Hyperlinks for (your school)” Click the link titled “WebTMA Reports”.



A sign in window will pop up. Sign in with your LPS user name & password. You will be directed to a page with various “buttons”. Select the one for “Equipment”.



From here you can select which types of equipment you want to look up for your location. Included will be tag #s, location (room #s) of equipment, and other specifications for the equipment type you’re searching.

- **Equipment** (boilers, air handler units, chillers, etc.) Use the following checklist before submitting a work request:
  1. Verify six-digit equipment tag number.
  2. Check circuit breakers serving the equipment.

3. Reset the motor starter or VFD (variable frequency drive).
4. Reset any safeties for equipment only **once**; you risk damaging the equipment with multiple resets.
5. Reset any breakers or devices only **once**. If a breaker trips after one reset, **do not reset again**.
6. Check to make sure the building air compressor is running.

**Custodial Equipment:**

Blowers (backpack/handheld)  
Buffers  
Burnishers  
Carpet Cleaning Machines

Eraser Cleaners  
Pressure Washers  
Restroom Cleaning Machines (C2/C3)  
Sanding Machines

**Additional Custodial Equipment Request Information**

- **Custodial Equipment/Replacement Parts/Tools:**

On the work request, use the room number of where the equipment is located. If equipment is not in a room, use the Custodial Office as the room number.

**Additional Equipment Repair Request Information**

- **Air Temperature Control – Room Too Hot/Too Cold:**

A work request must be entered, and **must include** the following information:

- Current temperature in the room\*
- The LPS tag# for the equipment that serves that room (heat pump, etc.)
- The position of the “slider” (thermostat). If there is no thermostat in the room, that information must be stated.

Without this information, the request will be denied.



The Board of Education has determined that the room temperature should be between 64 and 77 degrees.

\*Room temperatures can be found under the tab “**Hyperlinks for (School Name)**”, which you can access from your **My Dashboard**.

If a request is submitted with only a room temperature within the above temperatures and no other problem listed, the request will be denied.

## DLT Work Requests

**Damage, Loss, and Theft Repair** – used for all *non-computer* \* type of damage or vandalism to LPS property. The request should be used for any repairs that need to be performed due to intentional or accidental property damage (i.e., cracked/broken window, graffiti, hole in wall, damaged fence, etc.), or “loss”. Loss is defined as “**vandalism, theft, storm damage, etc.**”. It **does not include normal wear and tear**. Please see **HR#7** for further information.

## DLT Computer Repair Requests



For all DLT computer repairs, a Computing Services Help Desk Ticket should be submitted. The Computing Services Technician will create the DLT Work Request with the information supplied on the Help Desk Ticket. Please see the “[Computer Repair Requests](#)” section above on how to locate this page.

All damage, loss and theft of LPS property **must** be reported per **HR #7** Directive. Follow this path to locate HR #7:

- Go to the LPS Home Page
- Hover the mouse over the **Departments** link
- Hover the mouse over the **Human Resources** link
- Click on the **Risk Management** link
- Click on Resources and FAQ
- Scroll down to the **Human Resource Bulletins for Risk Management** section
- Click on the HR #7 – Damage, Loss and Theft Reporting Procedures link

From the **Service Request Menu** screen, click on the **DLT** button. The window is displayed showing the **DLT** request form. **Required fields** are indicated in red and many of the fields are defaulted with your user information. Use the Tab Key to move from one field to another.

### DLT Work Request example:

**DLT**

Request Date\* 05/19/2025 03:28 PM

Requestor Name\* Samatha Ferguson

Requestor Email sferguso@lps.org

Notify Me ☒

Phone #

Request Type\* 3DLT Repair Request

Repair Center Name DLT-Risk Management

Facility Name East High School

Building Name East High

Area # 140

Select Item

Action Requested\* Chairs in the auditorium are marked with graffiti. See photos

Acct # / Res Party-Bldg / Serial- Model- Image- Bldg-EDRRP User case# Z5-43210 Student name Susie Q Public, #123456789

Linked Document Image

Description

Browse for File

photo 1.png

photo 2.png

Submit Request

## Alteration Work Requests

Used for alterations to LPS property or for reimbursable materials costs. **Installations** of anything new to a space are also considered alterations. The Alteration Work Request is also used to ask for cost estimates. An account number and a reason are **required** for this request type. Providing an account number does not necessarily mean that material costs will be charged back to the building. As a rule of thumb, if the room or exterior site would look different after the work is performed, then use the Alteration Work Request type.

The Alteration Work Request should be used when an existing room or exterior property is to be altered in any way. These include **new installations**, or **relocations** of the following examples.

- Cost Estimates
- Tack Strips
- Boards (any type)
- Sound Proof a Room
- Add Outlets
- Add Shelving Units
- Add Rain Barrel Garden\*
- Add Retaining Wall
- Extend Parking Lot
- Community or any new or expansion of Outdoor Gardening Spaces\*

When requesting anything to be hung, installed, or mounted we will need a photo of the intended space and the dimensions of the object needing affixed.

All alterations are reviewed by the Facilities Supervisor to determine if work required is the responsibility of Operations. Schools interested in obtaining a cost before work is completed must **request to be notified** before any work is completed within their request. Per BA#22, any alteration reimbursement after July 1 will be processed for the upcoming fiscal year. This allows Operations to disburse their budget before the end of each fiscal year.

From the **My Dashboard** screen, click on the **Alterations** button, located under the **Requestor Navigation** menu. The window is displayed showing the **Alterations** request form. **Required fields** are indicated in red and many of the fields are defaulted with your user information. Use the Tab Key to move from one field to another.

### Alteration Work Request example:

The screenshot shows the 'Alteration Work Request' form in the Lincoln Public Schools system. The form is titled 'Alteration Work Request example:' and features the Lincoln Public Schools logo in the top right corner. The form is divided into several sections:

- Request Date:** 05/19/2025, 03:19 PM
- Requestor Name:** Samatha Ferguson
- Phone #:** (empty field)
- Requestor Email:** sferguso@lps.org
- Notify Me:** ☒
- Request Type:** 7Alteration Request
- Repair Center Name:** Operations
- Facility Name:** The Seacrest Activities Complex
- Building Name:** DenHartog Press Box/Concession
- Area #:** (empty field)
- Action Requested:** Would like to add 2 shelves in the cabinets in concession room. See attached photo
- Account # / Res Party-BLDG / Serial -Model -Image -Bldg -EDRRP User:** Account number 123.1234.123456.123
- Linked Document:** Document (dropdown menu)
- Submit Request:** (button)

At the bottom of the form, there is a 'Browse for File' button and a file named 'photo 1.png' is listed.

**Additional Alteration/Reimbursable Request Information**

- **Annual Facility Alteration Request (BA #22)**

For current procedures, refer to BA #22. BA #22 can be found via the LPS Home Page / Departments / Business Affairs / Business Affairs Bulletins / BA #22 – Facility Alteration Request.

- **Boards (any type)**

Provide an account number to charge for this request. Please provide the following information in your request:

- Include a photo of the intended space for the board to be installed.
- Size of the board you want
- State whether you already have the board or not
  - Operations won't guarantee installation of boards that schools are allowed to purchase outright (in the purchasing catalogs). For this reason, it is strongly suggested that no boards be purchased in advance of approval.
  - If you have a board already that you wish to be installed, you will need to supply photos, specs, and how/where it was acquired.
- Type of wall.
- Note the locations of ANY existing boards in the room (of any type).
- If the board would be a **Replacement** for one that is no longer usable and to be replaced with **LIKE** model and **SAME** location, submit as a Regular Repair and **not** an Alteration request. Building crafts will investigate to determine if it can be repaired, and if not, will replace.

- **Gardens / Courtyards / Outdoor Classrooms**

Step one:

Before proceeding with this special type of Alteration request please see the Sustainability School Gardens page on the LPS site to ensure you have all needed information. <https://home.lps.org/sustainability/gardens/>

When preparing your proposal, please follow the guidelines from the Garden Manual Resources page. [https://home.lps.org/sustainability/?page\\_id=8423](https://home.lps.org/sustainability/?page_id=8423).

Step two:

When you are ready to submit the TMA request, for the Area# use the site code with the closest description available. If you use the grass code, please provide an additional landmark in your request such as a door number, or a parking lot number and cardinal directions. Provide an account number to charge for this request.

1. You do not need to submit an alteration request for a delivery of dirt or mulch to an existing garden or classroom space. It would be a regular repair request but please include the following:
  - a. Number of yards or truckloads needed
  - b. Where you want it dropped off at
    - i. Examples: last parking stall on the South end of parking lot 1, front of school, near door 10
  - c. when you would like it by\*
    - i. This date we will try to accommodate and the more notice you give the better.
  - d. PTA/PTO Planting Projects
    - i. A work request is required for any PTA/PTO work to be considered. If the request is for a **NEW** outdoor space, follow the procedures for Outdoor Spaces listed in BA #50 and Step #1 for Gardens as listed above.



- **Hanging, Installing, or Mounting**

Include a photo of the intended space and the dimensions of the object needing affixed. Indicate if special equipment will be needed (e.g.: a lift for gym banners)

- **Name Plates**

Use the main office room number for the Area#. Provide an account number to charge for this request. List the color, size, name information, and if a holder is needed and if that holder should be a wall hanging style or desktop style.

- **Projectors, Monitors, Sound Systems**

Provide an account number to charge for this request. Requests for projectors or sound systems should be discussed with Electronics before submitting.

- **Tack Strips**

Include a photo of the intended space for the board to be installed.

Provide an account number to charge for this request. District supplies the first twenty-four feet (24') of tack strip per room. Building is responsible for any footage over this amount if additional tack strip is wanted in the room, subject to approval by Operations. Tack strips in **corridors** are not allowed.

- **Voice Over Internet Protocol (VOIP) Telephones**

This is for any new VOIP telephones or additional voice mailboxes. Electronics will determine whether you have lines available to use (no charge) or if it is considered an additional line. Also used for updating VOIP phone buttons.

## Repair Work Requests

Used for any general maintenance repairs, reporting environmental or insect/pest concerns, ordering supplies, or requesting loaned equipment.



Do **NOT** use this request for cost estimates

There is no need use a Trade Name to begin your request (i.e., Plumbing, Electrical, Building Crafts, etc.). Trade Names are not considered the problem being reported and may not be the appropriate area to complete the work.

From the **My Dashboard** screen, click on the **Repair** button, located under the **Requestor Navigation** menu. The window is displayed showing the **Repair** request form. **Required fields** are indicated in red and many of the fields are defaulted with your user information. Use the Tab Key to move from one field to another.

### Repair Work Request example:

Request Date\* 05/19/2025 03:07 PM

Requestor Name\* Samatha Ferguson

Phone #

Requestor Email sferguson@lps.org

Notify Me ☒

Request Type\* 1Repair Request

Repair Center Name Operations

Facility Name East High School

Building Name East High

Area # 187B

Action Requested\* stool in this restroom is leaking when flushed

Additional Comments

Linked Document Select Category

Submit Request

A **Repair work request** would be created for any of the following:

Athletic Equipment	Fences	Radios
Bad Odor Smells	Fill Supply Orders	Refill Kits
Batteries (replacement)	Fire Dampers	Roof Leaks
Bell System	Flags	Sign/Posts
Bleachers	Flooring	Solution Dispensers
Bleacher blowers	Furniture	Sound Systems **
Cabinets/Counters	Ground Tools	(Classroom mic, audio enhancement system)
Cameras	Handrails	Stairs
Ceilings	Intercom Systems (bldg.)	Telephones
Chair lifts	Insect Problems	Theater
Clocks	Keys (bent/broken)	Equipment
Coils	NEW keys are Alterations	Thermostats
Curtains	Labeling Refuse Containers	TV/TV Distribution **
Data Ports/ Cables	Light Fixtures	Use of/borrowing custodial equip
Delivery/Pickups	Light Switches	Vents
Doors	Lockers	Walls
Drains (plugged)	Locks	Windows
DVD/CD Players	Painting	Window
Duct Work	Parking Lots	blinds
Electrical Outlets	Pipe Leaks	Yard Work
Electrical Panels	Playground Equipment	
Electronics Equipment**	Plumbing Fixtures	
Exercise Equipment	Projectors **	
	Projector Screens	

### Additional Repair Request Information

- **Chemicals/Paints/Aerosol Cans**

A work request must be entered for pickup of old chemicals, paints, or aerosol cans that need to be disposed.

- **Electronic Repairs \*\***

A work request must be submitted for all electronic repairs (phones, audio enhancement equipment, etc.).

- **Lighting**

A work request must be submitted for any indoor, outdoor, or emergency lighting problems.

- **Nutrition Services**

Currently **ALL** Nutrition Service calls are to go through the Lunch Room Manager. They are then called into the Nutrition Services Department at LPSDO.

## Specialized request types

These request types are for only the specific departments to submit repair requests and are authorized for all buildings.


### Computing Services Repair Requests

Used for any repair to computers and computer equipment such as monitors, keyboards, mouse, batteries, cable cords, etc.

From the **My Dashboard** screen, click on the **Computing Services** button, located under the **Requestor Navigation** menu. The window is displayed showing the **Computing Services** request form. **Required fields** are indicated in red and many of the fields are defaulted with your user information. Use the Tab Key to move from one field to another.

**Computing Services Request screen example:**

1. **Request Date:** should default, if not, click on the calendar icon and select today's date.
2. **Requestor Name:** field is defaulted with your name and may not be changed.
  - a. The text is light in color and may be difficult to see.
3. **Phone Number:** field should default, if not, enter **your** phone extension and **not** the main building number.
4. **Requestor E-mail:** field should default, if not, enter your email address. To add additional email addresses, place a semicolon (;) at the end of the first email, and then type in the next email address.
5. **Notify Me** check box should be checked, if not, click in the box.
  - a. If an email address is present and the 'notify me' box is checked then you should receive email responses automatically when the **Request** is processed to a work order, cancelled or denied and when the **Work Order** status is finished or canceled.
6. **Action Requested** field provides space for a brief description of the equipment repair request.
  - a. Work requests are a means of reporting work to be performed in your building and streamlining your request will assist technicians. A one-line description (or short paragraph) of the work that needs to be done is usually sufficient.

- b. Please include the reason for the request for all alterations.
    - c. There is no need include the following information in the **Action Requested** field:
      - your name, as it is already on the work request.
      - date of request, as it is already on the work request.
      - extra wording – be concise with your request.
  7. **Serial / Model / Image / Bldg / User Name / EDRRP** field provides space to enter the following information:
    - a. **Help Desk Ticket #**
    - b. **Serial number**
    - c. **Model number**
    - d. **Image** – does the computer need to be imaged?
    - e. Name of the **building** where the equipment is being used.
    - f. **Name of user** having the issue.
    - g. **EDRRP** status – does the user participate in EDRRP – Yes or No.
  8. **Asset Tag:** field, begin to enter the Asset Tag number. A listing of tag numbers begins to display. When displayed, click on the appropriate tag number. The Facility Name, Building Name, Area, and Description of the Equipment are defaulted.
-  **NOTE:** If the entry of the Asset Tag number causes the **Area** in the request to change, then only list the Asset number in the **Action Requested** field. Some Assets are *owner specific* so if the owner's location has changed, entering the Asset number may cause an incorrect location to be displayed.
9. **Facility Name:** field should default to your school, if not, use the drop-down menu to select your facility.
  10. **Building Name:** field, use the drop-down menu to select your building.
    - a. Building Name includes all **inside** areas of your building.
    - b. Building Site includes all **outside** areas around your building.
    - c. If school has portables or other outside buildings, they will be listed under the Building Name drop down menu.
  11. **Area:** field, use the drop-down menu and select the area or room number, **or** use the ellipsis to view a description of the area / room number, & select from there. Please ensure you include this information, without it your request may be denied or otherwise delayed. Do not use **UN**, that is “unknown” all areas are known.
  12. If necessary, add a linked document by clicking on the **Linked Document** button.
  13. Click on the **Submit Request** button.
  14. The Work Request is redisplayed with the request number in the upper portion of the screen in a pop-up window.
  15. The form is available for your next repair request.
  16. If no further requests are necessary, click on the **Home** or **Logout** button.

### Nutrition Services Repair Requests

Used for any repair to refrigerators, freezers, ovens, dish machines, kettles, mixers, water leaks, slow drains, etc.



All Nutrition Services calls are to go through the Kitchen Manager. The Kitchen Manager will provide the information to the Nutrition Services Department at LPSDO. **School Custodial Supervisors are not to submit TMA requests for NS Equipment.**

From the **My Dashboard** screen, click on the **Request Log** button, located under the **Transactions** menu. Click “**Add**” to open a new request window. The window is displayed showing the **Nutrition Services** request form. **Required fields** are indicated in red and many

of the fields are defaulted with your user information. Use the Tab Key to move from one field to another.


### Nutrition Services Repair Request

REQUEST LOG

✓ Save ✕ Cancel

Identity Approval Routing History


Request Information


Requestor Name\*  


Phone #


Requestor Email


Notify Me ☒


Location ID  


Facility Name  

Building Name  

Floor Code  



Area #  


Select Item  


Status  


Status Note


Request #


Request Date\* 05/13/2025  08:55 


Request Type\*  

Department Name  

Repair Center Name  



Account #  



Source  

Select ... 

UDF

Action Requested

Action Requested\*   

Additional Comments   

1. **Request Date:** should default, if not, click on the calendar icon and select today's date.
2. **Requestor Name:** Search for your name.
3. **Phone Number:** field should default after selecting your name, if not, enter **your** phone extension and **not** the main building number.
4. **Requestor E-mail:** field should default, if not, enter your email address. To add additional email addresses, place a semicolon (;) at the end of the first email, and then type in the next email address.
5. **Notify Me** check box should be checked, if not, click in the box.
  - a. If an email address is present and the 'notify me' box is checked then you should receive email responses automatically when the **Request** is processed to a work order, cancelled or denied and when the **Work Order** status is finished, cancelled or denied.
6. **Action Requested** field provides space for a brief description of the equipment repair request.
  - a. Work requests are a means of reporting work to be performed in your building and streamlining your request will assist technicians. A one-line description (or short paragraph) of the work that needs to be done is usually sufficient.
  - b. Please include the reason for the request for all alterations.
  - c. There is no need include the following information in the **Action Requested** field:
    - your name, as it is already on the work request.
    - date of request, as it is already on the work request.
    - extra wording – be concise with your request.
7. **Facility Name:** field should default to your school, if not, use the drop-down menu to select your facility.

8. **Building Name:** field, use the drop-down menu to select your building.
  - a. Building Name includes all **inside** areas of your building.
  - b. Building Site includes all **outside** areas around your building.
  - c. If school has portables or other outside buildings, they will be listed under the Building Name drop down menu.
    - If you should have this and do not, please reach out to the TMA team.
9. **Area:** field, use the drop-down menu and select the area or room number, **or** use the ellipsis to view a description of the area / room number, & select from there. Please ensure you include this information, without it your request may be denied or otherwise delayed. Do not use **UN**, that is “unknown” all areas are known.
10. **Select Item** is defaulted; however, it may be changed by using the drop-down menu.
  - a. Then in the field provided you can enter the equipment or asset number a few different ways:
    - Manually enter the Equipment Tag Number.
    - Use the drop-down menu next to the category selected to display a listing of just tag numbers.
    - Use the ellipsis to view a full description of the tag numbers. Select an equipment type on the left of the screen to narrow the list of tag numbers.
    - If the equipment number does not show in the drop-down menu, enter the equipment number in the **Action Requested** field.
  - b. The Facility Name, Building Name, Area, and Description of the Equipment are defaulted once the selection is made.
11. If necessary, add a linked document by clicking on the **Linked Document** button.
12. Click on the **Submit Request** button.
13. The Work Request is redisplayed with the request number in the upper portion of the screen in a pop-up window.
14. If necessary, add a linked document by clicking on the **Linked Document** button.
15. Click on the **Save** button.
16. The Work Request is redisplayed with the request number in the upper left corner.
17. The form is available for your next repair request.
18. If no further requests are necessary, click on the **Home** or **Logout** button.

## Emergency Work Requests

### What is an Emergency Work Request?

An emergency work request is defined as something that has a negative effect on:

- Life – someone’s life is in danger.
- Limb – emergency will cause injury to someone.
- Property – Damage to property requires attention for safety of others.
- Disruption of Classes – emergency causes a disruption of classes.

If the above criteria are met, the Requestor should call **436-1500** for immediate assistance. If the above-defined emergency criteria are not met, please do not call OP.

It is recommended that only designated staff call in emergencies to avoid duplicated calls concerning the same problem.

**The Requestor is still required to submit a request after the call for the emergency.**

**Emergency Steps to Follow**

1. Call (402) 436-1500
2. Provide the following:
  - a. Your name.
  - b. The school's / building's name.
  - c. A description of the emergency.
3. Submit a work request.
4. **ALWAYS** note in your requests when you have already contacted an Operations Trade, a specific technician, or a Trade Supervisor about your request. This is especially important in **URGENT** repair requests and avoids the TMA Approvers from having to contact the Trade Supervisors unnecessarily.

**Types of emergency requests.**

An emergency work request would be appropriate for any of the following:

1. **Area Drains**  
Plugged and located on the grounds.
2. **Athletic Equipment**  
In dangerous condition.
3. **Equipment**  
That serves the entire building or large areas of the building. (A unit ventilator for a classroom that is not running is not considered an emergency.)
4. **Exterior Opening Security**  
Any problem with exterior door or window that could cause a security issue.
5. **Fence Damage**  
If pipes or braces are broken that could be hazardous.
6. **Fire Alarms**  
If the building alarms activate, **call 911** and evacuate the building. When possible, call Operations to inform them of this situation. If the fire alarm system indicates a trouble only (no alarm, just tone at panel), complete a work request and follow-up with a telephone call to Operations.
7. **Gas Leaks**  
Each facility should make a judgment call as to whether the situation warrants a call to the Gas Company, Fire Department, or both. Once a call is placed to either, call Operations to alert of the situation.  
**Black Hills Energy 1-800-694-8989**  
**Fire Department 911**
8. **Gravel on Concrete**  
When gravel on concrete walks or paths are determined to be a hazard to pedestrians.  
See Custodial Staff in Building.
9. **Hot Water (Excessive)**  
If you cannot leave your hand in the hot water for a few seconds.
10. **Ice**  
When ice is causing walking or driving problems on school grounds.
11. **Interior Handrails/Stair Treads**  
When handrail or stair tread is in a condition that could cause an injury.
12. **Keys**  
If a key is broken off in a lock that would restrict access to a room or building.
13. **Lighting**  
If ballast is causing a circuit breaker to trip, call Operations.
14. **Playground Equipment**  
If playground equipment is creating a hazard or could cause injuries.
15. **Power Outage**  
If you experience a partial or complete loss of building power.



**16. Roof Leaks**

If a roof leak exists that could cause damage to electrical or media equipment. Whenever possible, always check to see if a *roof leak* could possibly be a pipe or mechanical leak instead as the repair depends on which trade is needed. When entering the request, be sure to enter the location for the area affected. Photos are always welcomed. **Include the following information for all leaks:**

- a. How long you feel it would take for the leak / drip / etc. to fill up a one-gallon jug.
- b. What is wet. (Ceiling tile, shelving, whole floor)
- c. What kind of flooring is in the room. (carpet, hardwood, rubber, etc.)
- d. Exact location - Use the actual room number for the location where the leak is discovered / coming from.
- e. Damage prevention: Did you put something in place to contain the leak?

**17. Extreme Room Temperature**

Only if the temperature is less than 64 degrees or greater than 77 degrees (<64° or >77°). Room temperatures can be found under the tab "Hyperlinks for (School Name)", which you can access from your My Dashboard.

**18. Sewer Gas Smell**

If there is a sewer gas smell or other foul odors in the building.

**19. Signposts**

Any signpost that is broken or coming out of the ground.

**20. Sink Holes**

Anytime there are hazards on the grounds.

**21. Snow**

When snow is causing walking or driving problems on the school grounds.

**22. Snow Blowers**

If your snow blower is not functioning properly.

**23. Sprinklers**

When there is a leak or damage in the sprinkler system. If leaking please see water leak section below.

**24. Telephones**

If you are having major telephone problems.

**25. Trees**

When a tree has broken limbs that could fall and cause injury or structural damage.

**26. Vandalism**

Or any issue for which a Police Report has been or will be created.

**27. Water Leaks**

If there is a leak that cannot be contained. A leak is defined as something other than a drip. To limit property damage, try to close the water valve, divert the flow to a drain, move equipment, or evacuate the area. Faucets that do not completely shut off or urinals that leak when flushed are not emergencies. For an emergency water leak, please have the following information when you call:

- a. Exact Location. - Use the actual room number for the location where the leak is discovered/coming from.
- b. What Type of System – Hot Water/Cold Water.
- c. Inside/Outside of Building.
- d. How long you feel it would take for the leak / drip / etc. to fill up a one-gallon jug.
- e. What is wet. (Ceiling tile, shelving, whole floor, equipment.)
- f. What kind of flooring is in the room. (carpet, hardwood, rubber, etc.)
- g. Did you put something in place to contain the leak best as possible / diverted to drain?
- h. Any other information that would help in correcting the problem.
- i. Once ready to submit the request in TMA, photos are useful.

## Linked Documents

Documents may be added to the work request **prior** to clicking on the **Submit Request** button. Attached documents may also be edited and/or deleted from the work request. The document file types include PDF, Doc, JPG, etc. Examples of linked documents include:

- A listing of staff needing a phone number change.
- A photo of something in need of repair.
- A contract of a bid.

## How to Add Documents as a requestor

The screenshot shows the 'SERVICE REQUEST' form in the WebTMA 7 system. The form is divided into several sections. On the left, there are navigation links: 'Requester Navigation' and 'Request Status Review'. The main form area contains the following fields:

- Request Date:** A date and time selector showing '03/06/2025' at '03:10 PM'.
- Requester Name:** A dropdown menu showing 'Camelia Peregino'.
- Phone #:** A text input field.
- Requester Email:** A text input field showing 'olivera@lps.org'.
- Notify Me:** A checkbox that is currently checked.
- Request Type:** A dropdown menu showing 'Vapor Request'.
- Request Location Name:** A dropdown menu showing 'Operations'.
- Facility Name:** A dropdown menu showing 'Adams Elementary School'.
- Building Name:** A dropdown menu showing 'Adams Side'.
- Area #:** A dropdown menu showing '000'.
- Action Requested:** A text area with the text 'I'll work! near door 1 is cracked, needs repair. See attached photo.'.
- Additional Comments:** A text area.
- Linked Document:** A dropdown menu that is open, showing a list of document types: Audio, Document, Image, PDF, URL, Video. A large green arrow points to this dropdown.
- Submit Request:** A button.

The 'Linked Document' dropdown menu is highlighted with a green arrow, indicating the next step in the process.

1. Begin by creating the work request.
2. At the bottom of all requests next to the **Submit Request** button is a drop-down menu labeled Linked Document. Click on it and select the type of attachment using the drop-down menu.
3. A new field will appear, to enter the **Description** of the document.
  - a. 301-Photo of broken window.
4. Click on the **Browse for File** button.
5. Search for and select the document to be added.
  - a. Be careful as you cannot remove or edit files after you have added them.
6. Check that the name of your file appears.
7. Repeat for any additional files.
8. When all documents have been attached, if you have completed your request click the Submit Request button.

Linked Document

Image

Description

Browse for File

Linked Document

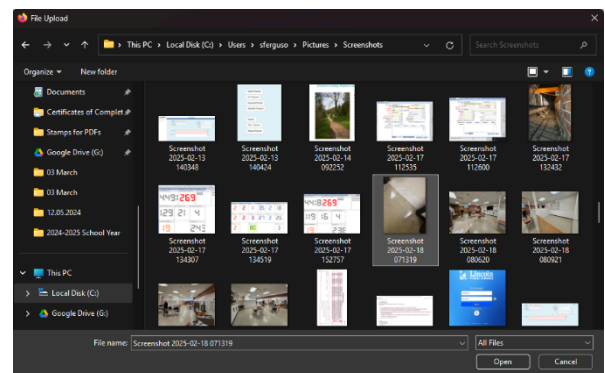
Document

photo of sidewalk

Browse for File

Screenshot 2025-01-16 132204.png

Screenshot 2025-02-07 134744.png



## How to Logout

It is important to logout as soon as all requests have been submitted.

1. Click on the **Logout** button in the upper left corner.



Do **NOT** click on the **X** in the upper right corner before clicking on the **Logout** button.

