Facilities Services
Cherwell Work Order System
Facilities Services Front Desk

Mon-Fri, 7:30 am – 5 pm
719-255-3313 (ext. 3313)

After Hours Cell: 719-492-8329
Mon-Fri, 5 pm – 11 pm

For emergencies outside of above hours contact DPS at
719-255-3111 (ext. 3111)

Website: https://ithelp.uccs.edu/cherwellportal/facilities

***For best results please use Mozilla Firefox or Google Chrome***
Where is Facilities on the UCCS Website?

1. From the UCCS website, Navigate to the Faculty & Staff page

2. Scroll towards bottom, under SERVICES click on Facilities.

3. Another option is to type *Facilities* in the search field on the upper right corner of the UCCS website page.
How to submit a work request

Go to:  https://ithelp.uccs.edu/cherwellportal/facilities

Click on “Submit a Work Request”

Log in with your UCCS Username and Password, click on Sign In
Fill in all pertinent information, all boxes in red are required and click next...

Departments will not be charged for regular maintenance or repairs. Please use speedtype 999999999 (that's eight 9's) for this type of work.

Please give specific details to the problem or request.

Not sure which Problem type to choose?

Please reference our slide “Work Request Problem Type Choices” for the best category to choose.

If you are still not sure which to choose please contact us at ext. 3313.
Click the appropriate yes or no radial buttons to the below questions. If needed - you may add a picture or file, then click next...

**Step 1**
Work Order Details

**Step 2**
Urgency

**Step 3**
Summary & Submit

Does this problem affect your work?  ○ Yes  ○ No

Does this problem affect the work of others?  ○ Yes  ○ No

If you have one, please attach a picture of the problem by clicking the button to the right:
Review your request, if you would like to add additional contact info (i.e. cell phone, or email other than your UCCS contact info please do so in the box below) then click Submit...

Work Request 732

Your Request is ready for submission. Please review the details below:

Description:

This issue being submitted does not affect your work.

This issue being submitted does not affect the work of others

Please leave an alternate form of contact below:

Work Request “Problem Type” Choices

- **Custodial**
  - Restrooms
  - Classrooms/Office
  - Laboratories
  - Walkways
  - Extra bins for Events

- **Electrical**
  - Street/parking/sidewalk/building lighting
  - Interior lighting
  - Electrical panels
  - Electrical outlets
  - Transformers
  - Emergency generators
  - Classroom clocks & various electrical devices

- **Materials, Acquisitions, & Distributions (Surplus)**
  - Old furniture
  - New furniture
  - Computers/Printers

- **Plumbing**
  - Leaks
  - Water Temperature too hot/cold
  - Bathroom clog/overflow
  - Hydration Station Filter Change

- **Maintenance**
  - Painting
  - Routine Maintenance/Repair
  - Carpet Repair
  - Event Services
    - Table/Chair transportation to and from event site

- **HVAC**
  - Room Temperature (too hot/cold)
  - Fume Hoods
  - Heating Ventilation & Air Conditioning
  - Strange noise in ceiling/walls

- **Outdoor Services**
  - Turf maintenance
  - Ground maintenance
  - Landscaping
  - Exterior trash removal
  - Irrigation
  - Exterior Sign repair
  - Asphalt maintenance
  - Snow removal (all teams do snow/ice mitigation when needed)

- **Locksmith Services**
  - New Keys/Replacement
  - Rekeying of Doors
  - Lock Repairs/Replacements
  - Electronic Code Updates

- **Signage**
  - Name tags
  - Desk Name Plates
  - Door Name Plates
  - Vehicle Signage
  - Outdoor Banners

***the above are just a few problem type examples – if you are not sure where your work request would fit, please contact the front desk at ext. 3313.
Auxiliary Services – Problem Type

Choose Auxiliary Services problem type option when you have a request in the following buildings:

- Alpine Garage and Rec Field
- Events Center
- Family Development Center
- Gallogly
- Greenhouse
- Public Safety
- Recreation Center
- University Center

**Please be specific of what is needed in the description box (i.e. custodial, maintenance - as this will help our Auxiliary team route your request quicker).

If you have any questions regarding an Auxiliary Work Request please contact Auxiliary Services at 719-255-3491 (ext. 3491 - Jeff Davis), all other Work Request questions please contact 719-255-3313 (ext. 3313)
Common Work Requests

• Signage – nametags, door plates, outdoor signage, banners  X3074  signshop@uccs.edu
• Locksmith – Keys, keys for new personnel, rekey orders, locks X5397
• Surplus – non working computers, printers, furniture to be removed  $5.00 per unit-see website
• Maintenance – Tables & Chairs for events – must 1st reserve with UC Scheduling X3664
• Electrical – Lights out or flickering
• On average, 500 work orders per month
EXAMPLES OF EMERGENCIES:
Must be attended to immediately to protect life, property, or safety – instances such as fire or water, as well as some oddball events:

• Dropped cell phone down a hole in the ground – our plumber was able to retrieve from 15’ down
• Flushed eyeglasses down toilet – our plumber was able to retrieve frames at least
• Very windy day caused a runaway dumpster
• Elevator troubles
• Ice mitigation during snow season
• Leaks from rainstorms/heavy snows
Requests/Questions that go to Other Departments:

- **Access** requests go to Public Safety  x3111
- **Telephone** issues go to Telecomm  x3216
- **Computer/Projector** issues go to IT  x3536
- **Reserve a room, table, chairs** to UC Scheduling  x3664
- Something for **Auxiliaries** (FDC, Housing, UC, DPS) go to University Center  x3450
- **Res Life** has their own work request system
  
  http://www.uccs.edu/~residence/
Speedtypes and Estimates

- Speedtype is needed for chargeable work requests
  - Most common Chargeable Work Orders
    - Signage
    - Keys/Rekey
    - Surplus
  
  ***if you aren’t sure if your request is chargeable please contact us at ext. 3313

- If you are needing an estimate for a project, you can submit your request online; once the estimate is created, you will then receive an email with an URL to approve or deny the estimate.
Call In Work Orders

• When someone calls in with an issue or work request, the Office Administration Team decides if this issue is something the caller can request on line or if Facilities needs to request.

• Please see some examples for each situation on the following pages:
• **Requests Appropriate for the Office Admin Team**

  – Situation examples include: leaks, spills, lights out/flickering, breakers out, icy patches, custodial supplies out, clogged toilets, temperature problems, trash cans/recycle bins full, doors/furniture emergencies, break-ins/property damage, recurring bug/rodent problems, gas smells, locked out of desk/file cabinet, etc. Situations vary and are determined appropriate by the office admin team.

• Once the call is received and situation described (like the ones above), the office admin team will determine which crew the issue should be assigned to and dispatch to the appropriate supervisor. Once dispatched, the office admin team will submit the work request on line and follow-through in Facilities.
• Requests Appropriate for Over the Phone Education

• Over the phone education is offered whenever a person calls in with no prior experience using the Work Order System or when the situation is not a priority/emergency. Examples include: table/chair delivery, furniture requests/moves, any surplus, extra trash cans/recycle bins for events, extra custodial requests (when someone is moving offices), and anything else not deemed an Emergency (to protect life, safety, property).

• If a caller has a request (not classified as priority/emergency), the office admin team will walk them through the work request system.
Thank you!
Please don’t hesitate to call or email if you have any questions or concerns – we will be happy to assist.