Submitting On Campus Desktop or VPN – Page 1
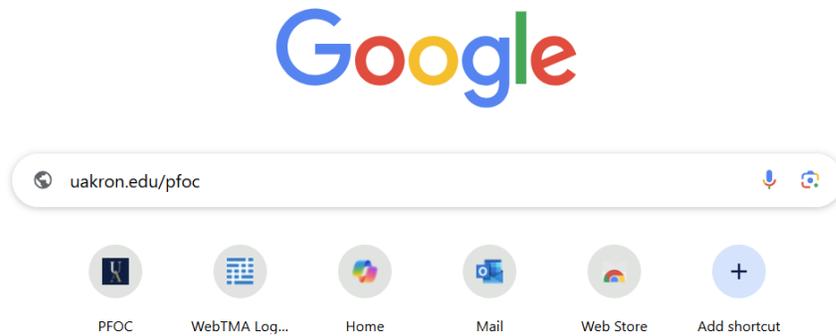
Submitting Off Campus or Mobile – Page 9

Creation Date: February 5, 2025

Created By: Linda Leising

Submitting On Campus Desktop or VPN

1. Go to your google search bar and type in uakron.edu/pfoc and enter.

2. You have two options to select from. Select On Campus Desktop or VPN.

- **On Campus Desktop or VPN**
- **Off Campus or Mobile**

3. You may be prompted to sign in using your university credentials. If you are not prompted, proceed to step 8. Otherwise, sign in with your university username and password. Once logged in, you will be directed to the multifactor authentication page. Follow the authentication steps, and once complete, proceed to step 4. If you find yourself stuck at any point, it's likely that you are not signed into your VPN. In this case, the most efficient option is to return to the PFOC webpage and select the Off Campus or Mobile link to ensure proper access.

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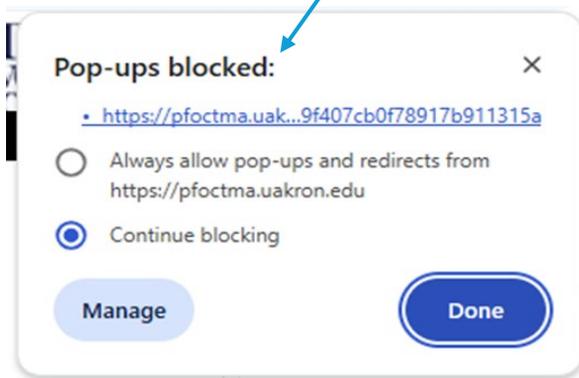
Sign in

lleising@uakron.edu

Can't access your account?

Next

By logging in, you are agreeing to the rules set forth in the University of Akron's Acceptable Use Policy.

4. You may be prompted with a pop-up blocker, as shown below. If this occurs, click on the image to allow the pop-up. If you do not see the pop-up blocker, proceed directly to step 8.
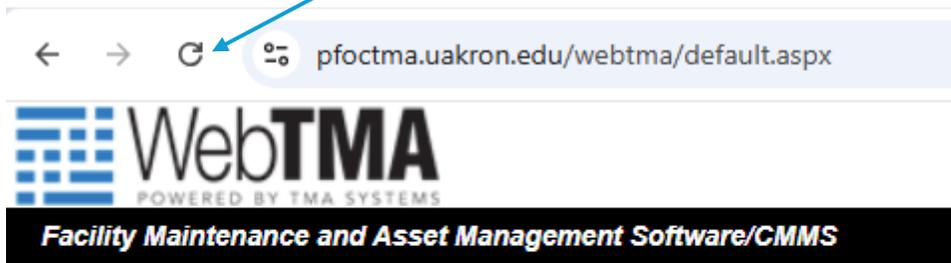

5. A Pop-ups blocked: will appear.

Pop-ups blocked: ✕

• https://pfoctma.uak...9f407cb0f78917b911315a

○ Always allow pop-ups and redirects from
   https://pfoctma.uakron.edu

● Continue blocking

Manage   Done

6. **Select "Always allow pop-ups ..." and select done. Refresh your screen and select continue.**
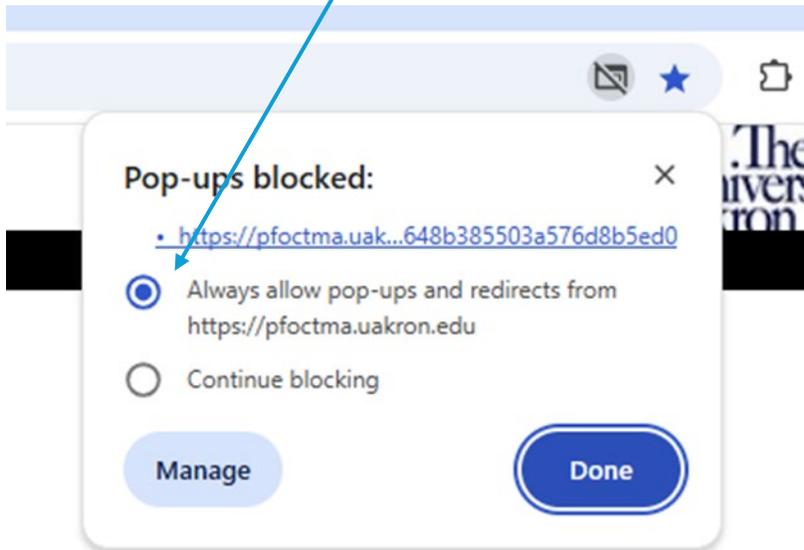
7. **Refresh your screen and select continue.**

8. You will be directed to the webTMA 5 request page, where your information will auto-populate. If you are entering information on behalf of another employee or student, please ensure that you use the details of the individual who will be responsible for tracking the status of the issue. Only the yellow fields are required to be filled out.

9. Action Requested: Include the following in ALL CAPS:

- **BUILDING & ROOM NUMBER (e.g., "MAIN BUILDING, ROOM 205")**
- **IF YOU DO NOT KNOW THE ROOM NUMBER, PROVIDE A LANDMARK (e.g., "NEXT TO ROOM 115 IN THE HALLWAY")**
- **BRIEFLY DESCRIBE THE ISSUE (e.g., "LIGHT OUT ABOVE THE DESK NEAR THE WINDOW" or "MIDDLE SINK DRAINS SLOW"**

10. Repair Center Name: Select the drop-down arrow

11. Select Physical Facilities

12. Account: Account codes are only needed when the request is for a chargeable service. If the request is for routine maintenance (fixing something that's already part of the building), you do not need an account code. When in doubt leave it blank.

13. Click on Save

14. Above the Requestor Information, you'll see your request number and submission date.
The Service Center will convert your request into a work order, and a PF number will be emailed to you. Use this PF number to track the status via the "Browse" tab or by sending an email to PFOCServiceCenter@uakron.edu.

15. If you have any questions or problems, please contact the service center at 330-972-7415 or Linda Leising at 330-972-6336.

Submitting Off Campus or Mobile

1. Click on https://www.uakron.edu/workorder

Physical Facilities Operations Center

The employees of Physical Facilities provide service to campus as it relates to the daily maintenan and repair of all buildings and grounds: providing a clean, safe and comfortable environment for students, faculty and staff.

Work Requests

On Campus Desktop or VPN: https://www.uakron.edu/workorder-desktop

Off Campus or Mobile: https://www.uakron.edu/workorder

New users are encouraged to view the WebTMA Help Documentation.

FOR MAINTENANCE EMERGENCIES ONLY

Contact the Physical Facilities Service Center at **330-972-7415**.

2. Type the requestors First & Last Name

Service Request

Requestor Name	Input requestors First & Last Name
Phone #	
Requestor E-mail	
Facility Name	Akron Campus
Building Name	
Room #	
Request Type Desc	Web Request
Repair Center	

Action Requested (ALL CAPS):

4. Type the Requestors phone number

5. Type in the requestors email address

6. Click on select

Name | Input requestors First & Last Name
one # | Requestors phone number
E-mail | lleising@uakron.edu
Name | Akron Campus
Name | [dropdown]
Room # | [dropdown]
Desc | Web Request [dropdown]
Center | [dropdown highlighted]
PS): | [text area]

Submit | Clear | Create Bookmark

7. Click on Physical Facilities...

Phone # | Requestors phone number
Requestor E-mail | lleising@uakron.edu
Facility Name | Akron Campus
Building Name | [dropdown]
Room # | [dropdown]
Request Type Desc | Web Request [dropdown]
Repair Center | [dropdown]

Action Requested (ALL CAPS):
Central Stores
Chemical Stores
Locking Systems
Physical Facilities

Notify Me ☑

≫ Items **1-4** out of **4**

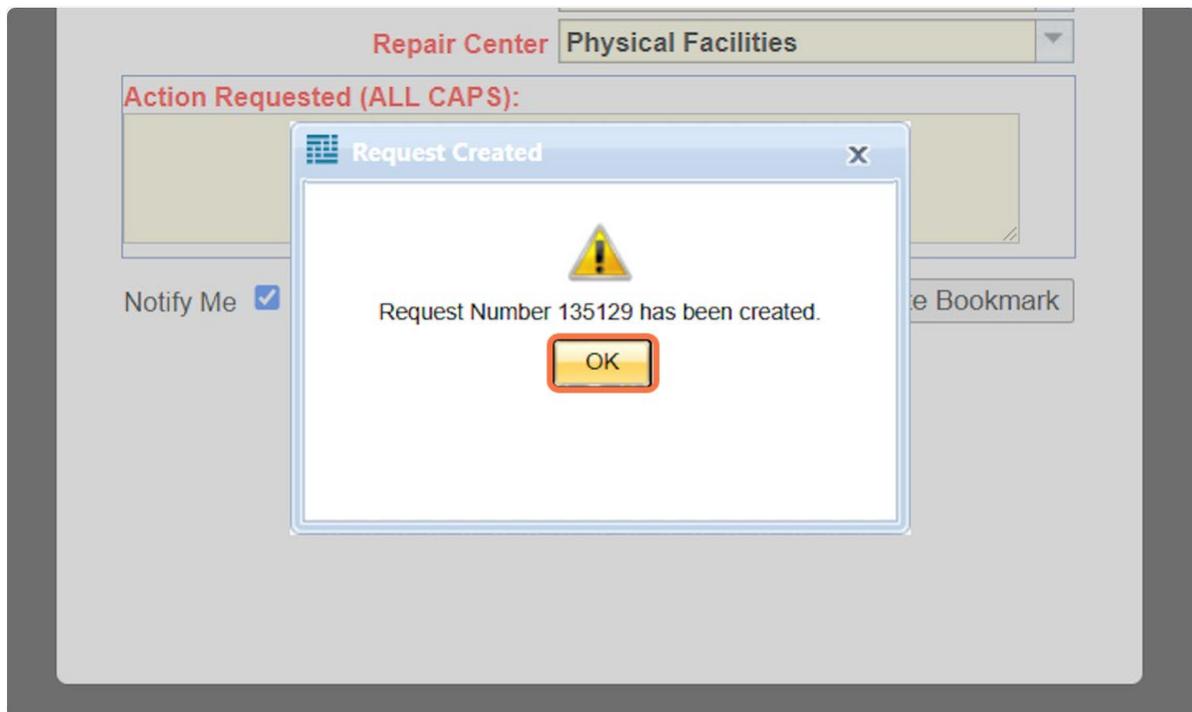**8. Action Requested: Include the following in ALL CAPS:**

- **BUILDING & ROOM NUMBER (e.g., "MAIN BUILDING, ROOM 205")**
- **IF YOU DO NOT KNOW THE ROOM NUMBER, PROVIDE A LANDMARK (e.g., "NEXT TO ROOM 115 IN THE HALLWAY")**
- **BRIEFLY DESCRIBE THE ISSUE (e.g., "LIGHT OUT ABOVE THE DESK NEAR THE WINDOW" or "MIDDLE SINK DRAINS SLOW"**

9. Click on Submit

10. Click on OK

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11. If you have any questions or problems, please contact the service center at 330-972-7415 or Linda Leising at 330-972-6336.