

Submitting On Campus Desktop or VPN – Page 1

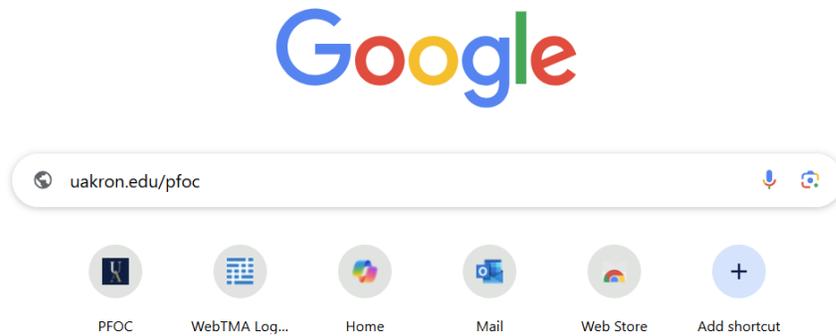
Submitting Off Campus or Mobile – Page 9

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

A screenshot of the Physical Facilities Operations Center website. The page features a banner image at the top. Below the banner, the title "Physical Facilities Operations Center" is displayed. A paragraph describes the center's role in providing maintenance and repair services. A "Work Requests" section contains two links: "On Campus Desktop or VPN: <https://www.uakron.edu/workorder-desktop>" and "Off Campus or Mobile: <https://www.uakron.edu/workorder>". A footer section, highlighted in light blue, contains the text "FOR MAINTENANCE EMERGENCIES ONLY" and "Contact the Physical Facilities Service Center at 330-972-7415." On the right side of the page, there are several small, partially visible links: PE, Se, W, En, Re, and Co.

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.



Sign in

lleising@uakron.edu

[Can't access your account?](#)

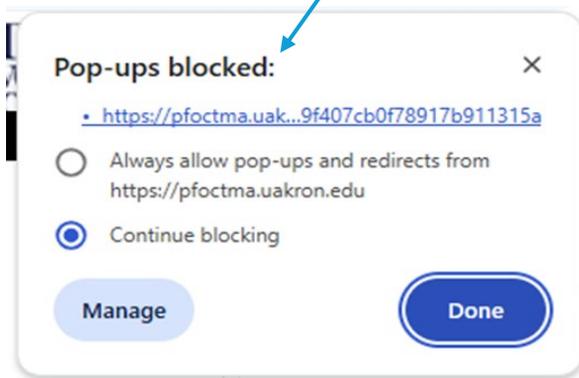
Next

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

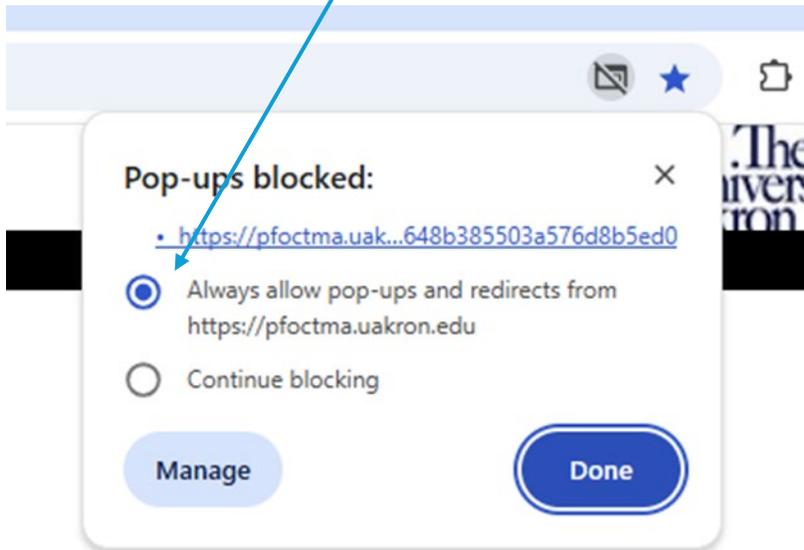
4. You may be prompted with a pop-up blocker, as shown below. If this occurs, click on the image to allow the pop-up. If you do not see the pop-up blocker, proceed directly to step 8.



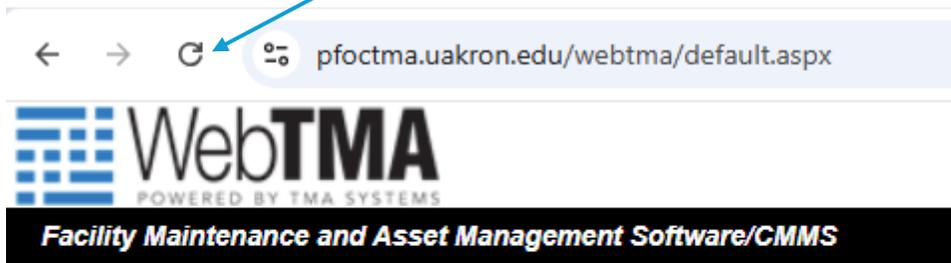
5. A Pop-ups blocked: will appear.



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

The screenshot shows the WebTMA Request Log interface. The 'Request Information' section is highlighted with a red border. A blue arrow points to the drop-down arrow of the 'Repair Center Name' field.

Requestor Information	Request Information
Request #: []	Request Type Desc: Web Request
Request Date: 02/06/2025 10:04	Department Name: []
Requestor Name: Linda C Leising	Repair Center Name: []
Phone #: (330) 972-7451	Speedtype: []
Requestor E-mail: lleising@uakron.edu	Select Location: []
Status: []	Select Item: []
Notify Me <input checked="" type="checkbox"/> Approval Routing Passed <input type="checkbox"/>	
Action Requested (ALL CAPS): []	
Additional Comments: []	

11. Select Physical Facilities

The screenshot shows the 'Repair Center Name' dropdown menu. The 'Physical Facilities' option is highlighted with a red border.

Department:	[]	[]
Repair Center Name:	[]	[]
Account:	Central Stores	[]
	Chemical Stores	[]
	Locking Systems	[]
	Physical Facilities	[]
n	[]	[]

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.

WebTMA
POWERED BY TMA SYSTEMS

Work Request

The University of Akron

Requester Information

Request Date: 01/31/2025 08:22

Requester Name: Linda Leising

Phone #: 6336

Requester E-mail: lleising@uakron.edu

Request Copy To:

Status:

Notify Me Approval Routing Passed

Action Requested (ALL CAPS):

LIGHTS OUT IN HALLWAY ACROSS FROM ROOM 185.

Additional Comments

Request Information

Request Type: Web Request

Department:

Repair Center Name: Physical Facilities

Account:

Area: PFOC-111D

Select Item:

Items 1-1 out of 1

13. Click on Save

New Window

The University of Akron

Last Search Print Help Save

Request Information

Request Type: Web Request

Department: Speech-Lang Path & Audic

Repair Center Name: Physical Facilities

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.

The screenshot displays the WebTMA 'Work Request' interface. At the top, there is a navigation bar with 'Home', 'Logout', and 'Help' options. Below this is a toolbar with 'Add', 'Edit', 'Copy', 'Delete', 'First', 'Prev', 'Next', and 'Last' buttons. The main content area has three tabs: 'Identity', 'Status', and 'Browse'. A message box at the top of the main area states: 'Your request 134975 has been sent on 01/31/2025 11:21'. Below this is the 'Requestor Information' section, which includes fields for 'Request Date' (01/31/2025 11:27), 'Requestor Name' (Linda Leising), 'Phone #' (6336), and 'Requestor E-mail' (lleising@uakron.edu). There are also fields for 'Request Copy To', 'Status', and 'Notify Me' (checked). A section for 'Action Requested (ALL CAPS):' is visible at the bottom. On the right side, there is a 'Request Information' section with fields for 'Request T', 'Departm', and 'Repair Center Na'. A 'Select Item' button is also present.

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 maintenance 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

The screenshot shows a web form titled "Service Request". The form contains several input fields and dropdown menus. The "Requestor Name" field is highlighted with a red box and contains the placeholder text "Input requestors First & Last Name". Other fields include "Phone #", "Requestor E-mail", "Facility Name" (set to "Akron Campus"), "Building Name", "Room #", "Request Type Desc" (set to "Web Request"), and "Repair Center". At the bottom, there is a section for "Action Requested (ALL CAPS):" with a yellow input area.

4. Type the Requestors phone number

Service Request

Requestor Name

Phone #

Requestor E-mail

Facility Name

Building Name

Room #

Request Type Desc

Repair Center

Action Requested (ALL CAPS):

5. Type in the requestors email address

Service Request

Requestor Name

Phone #

Requestor E-mail

Facility Name

Building Name

Room #

Request Type Desc

Repair Center

Action Requested (ALL CAPS):

6. Click on select

Name

Phone #

E-mail

Name

Name

Room #

Request Type Desc

Repair Center

Action Requested (ALL CAPS):

7. Click on Physical Facilities...

Phone #

Requestor E-mail

Facility Name

Building Name

Room #

Request Type Desc

Repair Center

Action Requested (ALL CAPS):

Notify Me

Central Stores
Chemical Stores
Locking Systems
Physical Facilities

Items 1-4 out of 4

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

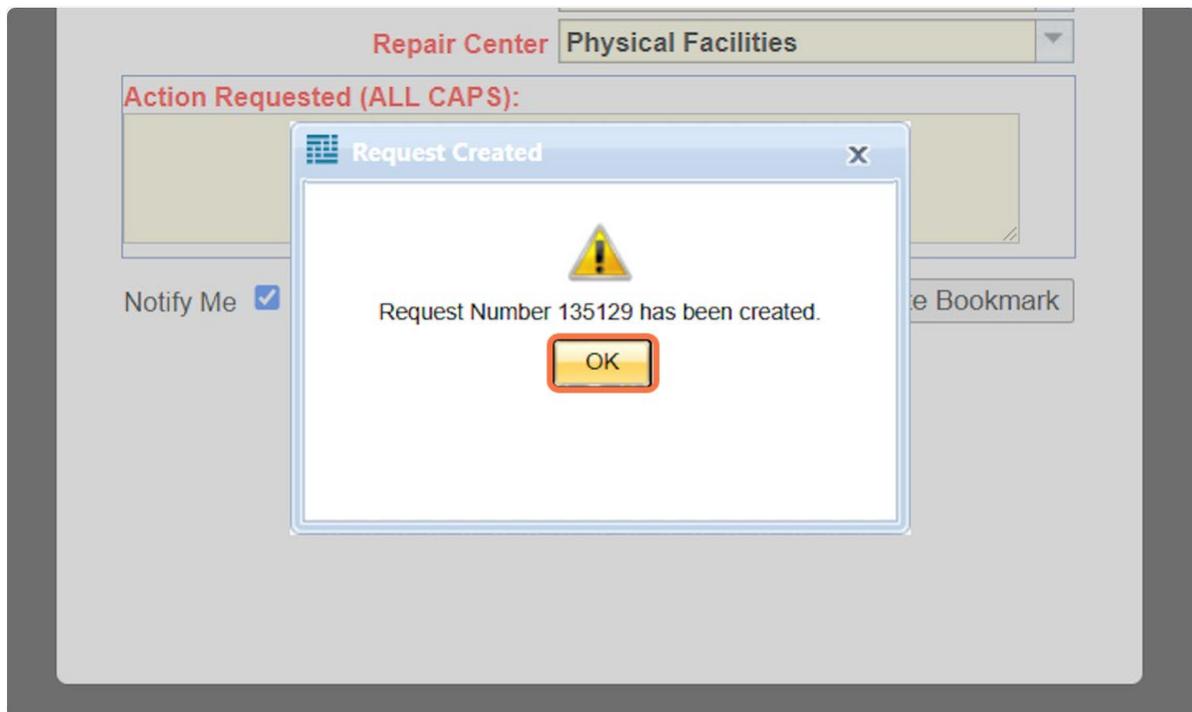
- **BUILDING & ROOM NUMBER (e.g., "MAIN BUILDING, ROOM 205")**
- **IF YOU DO NOT KNOW THE ROOM NUMBER, PROVIDE A LANDMARK (e.g., "NEXT TO ROOM 115 IN THE HALLWAY")**
- **BRIEFLY DESCRIBE THE ISSUE (e.g., "LIGHT OUT ABOVE THE DESK NEAR THE WINDOW" or "MIDDLE SINK DRAINS SLOW")**

The screenshot shows a 'Service Request' form. The 'Action Requested (ALL CAPS):' field is highlighted with a red border. The text inside the field reads: 'ASB, ROOM 123 RESTROOM LIGHT IS OUT. IF YOU DO NOT KNOW THE ROOM NUMBER PROVIDE A LANDMARK. FOR EXAMPLE. ASB, NEAR ROOM 145, RESTROOM LIGHT IS OUT.' Other fields include 'Requestor Name', 'Phone #', 'Requestor E-mail', 'Facility Name', 'Building Name', 'Room #', 'Request Type Desc', and 'Repair Center'. There are also 'Submit', 'Clear', and 'Create Bookmark' buttons, and a 'Notify Me' checkbox.

9. Click on Submit

This is a close-up of the bottom portion of the service request form. The 'Submit' button is highlighted with a red border. The text in the 'Action Requested' field is visible, as is the 'Notify Me' checkbox and the 'Clear' and 'Create Bookmark' buttons.

10. Click on OK



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