

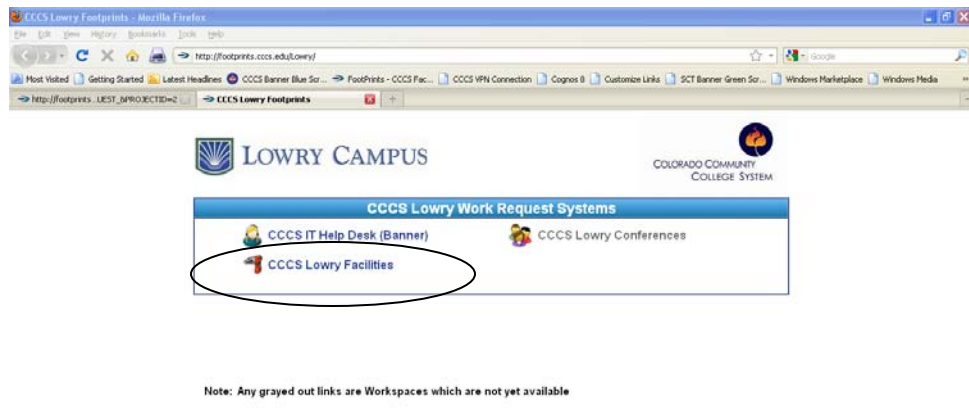
CCCS Lowry Automated Work Order System Tutorial

The new automated CCCS Lowry automated work order system can be found by following this link or visiting us on the CCCS Connect portal (coming soon).

<http://footprints.cccs.edu/Lowry>

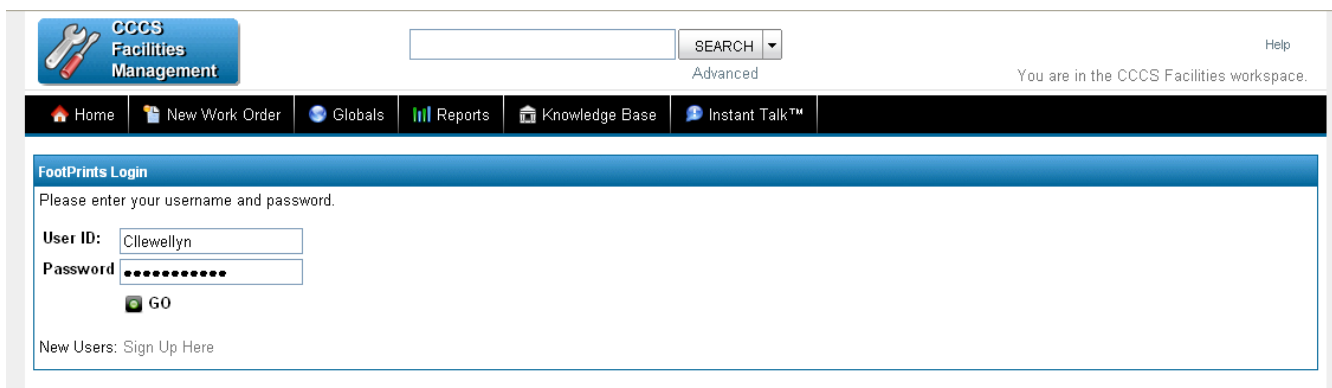
The Menu Screen

Upon clicking on the above link you will be directed to the Work Request System where you will be able to place your work order requests. Please click on the CCCS Lowry Facilities Link



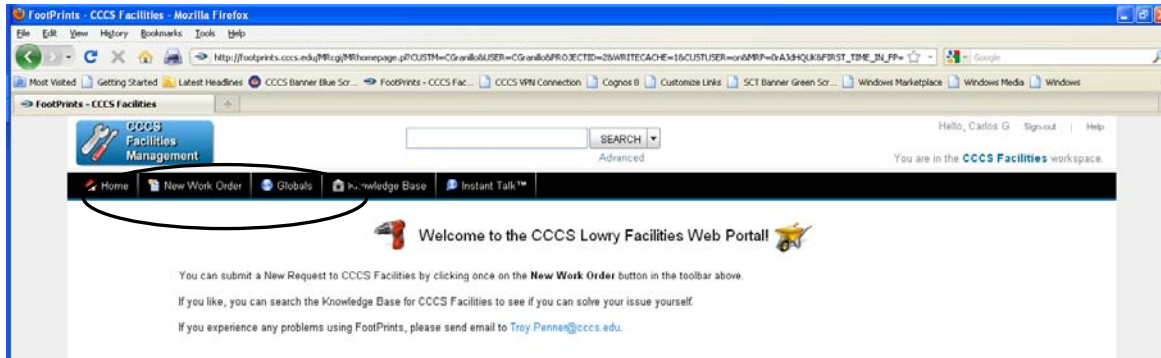
The Log-in Screen

The next screen is your log-in screen. You will need to enter your network log-in password – which is your first initial and last name **NOT** you S Number log-in

A screenshot of the 'CCCS Facilities Management' log-in screen. The top navigation bar includes a 'CCCS Facilities Management' logo, a search box with a 'SEARCH' button, and a 'Help' link. Below the navigation bar is a black bar with icons for 'Home', 'New Work Order', 'Globals', 'Reports', 'Knowledge Base', and 'Instant Talk™'. The main content area is titled 'FootPrints Login' and contains the text 'Please enter your username and password.' Below this text are two input fields: 'User ID:' with the value 'Cllewellyn' and 'Password:' with a masked password of ten dots. A 'GO' button is located below the password field. At the bottom left, there is a link for 'New Users: Sign Up Here'.

The Welcome Screen

Once you have arrived at the welcome screen please select New Work Order.



Work Order Entry Screen

Now you are ready to enter the information to move forward with your work order request. All items in **RED** are required fields and the program will not allow you to proceed without information being populated in these fields. Upon log-in your contact information will be populated in the Contact Information fields.

Submit a new Work Order

Subject* My office is too hot.

Contact Information: (Type in *First & Last* names, or part of the email address. Then click the "Select Contact" button to populate the rest of the fields automatically) *Note: This should populate automatically for customers logging in.*

First Name*	Cheryl	Last Name*	Llewellyn	Email*	cheryl.llewellyn@cccs.edu
Phone	303-595-1537	Office	Building 999	Institution	Colorado Community Colli
Department		Job Title			

Physical Address Information:

Street Address	700 Boston Street	City	Denver	State	CO	Zip Code	80230
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Work Order Information:

Please provide some basic information: (Choose a symptom that describes the issue you are experiencing & if appropriate a Contact other than yourself.)

Symptom*	Too Hot	Facility Site	Bldg 999	Room Number	The Entire Building
Urgency*		Contact Name 2		Contact Phone 2	

Symptom options: Make a Selection, Appliance Repair, Blinds need to be cleaned, Blinds need to be repaired, Broken Glass or Window, Broken Pipe, Bugs/Rodent issue, Ceiling Tiles, Change Water Filter, Clogged Drain, Desk/Furniture Repair, Door Repair, Electronic Access Card, Electronic Pin Access Needed (Bldg 967), Elevator, Floors Need to be Mopped, Furniture Move, Garbage Disposal, Garbage Needs to be Removed, Graffiti.

For a Symptom a drop down box will appear please select the item that most closely resembles your issue. If needed, it will be reclassified by Facilities staff to better ensure that the proper results are being tracked. This is a guideline only, it shouldn't cause brain damage – if you aren't sure please select other.

For Urgency – you can select Routine and Urgent. Should you have an emergency please contact Security at ext 1558 or 303-419-5557 or 911.

The comments section is a required field and you should provide as much detail as possible. For example; if you want furniture moved to a specific location or you want a whiteboard hung but will only be in your office on Tuesdays and Thursdays and would like it hung when you are there.

The attachments section is if you have a file you would like to attach such as a special floor plan for a meeting you are scheduling for the President's Conference or a picture of damage that has occurred in the building. Please refrain from including pictures of your kids, dogs and vacation to the Grand Canyon.

Once you have completed your request please click on the save button at the bottom of the page.

Comments

My office is too hot - I'm sweating. Can you please adjust the heat.

Attachments

Attach Files

Last Attachment [No files currently attached]

Notifications

Additional Email Notifications

Addresses

SAVE

You will then receive an e-mail confirmation of your work order submission. Once it is received by Facilities it will be assigned to the designated department and the work will be scheduled based on priority. You should receive e-mail communication if there are any changes to your work order such as waiting on parts, scheduling and confirmation that the work has been done and the work order has been closed out.