How to Create a Service Request (Work Request)
University of Kansas Medical Center – Facilities Management

* NOTE: Use the “TAB” key or your mouse to move between the fields on this form. For login problems and help using the form, call James Hawthorne x8-7952.

1. Replace WOREQ with your network login/username (usually your first initial and last name). Press TAB or click anywhere else on the form and your email and phone number should auto-fill. * If your phone and email do not auto-fill or are incorrect, please contact our Service Coordinators at x8-7928.

2. Click the magnifying glass to the right of the “Location” field. A box opens listing all the rooms in the University. Type a room number only (no Building name) in the “Description” field and press enter to display only the buildings with that room number. When the list is longer than one page use the GREEN right/left arrows to scroll to the next page. Single click the room that most closely matches and it will fill the “Bldg-Room” field on your request.

3. Click the magnifying glass beside the “Service needed” field to open a list of options. Single click on the type of service you require. * Most work will be “general repairs” for your specific zone: South, Central, North or CRC zone.

4. Click the cursor into the “Summary” field and type a short description of the issue (please be specific).

5. The “Details” field is used when your instructions are more than a couple sentences or the request is billable. If billable, this is where you put an account number. Type University account prefix letters such as “OB” or “APP” in all capital letters. Please include an account number when scheduling event setups or requesting moving, furniture repair, signs, and keys, etc.

6. Click the “Submit” button at the lower right of the main form. In the page that opens when the “Submit” button is pressed, please click the “Sign Out” button at upper right.

To find your zone and building abbreviations click this link.

Please call our Facilities Service Coordinators at x8-7928 for questions about existing work requests. *Contact information is on page two.
Facilities Contact Numbers: Calls to desk extensions for the three zone supervisors are forwarded to their mobile phones. Also, for service 24-hours a day, you can call x8-7928 to contact our Facilities Service Coordinators during normal business hours, and Night Maintenance after hours. *For fire, major water leaks or electrical power outages, call campus police at x8-5030.

South Zone Manager:

- 8-1386 Jeff Lockington *Cell: 816-489-9507

Central Zone Manager:

- 8-7962 Wade Bestgen *Cell: 660-473-6227

North Zone Manager:

- 8-7975 Robb Palmer *Cell: 913-707-4287

Clinical Research Center Zone (KUCRC) Manager:


University Housekeeping: (Home page)

- 8-3535 Housekeeping Office.
- 8-7939 Erica Goscha

Discretionary Shop: (Table setups, poster boards, moving, and furniture repair.)

- 8-7938 Scott Bogart
- 8-7942 Discretionary shop Phone.

Key & Sign Shops:

- 8-7953 Steve Brown for keys and locks.
- 8-7957 Key shop phone.
- 8-7905 Ying Vang for signs, name-plates, and name-tags.

Projects Division (Construction/Paint/Cabinet Shops):

- 8-9004 Pekka Holmberg

Billing Inquiries:

- 8-7986 Pam MacNaughton.

Receiving Dock:

- 8-1104 Chris Smith or Clifford Ross.

Other Contacts:

- 8-7974 James Lorenz, Assistant Director for Maintenance