

How to Create a Service Request

University of Kansas Medical Center

* Pressing ENTER can cause the main form to lock. Only press ENTER when searching for the room number in the room search window. If the form freezes press F5 to reset it. For login problems and help using the form, call James Hawthorne 8-7952. **Use Internet Explorer only, browsers like Firefox and Google Chrome do not work.**

1. Replace **WOREQ** with your network login, 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 call James 8-7952.
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 in the “**Description**” field and press enter to leave only the buildings with that room number. When the list is longer than one page use the small, yellow, right/left arrows to scroll. 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 repairs are general repairs for your shop: South, Central, or North 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.
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.](#)

Call or email your zone manager(s) directly for questions about existing work requests. *Contact information is on page two.

Facilities Contact Numbers: All are in the (913) area code. Calls to desk extensions for the three zone supervisors are forwarded to their cell phones. **For After Hours service** in the evenings (4PM-7:30AM), on weekends, and during state holidays **call 8-7928** to contact Night Maintenance. Messages left on this phone during the day will not be heard until after 4PM. ***For fire or major floods call campus police 8-5030.**

South Zone Supervisors:

- 8-7936 [Matt Ludwig](#) *Cell: 208-3348.
- 8-7937 [Ray Lingrel](#) *Cell: 433-3597.

Central Zone Supervisors:

- 8-1139 [Stephen DeLorenzi](#) *Cell: 387-7771.
- 8-1386 [Jeff Lockington](#) *Cell: 387-9946.

North Zone Supervisors:

- 8-7962 [David Brown](#), *Cell: 233-6200.
- 8-7987 [Merrill Whitelaw](#) *Cell: 387-9097.

University Housekeeping: ([Home page](#))

- 8-3535 [Housekeeping Office](#).
- 8-7205 [Marcia A. Gilliland](#).

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

- 8-7938 [Leobardo Leon](#).
- 8-7942 Discretionary shop Phone.

Key & Sign Shops:

- 8-7953 [Randy Keltner](#) for keys and locks.
- 8-7957 Key shop phone.
- 8-7905 [Ying Vang](#) for signs, name-plates, and name-tags.

Paint Shop:

- 8-7903 [William Wyrick](#).

Cabinet Shop:

- 8-7961 [Jim Porter](#).

Billing Inquiries:

- 8-7986 [Pam MacNaughton](#).

Receiving Dock:

- 8-1104 [Chris Smith](#) or Clifford Ross.

Landscape Services 8-5184 or 8-5188.