

The Facilities Services and Operations Department processes all requests and work through a system called TMA. This system can be accessed through [www.albright.edu/tma](http://www.albright.edu/tma) . Submitting a work order does not take much time at all and can be accomplished by following these four steps outlined within the attached Work Order Submission Guide. This Guide is also available on the Facilities web site at: <https://www.albright.edu/about-albright/offices-departments/facilities-services-operations/>

**Step 1:** Open [www.albright.edu/tma](http://www.albright.edu/tma)

You should see this page:



The screenshot shows the 'Service Request' form on the WebTMA system. The form is titled 'Service Request' and is powered by TMA Systems. It includes the following fields and controls:

- Requestor Name:** A text input field.
- Requestor Ext or Phone #:** A text input field.
- Requestor E-mail:** A text input field.
- Institution:** A dropdown menu with 'Albright College' selected.
- Building/Other:** A dropdown menu.
- Room #:** A dropdown menu.
- Requestor Department:** A dropdown menu.
- Service Requested:** A large text area for describing the request, with a 'Service Requested' label and a 'ABC' icon.
- Notify Me:** A checkbox that is checked.
- Submit:** A blue button.
- Clear:** A blue button.
- Create Bookmark:** A blue button.

**Step 2:** Fill out the required fields listed in red. Other data such as room # and department are not required, but please ensure the work location is clearly specified in the “Action Requested” area.

The screenshot shows the 'Service Request' form on the WebTMA platform. The form includes the following fields and elements:

- Requestor Name** (Required field, highlighted in red and circled)
- Requestor Ext or Phone #** (Required field, highlighted in red and circled)
- Requestor E-mail** (Required field, highlighted in red and circled)
- Institution** (Dropdown menu, currently set to 'Albright College')
- Building/Other** (Required field, highlighted in red and circled)
- Room #** (Dropdown menu)
- Requestor Department** (Dropdown menu)
- Service Requested** (Required field, highlighted in red and circled)
- Notify Me** (Checkbox, currently checked)
- Submit** (Button)
- Clear** (Button)
- Create Bookmark** (Button)

Required Fields

**Step 3:** Check the box next to “Notify Me.” This will ensure that you will be sent notifications as your request becomes a work order and is subsequently closed out.

The screenshot shows the 'Service Request' form on the WebTMA platform. The form includes the following fields and options:

- Requestor Name:** Text input field containing 'Your Full Name Here'.
- Requestor Ext or Phone #:** Text input field containing 'Your Phone Number Here'.
- Requestor E-mail:** Text input field containing 'youremail@albright.edu'.
- Institution:** Text input field containing 'Albright College'.
- Building/Other:** Dropdown menu with 'Facilities-TheCamp Building-4588' selected.
- Room #:** Dropdown menu.
- Requestor Department:** Dropdown menu.
- Service Requested:** Text area containing 'Light bulb is burnt out in the 3rd floor kitchen. Please replace the bulb.' with a small 'ABC' icon on the right.
- Notify Me:** A checkbox with a checkmark, circled in red.
- Submit:** A blue button.
- Clear:** A blue button.
- Create Bookmark:** A blue button.

**Step 4:** Click Submit

**WebTMA**  
POWERED BY TMA SYSTEMS

**aramark**

**Service Request**

**Requestor Name** Your Full Name Here

**Requestor Ext or Phone #** Your Phone Number Here

**Requestor E-mail** youremail@albright.edu

Institution Albright College

**Building/Other** Facilities-TheCamp Building-4588

Room #

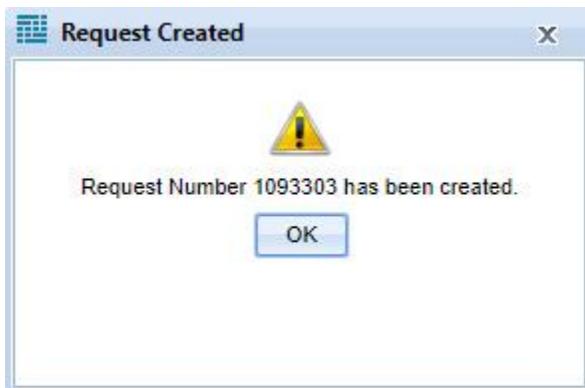
Requestor Department

**Service Requested**  
Light bulb is burnt out in the 3rd floor kitchen. Please replace the bulb.

Notify Me

**Submit** Clear Create Bookmark

**Step 5:** Once you click the Submit button, you will see the following screen:



This indicates that your request has been submitted. You will also receive an email at the supplied email address with this information. If you checked the “notify me” box while filling out the request, you will also receive an email when your request is accepted as a work order and again when the work order is closed out.

Please note: this request number will change once your request becomes a work order. That work order number will be needed to look up further information about your request.

Occasionally you may find that your work request is denied. Requests can be denied for a variety of reasons. The specific reason for denial will be sent to you in an email if your work order is denied. Please be sure to read this email in its entirety and please reach out to facilities if you have any questions about the denial.

Additionally, a work order may be closed that does not appear to be closed or that work was not performed. This can happen for a variety of reasons including, but not be limited to, items subsequently breaking after being fixed, larger issues than were addressed in the request, or simple human error. If this happens to you, please reach out to facilities and we will reopen the work request to ensure the matter is handled properly.

Finally, after your work request is completed and closed out, you will receive an email requesting that you complete a survey. Please complete this survey to assist our department in employee training and continuous improvement efforts.