How to submit a work request

Option 1 - Internet

Step #1
Navigate to http://departments.weber.edu/facilities/
Click on the Service Request icon on the left hand side menu.
Sign into our customer request system using your eWeber portal username and password.

Step #2
From the WorkDesk, click the arrow next to “Module” and select “Customer Service” and then the “Customer Request” tab. A blank Customer Service page will appear. In the top right corner, click the paper icon (New Request).

Step #3
The highlighted red boxes are required information. Enter as much detail as possible in the description field (building, location, problem, service needed, dates, etc.). The magnifying glass (under “Location”) will bring up a pop up window with different building options.

Step #4
When all red fields are completed, save the request by clicking on the floppy disk icon in the top right corner. When FM has accepted your request, an email will be sent to the contact confirming the submitted request.

A step-by-step guide is available on the Service Request screen.

Option 2 - Phone Call

Calling the FM Business Center at 801-626-6331 is another option. Please be ready to tell the Customer Service Representative any detailed information related to the request (e.g. building, location, problem, service needed, dates, etc.), your name and contact information, and the department index (if applicable).

Option 3 - Walk-In

Requests can also be taken on site at the FM Business Center. We are located at the northeast corner of campus (see map on back).
### Business Center
- Work Order Requests
- Dispatch
- Key Requests & Distribution
- Locker Issuance (Bldgs. 3, 4, & T.E.)
- Elevator Service Calls

### CAD/GIS
- Building & Room Records
- 2D/3D Drafting & Design
- Interior Way-finding Signs
- Building & Infrastructure GPS/GIS
- Floor Plans/Campus Maps
- Room Number Assignments
- Record Drawing Archives
- Project & Property Support

### Campus Planning & Construction
- Feasibility Studies & Cost Estimates for Projects
- Project Management
- University Construction Standards
- Master Planning
- Code Compliance

### Carpentry
- Bulletin Boards
- Ceilings
- Ceramic Tile Repair
- Doors & Door Hardware
- Exterior Benches
- Fixed Seating
- Flooring
- Millwork
- Projection Screens
- Restroom Partitions
- Roofs
- Walls
- White Boards
- Windows & Glass

### Custodial
- Daily Custodial Maintenance
- Snow & Ice Removal
- Carpet Cleaning
- Replace Accessible Light Bulbs
- Interior Pest Control
- Scrub, Recoat & Buff Floors
- Window Washing
- Strip & Refinish Floors

### Davis & Auxiliary Campuses
- Automation
- Carpentry
- Electrical
- HVAC
- Irrigation Distribution
- Locksmith
- Painting
- Plumbing
- Snow Removal

### Electrical
- Building Electrical Systems
- Interiors & Exterior Campus Lighting
- Electrical Safety Standards
- Campus Substation
- Implement Energy Safety Standards
- Promote Electrical Energy Savings

### Electronic Systems & Repair
- Telephone Services
- Network Services
- Multi-Media Classrooms
- Office Equipment
- Sound Systems
- Two-Way Radios
- CATV

### Energy Management / Sustainability
- Building Energy Analysis
- Campus Climate Action Plan
- Energy Projects
- Energy/Sustainability Reports
- Life Cycle Analysis
- Maintain Energy Standards
- Promote Environmental Awareness
- Research Energy Funding

### Fire Marshal
- Annual Life Safety Inspections
- Fire Alarm Systems
- Fire Extinguishers
- Fire Safety Training
- Fire Suppression Systems
- Review Plans for Remodeling and Construction

### Fleet Management
- On Campus Shuttle
- Lease Dept. Vehicles (SUV's, Cars, Mini-Vans & Trucks)
- Charter Buses
- Gas card & Pin Issue
- Campus Fuel Site

### FM Financial & Human Resources
- Budget
- Facilities Hiring Process
- Pay Roll
- Training of Employees

### FM Systems & IT Support
- FM Database Management
- FM Database Reporting
- FM Internal Computer Support
- FM Website Control

### HVAC/R
- Air Conditioning Units
- Air Ducts
- Building Fresh Air Systems
- Campus Chilled Water Plant
- Central Heating Plant
- Compressed Air Systems
- Exhaust Systems
- HVAC Operating Systems
- Ice Machines
- Refrigerated Appliances
- Temperature Control
- Vacuum Systems

### Key & Lock
- Building Access Control
- Building Security Consultation
- Central Electronic Building Access
- FM Key Records Management
- Key Control
- Key Cutting
- Lock Repair

### Landscaping
- Exterior Trash Removal
- Fertilizing
- Flower and Shrub Maintenance
- Irrigation
- Mowing & Edging
- Pruning
- Snow & Ice Removal
- Turf & Landscape Renovation
- Weed Control & Cultivating
- Athletic Fields
- Exterior Pest Control

### Paint
- Interior & Exterior Painting
- Paint & Patch
- Water-proofing
- Special Coatings
- Concrete Sealing

### Plumbing
- Culinary Water Systems
- Hot Water Heating Systems
- Plumbing Fixtures
- Pumps
- Drain Cleaning
- Fire Hydrant Maintenance & Inspection
- Gas Line Distribution & Repair
- Irrigation Systems
- Plumbing Inspections
- Water Quality
- Sanitary Sewer Systems
- Storm Sewer Systems
- Acid Waste Systems
- Swimming Pool
- Water Features
- Steam Lines
- Water Softeners
- Water Stills

### Real Property
- Lease Management of Space to & from Outside Parties
- Property & Lease Records
- Protection of Property Rights
- Sales, Exchanges, & Purchases of Real Property

### Vehicle Repair
- Vehicle Repairs
- Small Engine Repairs
- Emissions & Inspections
- Emergency Generator Repair
- Welding

### Warehouse Services
- Inventory Management for FM
- Moving Services
- Material Management for FM