

Engineering and Operations:

Instructions on keying in a corrective maintenance web request

1. Determine if your request is an **emergency** or not. If you are reporting smoke, water leaking, fire, etc., please **call 684-3232** to report this emergency. If this is a general request, then continue with step 2.
2. Open Internet Explorer (You must use Internet Explorer for your request to go through properly).
3. Start at the E&O main website. <http://eo.duhs.duke.edu>
4. Click on E&O 3232 Maintenance Requests in the bottom left-hand corner of the main webpage.

D U K E U N I V E R S I T Y M E D I C A L C E N T E R

[ACCESSIBILITY](#) | [CONSTRUCTION](#) | [CUSTOMER SERVICE](#) | [E&O HR](#) | [NEWSLETTER](#) | [REPAIR CALLS](#) | [USER'S GUIDE](#) | [Christmas 2003](#)

ENGINEERING & OPERATIONS

Strength
Hope
Caring

Strength
Hope
Caring

E&O 3232 Maintenance Request

SHUTDOWN NOTICES

E&O Service Requests
(Coming Fall 2006)

INSIDE WRAL.com
Duke University Medical Center

Hazardous Work Permits
(for facilities maintenance in laboratories)

Duke UNIVERSITY

dukehealth.org
Duke Health System

GET Microsoft Internet Explorer Built with Microsoft software for the Internet

5. Now select the link that corresponds with the area where you are physically located. If you are unsure about the building in which you are located, check the list of buildings that correspond to each site attached to this instruction sheet. For the purposes of this example, we will pick "Center For Living"

DUKE UNIVERSITY MEDICAL CENTER
Engineering & Operations
Corrective Maintenance Request Links

- ⇒ [Center For Living](#)
[Children's Health Center](#)
[Duke Clinic Complex](#)
[Duke Hospital](#)
[Eye Center Buildings](#)
[Laboratory Animal Research](#)
[Medical Center - Clinic Buildings](#)
[Medical Center - Office Buildings](#)
[Medical Center - Research Buildings](#)
[North Pavilion](#)
[Parking Garages](#)
[University Research Areas](#)

[For Instructions on Submitting Corrective Maintenance Requests, please click this link](#)

E&O HOME

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6. Now we are at the actual form that you will fill out. It looks like this. Please note, all fields that have an asterisk at the end of the name are required:

Center For Living - Web Request

[Create a Work Order](#) | [Query for Work Orders](#)

This page is for submitting 3232 trouble call requests electronically 8:00am to 4:00pm, Monday through Friday. Calls will be reviewed and transmitted to the appropriate shop during the normal hours and days. All submissions through this page outside of the normal hours and days specified will be handled the following business day. If your call is an emergency, please call 684-3232. All fields that have an asterisk are required. If you give an email address, you will receive an email confirmation of your request as well as a notice when the work is finished.

Web Request Fields

Problem Description*:	<input type="text"/>
Building*:	<input type="text"/>
Floor/Area*:	<input type="text"/>
Room/Area*:	<input type="text"/>
Requester Name*:	<input type="text"/>
Requester Phone*:	<input type="text"/>
Requester Pager:	<input type="text"/>
Email Address:	<input type="text"/>
Requester Remarks:	<input type="text"/>

Version: 4.3.1.12

7. You begin by adding a description of the maintenance problem that you are reporting (this is a required field)

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Web Request Fields

⇒

Problem Description*:	Light Out
Building*:	
Floor/Area*:	
Room/Area*:	
Requester Name*:	
Requester Phone*:	
Requester Pager:	
Email Address:	
Requester Remarks:	

Save

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8. Next, select the building that you are in (this is a required field)

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Web Request Fields

⇒

Problem Description*:	Light Out
Building*:	
Floor/Area*:	
Room/Area*:	7586 - Aesthetics & Dermatology Surgical Cli 7587 - Stedman Nutrition Center 7588 - Wallace Clinic 7589 - Pepsico Fitness Center
Requester Name*:	
Requester Phone*:	
Requester Pager:	
Email Address:	
Requester Remarks:	

Save

Version: 4.3.1.12

9. Next, select the floor or area where you are located within the building (note, you should only see floors/areas that pertain to your building. If you do not, please let us know at 684-3232. This is a required field)

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Web Request Fields

Problem Description*:	Light Out
Building*:	7586 - Aesthetics & Dermatology Surgica
Floor/Area*:	
Room/Area*:	1st Floor 2nd Floor Basement Outside Roof Various floors
Requester Name*:	
Requester Phone*:	
Requester Pager:	
Email Address:	
Requester Remarks:	

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10. Next, type in your room number or area description (Note: The system automatically copies the floor/area info from the previous screen. You will need to delete this to type your room/area description (this is a required field)

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Web Request Fields

Problem Description*:	Light Out
Building*:	7586 - Aesthetics & Dermatology Surgica
Floor/Area*:	1st Floor
Room/Area*:	101
Requester Name*:	
Requester Phone*:	
Requester Pager:	
Email Address:	
Requester Remarks:	

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11. Next, type your contact info in the next four fields. Start with your name in the requestor field, then your phone number (These are required). Then you have the option of providing your pager and email. (Note, if you include your email address, you will get a confirmation of your ticket request as well as a notification that the work requested on the ticket has been completed:

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Web Request Fields

Problem Description*:	Light Out
Building*:	7586 - Aesthetics & Dermatology Surgica
Floor/Area*:	1st Floor
Room/Area*:	101
Requester Name*:	John Smith
Requester Phone*:	555-5555
Requester Pager:	555-5555
Email Address:	john.smith@duke.edu
Requester Remarks:	

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12. Finally, use the requester remarks field to put any other information that you think might help the maintenance technician complete the work:

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Web Request Fields

Problem Description*:	Light Out
Building*:	7586 - Aesthetics & Dermatology Surgica
Floor/Area*:	1st Floor
Room/Area*:	101
Requester Name*:	John Smith
Requester Phone*:	555-5555
Requester Pager:	555-5555
Email Address:	john.smith@duke.edu
Requester Remarks:	Light Fixture is hanging from the ceiling

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