The Facilities Service Desk web page allows you to submit work requests for student facilities.

- From your internet browser, go to [http://fsd.wvu.edu](http://fsd.wvu.edu)

- To submit a work request, you must log in
- Enter your AD User Name and Password in the login box on the left side of the web page and click “Sign On” or press Enter on the keyboard
- If your AD account is not activated, click on the “activate your account” link on the Facilities Service Desk home page
  - You will need to enter your AD User Name, click “Activate” and follow further instructions which will be e-mailed to you
  - If you do not know your AD User Name or have any other login problems, contact the OIT Helpdesk at (304) 293-4444 ext. 1 or oithelp@mail.wvu.edu

- The request form appears when you sign on

**Request Form for Firstname Lastname**
(Firstname.Lastname@mail.wvu.edu)

**1. Specify Building:**
   - Select A Building

**2. Specify Room:**
   - Select A Building First
   - If your room isn't listed, select INTERIOR from the list.

**3. Select Problem Type:**
   - Select From List

**4. Select Problem Summary:**
   - Select a problem type that best fits your request.
   - Select Problem Type First

**5. Specify Request:**

- To submit a work request
  - First select a building from the “Specify Building” drop down list
    - Students can select from a list of dormitories and common areas
  - Select a room from the “Specify Room” drop down list
    - The room list will automatically refresh when a building is chosen or changed
    - As stated on the work request form, if your room isn't listed, select “INTERIOR” from the list
Select a Problem Type then a Problem Summary from the appropriate drop down lists
- If an appropriate Problem Type or Problem Summary are not listed, you may choose “Other” and type the problem in the “Specify Request” box
- Type details about the problem in the “Specify Request” box
- When the work request form is complete, click the “Submit Request” button
- A message will appear confirming the work order request submission
- You will receive an e-mail confirmation of your work order request submission
- A customer satisfaction survey may be e-mailed to you when the work request is resolved, please complete the survey if you are asked to do so

Click “Check Your Status” on the left side of the web page to check the status of your work request, the following screen appears:

<table>
<thead>
<tr>
<th>Request Date</th>
<th>Building (Room)</th>
<th>Request</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/24/2006</td>
<td>Dadisman Hall (116B)</td>
<td>Furnishings: Other (Describe Below)</td>
<td>Pending</td>
</tr>
<tr>
<td>5/24/2006</td>
<td>366 College Park Apartments (101)</td>
<td>Electrical: Outlet</td>
<td>Pending</td>
</tr>
</tbody>
</table>

- Click on the request date to view the request details
- Note the status column of the Query Request report

Use the navigation links on the left side of the web page to submit a new request or log out