

How to Submit a Work Order on MyCentral



WebTMA POWERED BY TMA SYSTEMS

UNIVERSITY OF CENTRAL MISSOURI

Service Request

Requestor Name

Phone #

Requestor E-mail

Facility Name

Building Name

Floor Code

Room #

Repair Center

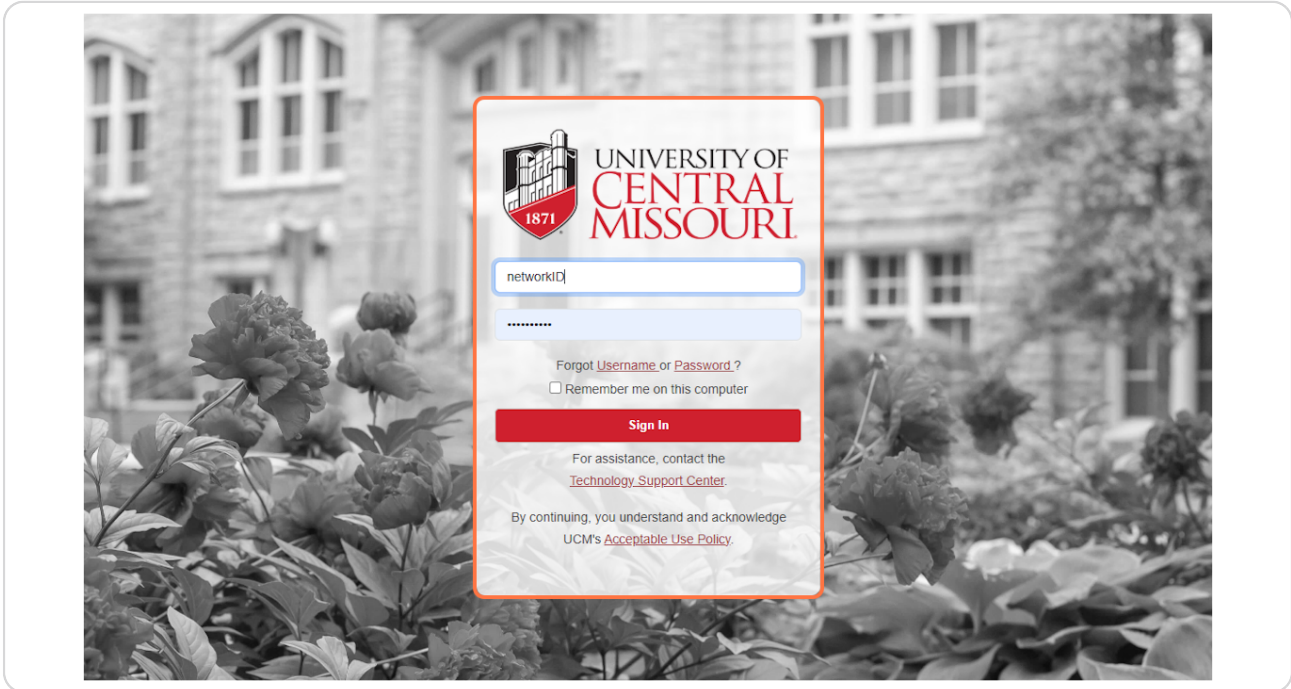
Action Requested

Notify Me



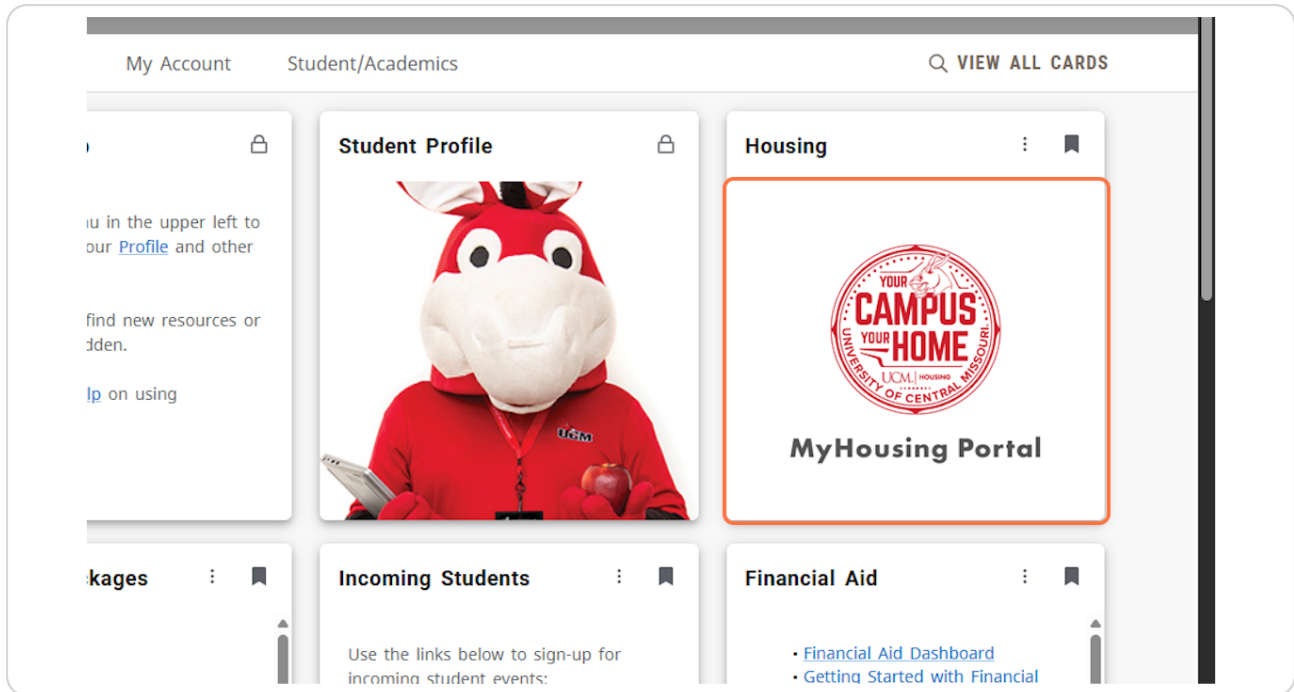
Log on to MyCentral - mycentral.ucmo.edu

use your network ID and password



STEP 2

Locate the Housing card and click the Housing logo to enter the MyHousing Portal

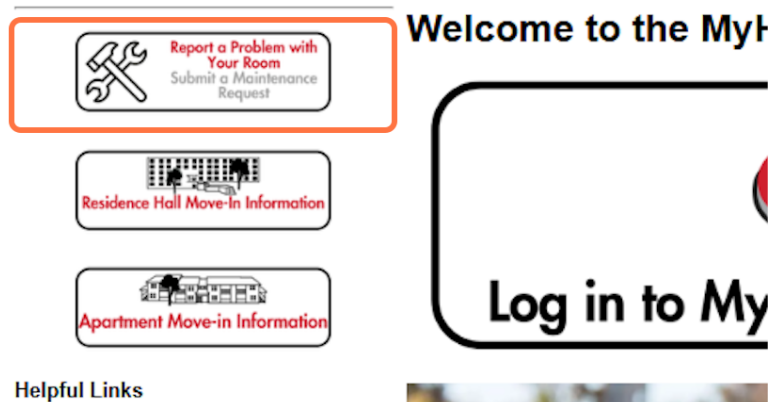
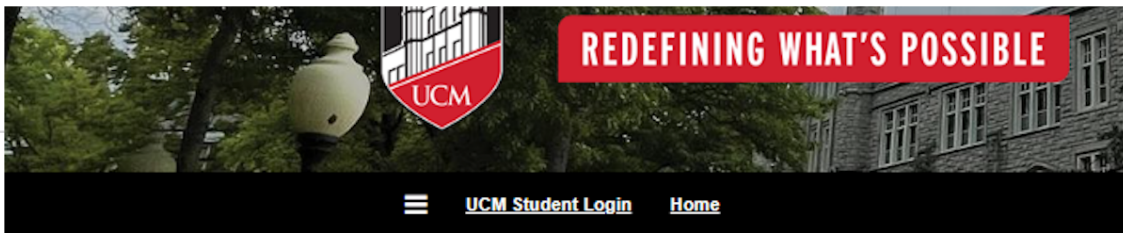


Locate the 'Report a Problem with Your Room' Icon

This may be in a different location on the screen but is located on the main home screen of MyHousing portal and does not require logging into your MyHousing Portal. Note that on a phone, you may have to scroll to locate this icon.

STEP 3

Click on the Icon



STEP 4 - See Tips for Work Order Requests

⚠ Important: For Minor/Moderate Maintenance Issues Only

Work orders should be submitted **only for minor or moderate maintenance concerns** in your room or apartment.

If you are experiencing a **significant issue or emergency**, do not submit a work order. Instead, report it immediately:

- **After hours or on weekends:** Contact the **CA on Duty** for your community.
- **During business hours:** Call **Facilities Management directly at 660-543-4331.**

Examples of major issues include:

- Fire safety concerns (e.g., smoke, sparking outlets)
- Large amounts of water or active flooding
- No heat or air conditioning during extreme temperatures
- Any situation that could cause injury or property damage

For **smaller issues** – such as a dripping faucet, burned-out lightbulb, or loose cabinet handle – please continue with the steps below to submit a work order.

This form is to be used for reporting Maintenance or Custodial issues with your Residence Hall Room or Apartment that are of a **non-emergency** nature. If it is an **EMERGENCY** between 7:00AM-5:00PM, call the EPO Main Office at 543-4331; between 5:00PM-7:00AM call Public Safety at 543-4123.

Tips for Completing the Service Request Form:

Requestor Name: - Your Name.
Phone #: - Phone # where you can be reached.
Requestor E-mail: E-mail address to receive automated Emails regarding this request.
Facility Name: Automatically Populates.
Building Name: Select from the drop down box or begin typing the building name and then select from the options presented.
Floor Code: Select from the drop down box after Building is selected.
Room # : Select from the drop down box after Building and Floor have been selected.
Repair Center: Choose Facilities Planning & Ops from the drop down box.
Action Requested: Problem you are needing addressed. Be specific and detailed with your information.

Upon completion The system will Please keep track case you need t the status of thi

 The **Notify Me** E-mail notificat address listed a system.

 If you have any please call Faci 660-543-4331.

 Use the Clear b have more than complete.

When you have the required information and are ready to proceed, click:

Continue to Online Reporting Form

View further instructions on submitting the form and contact information for FPO.

This form is to be used for reporting Maintenance or Custodial issues with your Residence Hall Room or Apartment that are of a non-emergency nature. If it is an EMERGENCY between 7:00AM-5:00PM, call the FPO Main Office at 543-4331, between 5:00PM-7:00AM call Public Safety at 543-4123.

Service Request

Upon completion of the form, click **Submit**. The system will return a request number. Please keep track of this request number in case you need to follow up with FPO regarding the status of this request.

The **Notify Me** box is automatically checked. E-mail notifications will be sent to the email address listed as this request moves through the system.

If you have any questions or need assistance, please call Facilities Planning & Operations at 660-543-4331.

Use the **Clear** button to clear the screen if you have more than one service request to complete.

When you have the required information and are ready to proceed, click:

[Continue to Online Reporting Form](#)

STEP 6

When ready to submit your maintenance request, click the 'Continue to Online Reporting Form'

When you have the required information and are ready to proceed, click:

[Continue to Online Reporting Form](#)

STEP 7

Enter Contact Details

Provide your full name, cell phone number, and your UCMO email address. Verify you are putting in the correct email as this is how you will be notified of updates. Your UCMO email ends in UCMO.EDU

The screenshot shows a web form titled "Service Request" for the University of Central Missouri. The form is powered by WebTMA (powered by TMA Systems). The form fields are as follows:

Requestor Name	Mo Mule
Phone #	660-555-5555
Requestor E-mail	mom12345@ucmo.edu
Facility Name	Central Campus
Building Name	
Floor Code	
Room #	
Repair Center	
Action Requested	

STEP 8

Continue to the drop-down menus to provide your building specific information

Service Request

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STEP 9

Locate Your Exact Building

Requestor Name

Phone #

Requestor E-mail

Facility Name

Building Name

Floor Code

Room #

Repair Center

Action Requested

Notify Me

Items 1-164 out of 164

STEP 10

Select Your Exact Floor

Requestor Name **Mo Mule**

Phone # **660-555-5555**

Requestor E-mail **mom12345@ucmo.edu**

Facility Name **Central Campus**

Building Name **Hosey Hall**

Floor Code

Room #

Repair Center

Action Requested

Notify Me

Items 1-6 out of 6

STEP 11

If you choose your building and floor properly, your room number will appear in the drop-down. Choose your exact room number.

Facility Name **Central Campus**

Building Name **Hosey Hall**

Floor Code **HH3**

Room #

Repair Center

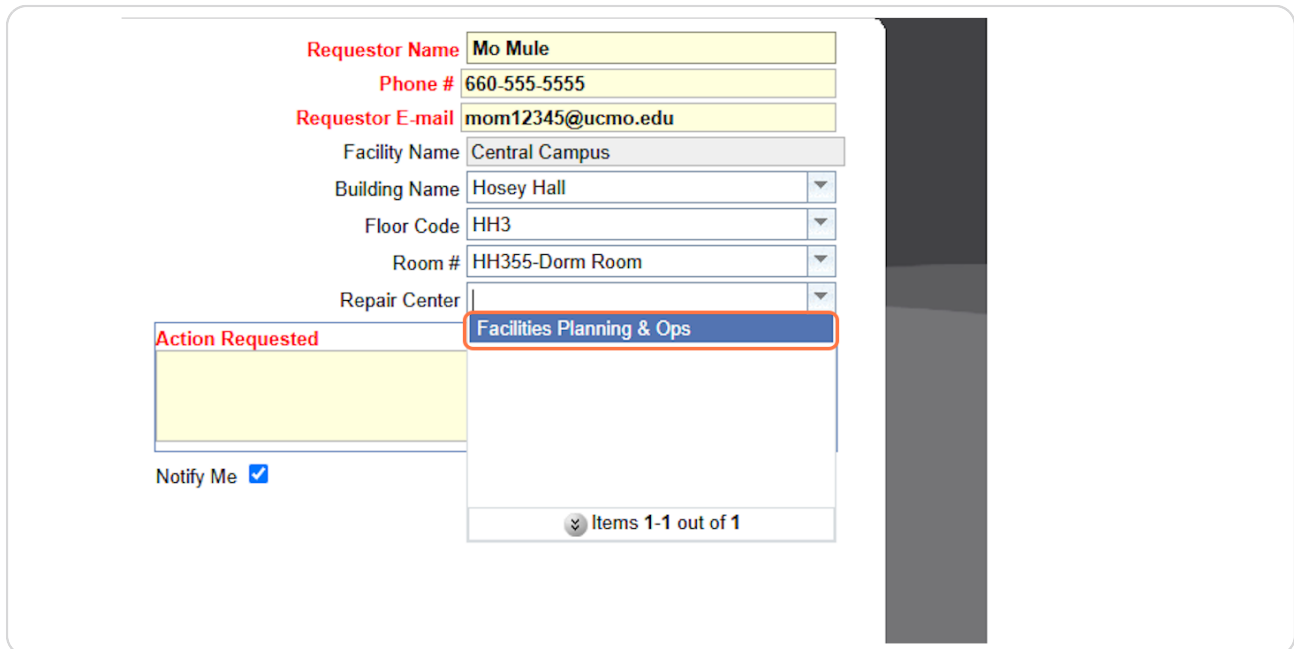
Action Requested

Notify Me

Items 1-26 out of 26

STEP 12

Click on Facilities Planning & Ops...



The screenshot shows a web form for submitting a request. The fields are as follows:

- Requestor Name:** Mo Mule
- Phone #:** 660-555-5555
- Requestor E-mail:** mom12345@ucmo.edu
- Facility Name:** Central Campus
- Building Name:** Hosey Hall
- Floor Code:** HH3
- Room #:** HH355-Dorm Room
- Repair Center:** (empty dropdown)
- Action Requested:** Facilities Planning & Ops (highlighted with a red border)
- Notify Me:**
- Items:** 1-1 out of 1

STEP 13

Enter the issue you are experiencing in your room in detail.

A clear and detailed description helps Facilities staff diagnose and fix the issue quickly. Avoid vague phrases like “it’s broken” or “not working.” Instead, explain **what’s happening, where it’s happening, and when it happens.**

Include these key details:

- **Location:** Specify the exact area (e.g., “Bedroom A closet door,” “Kitchen sink,” or “Right side of stove”).
- **What’s wrong:** Describe the issue clearly (e.g., “water is leaking from the base,” “the outlet makes a popping sound when used,” or “the AC is blowing warm air”).
- **When/how often:** Note if it’s constant or intermittent (e.g., “the leak happens when I run the dishwasher” or “the light flickers occasionally”).
- **Recent changes:** Mention anything that might have caused it (e.g., “after bulb was replaced,” “after last power outage,” etc.).

Examples:

- **Good:** “The bathroom sink is draining very slowly. I tried using the plunger, but it didn’t help.”
- **Poor:** “Sink clogged.”
- **Good:** “The AC unit in the room makes a loud rattling noise when first turned on.”
- **Poor:** “AC noisy.”

Being specific helps Facilities staff bring the right tools and parts to fix the problem on the first visit.

Requestor Name: Mo Mule
Phone #: 660-555-5555
Requestor E-mail: mom12345@ucmo.edu
Facility Name: Central Campus
Building Name: Hosey Hall
Floor Code: HH3
Room #: HH355-Dorm Room
Repair Center: Facilities Planning & Ops

Action Requested
The bathtub in our suite is slow to drain and needs inspection to fix the clog.

Notify Me Submit Clear

STEP 14

Check Notify Me to be included in notification emails on work order acceptance, assignment, and completion

Room #: HH355-Dorm Room
Repair Center: Facilities Planning

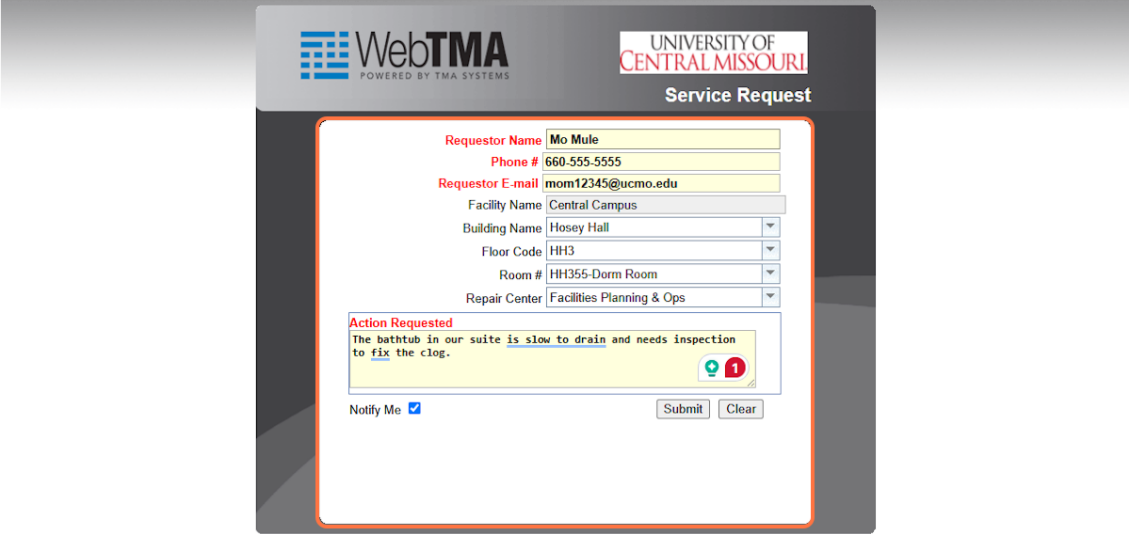
Action Requested
The bathtub in our suite is slow to drain and needs inspection to fix the clog.

Notify Me

STEP 15

Click on Submit to Submit Your Work Order

If you checked 'Notify Me', you will receive an email confirmation and updates regarding your work order. If you have follow up questions on your request, you can contact Facilities directly at 660-543-4331.



The screenshot shows the WebTMA Service Request form. The form is titled "Service Request" and is part of the University of Central Missouri's system. The form fields are as follows:

- Requestor Name:** Mo Mule
- Phone #:** 660-555-5555
- Requestor E-mail:** mom12345@ucmo.edu
- Facility Name:** Central Campus
- Building Name:** Hosey Hall
- Floor Code:** HH3
- Room #:** HH355-Dorm Room
- Repair Center:** Facilities Planning & Ops

The **Action Requested** field contains the text: "The bathtub in our suite is slow to drain and needs inspection to fix the clog." There is a red notification icon with the number 1 next to the text.

At the bottom of the form, there is a checkbox for "Notify Me" which is checked, and two buttons: "Submit" and "Clear".

