Tenant Maintenance Request Tutorial

Capital Assets Management
Office of Facilities Management
Tenant Maintenance Request Tutorial

This tutorial is designed to walk you through the steps for completing and submitting the work order form for processing.

If you have additional questions, please contact our office at 405-522-1212 and leave a message. We will get back to you as soon as possible.

Step 1

Navigate to the new request form by selecting the Facilities Management link in the Services drop-down menu on the OMES website.
Step 2

Select the Tenant Work Request link in the Resources accordion.
Step 3

Enter your user name and password on the sign-in page. **Note:** Upon initial sign in, select the **Click here** link following **Need help signing in?** at the bottom of the page to set your password.

![Sign-in page](image)

Step 4

Once you are logged in you will be taken to the Oracle Primavera page. There are three methods to begin a maintenance request from this page:

1. Select the **Tenant Maintenance Request** link in the upper left of the page.
2. Select the image or
3. Select the **Tenant Maintenance Request** link at the bottom of the page.

![Maintenance request page](image)
Step 5

Once you have selected one of the three methods to begin a work request, the Tenant Maintenance Request page will open. Select the **Create** button to open the **Create New Tenant Maintenance Request** pop-up page.

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Step 6

Select the **Maximize** button to expand the pop-up page to full screen.
Step 7

Enter a brief description of the request in the **Tenant Maintenance Request Title** form field.

Describe your request in the **Work Description** form field. Be as descriptive as possible with your request including the location of the issue, i.e., suite/floor/office numbers.

In the **Property** field, select the picker button to open a list of properties. **Note:** All OMES-managed properties will be in the far left **Property No.** column between PRP000001 and PRP0000072. Locate the **Property Name** column (third from the left). Scroll down the list until you find the name of your property and select the line.
Once the line with your property name is highlighted, choose the button in the lower right corner. **Note:** Finding the property in question using the **Find on Page** icon is detailed in Appendix A.

4. The **Space** field is not currently in use. You may ignore it.

5. Select the **Attachments** icon to submit photos and files to assist the maintenance team, and follow the directions.
If you are completing the form for someone else, in the **Requester Contacts** section, use the drop-down menu in the **On Behalf of Another** field to select **Yes**, then complete the **Employee Full Name**, **Employee Phone** and **Employee Email** fields.

When form is complete, select the **Submit** link in the upper right corner of the form.

A pop-up notification will appear.
The system will generate a receipt email of your request.

You can track the progress of your work request in the **Maintenance Status** column. The status of your request will update as it progresses through the Facilities Management work order process, i.e., **Work Order Created**, **In Progress** and **Closed**.
Appendix A

Selecting Property Using Find on Page

Select the Find on Page icon

Form fields will appear under the name of each column.

When you begin typing the name of the property, a listing of locations with those letters will appear.
Select the name of your property to highlight the line.

Choose the Select button in the bottom right corner of the page.

The Property and Property Name form fields will automatically populate. Continue with completing form.