This manual is intended to guide the EMU campus community through the steps to using the web enabled service request interface. This guide will show the user how to submit a request for maintenance services, view request status, view all requests for a building, view work orders that result from requests, and view work orders within a date range for a building and area. These services will greatly improve the level of customer service provided to the campus community. Request inputted into this system go directly into the EMU Physical Plant work request and work order system for processing. This reduces the amount of time needed to process a request. This will also allow the customers the ability to review requests and work orders easily. We hope that the use of this system will increase the level of service that we will be able to provide you.

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For questions, comments or assistance using the Mr. GreenWrench web interface, please contact the Physical Plant at (734) 734-3380. If you have problems with the site or the website is unavailable, please, contact the Physical Plant and the main number.
Click on this icon to start the process of **submitting a request** for Physical Plant services.

Click this icon to **Query Requests** that have been submitted, are pending approval, or have been accepted by EMU Physical Plant. The user can select a range of dates and view all requests for a building in a specified date range.

Click this icon to **Query Work Orders** (Open or Closed) within a range of dates for a specified building.
Submitting a Request

The Drop Down box is limited to one Facility, Eastern Michigan University, so there is no need to make any changes to this selection. No other facilities are supported at this time.

Click this drop down to select a building. This building will populate the possible areas/rooms on the next page. It is important to select the building for which the request will be made.

Click this arrow to proceed to the building selection menu.

If this is an emergency please contact Physical Plant at 487-3380

After selecting the building the request is being made for, click this arrow to proceed to the Request Form.
Submitting a Request

All fields with a red asterisk are required fields and must be completed before a request can be submitted.

Select the Area, the services are being requested for, from this drop down. (If the area is not listed, include the location in the request comment field and submit to EMU Physical Plant so the area/room can be added to the system).
Submitting a Request

An account number can be entered if the services being requested are for chargeable work. These items are identified on the Physical Plant main page if clarification is needed. This number is **NOT REQUIRED** to submit a request, but if the services are deemed to be chargeable an account number will be requested by the Physical Plant.

Type the details of the **Service Request** into this field. Please be as detailed as possible. This information will be used to provide the needed services.

Once the request information is completed, click the **Submit button once**. Wait for the screen, on the following page, to load.

**Note:** When submitting requests, please take into consideration when you have multiple tasks for one area (room, office, etc). If the tasks will require different trades persons (i.e.– no heat in an area and a light is out) this may require an HVAC technician and an electrician. It is helpful to separate these items into **two requests**. **Housing requests** can include multiple items for different trades on one requests, as a FMW technician will assess the problems before requesting assistance from additional trades.
Submitting a Request

This screen will appear after successfully submitting a request. The status of the request will be shown and a Request Number will be assigned. This is done by the system automatically.

Request Number

This is the information the user provided while filling out the Request Form. This is the information that will be used to dispatch the proper maintenance personnel.

Status of the Request

The accepted or rejected date will appear here and the reason for rejection will be listed, an email will also be sent to the submitter if a valid email was provided.

A Work Order number will appear here if the request is accepted. This is a link to the work order record and can be “clicked” to view the Work Order.
Query Requests

Requests for work submitted through Mr. GreenWrench can be queried within the system. The following diagrams show the process for querying requests for a range of dates, for a building, and the results. This is a useful tool for managing the requests that are inputted into the system.

Select the “Query Request” button on the Mr. GreenWrench homepage to begin a query of Work Requests.

By clicking the “calendar” symbol, to the right of the date field, a “pop up” calendar will appear. Double clicking a date will place that date in the “date” field.

Select the Building for which the requests would have been submitted.
After the query has run, all request within the parameters set by the user will appear. The “Requested Date”, “Accepted Date”, and “Reject Date” will appear beside the requests in the appropriate column.

By clicking on a “Request Number” the user will be taken to the details of that specific request.
**Quering a Work Order**

By clicking on the “Query a Work Order” button, a user may query Work Orders within the system.

After clicking the arrow button on the “facility select page” (the same as in the request query views), the user can use the window below to query Work Orders within the system.

“Work Order” queries work the same as request queries, but the user has the ability to view Open, Closed, or All Work orders by selecting the appropriate button.
Search by Work Order or Request number

By clicking on the drop down arrow here, a user can select whether they want to query a known Work Order number or a known Work Request number. This number can be acquired from the automated emails received from the system.

After selecting either Work Order or Work Request, the number is entered here and upon clicking the arrow button the record is displayed.

Information about the status of the Work Order, the requested action, dates, corrective actions (comments from the technician), and date closed are shown on the Work Order.
Search by Work Order or Request number

Information about charges to a Work Order may be viewed by clicking the View Charges button at the top of a ticket. Labor, Parts, and Rental/Other charges are detailed.

The actions taken to complete the job are listed here in Corrective Actions.

All charges made to the Work Order are shown in this view. Technician labor information is detailed as well as any parts or rentals.