

FACILITIES & OPERATIONS

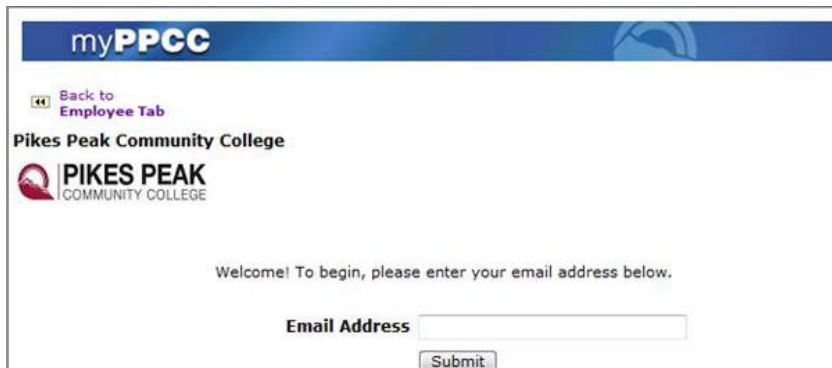
Submitting Work Orders

New User

4 Simple Steps to Setting up Your Account –

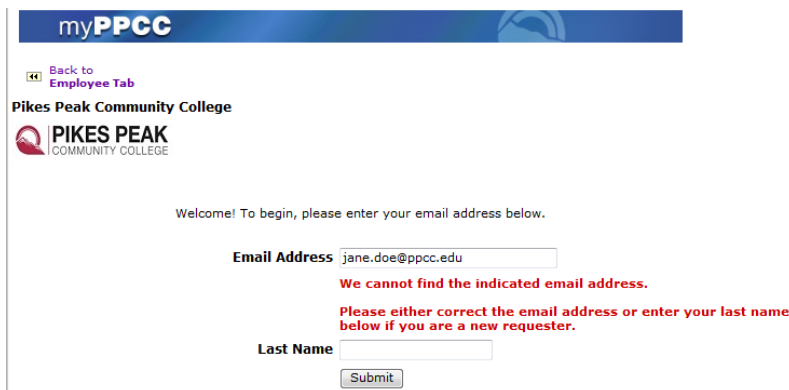
(please note that new user information IS NOT saved until the 1st work order is submitted so you are encouraged to wait until you need to submit a work order to set up your account.)

STEP 1 – On “MyPPCC” portal, find the **EMPLOYEE** tab, go to **SERVICES** and click on **FACILITIES**; you will be prompted to screen below.



The screenshot shows the myPPCC portal interface. At the top is a blue header with the myPPCC logo. Below the header is a navigation link: "Back to Employee Tab". The main heading is "Pikes Peak Community College" with the college's logo. A welcome message reads: "Welcome! To begin, please enter your email address below." There is a text input field labeled "Email Address" and a "Submit" button below it.

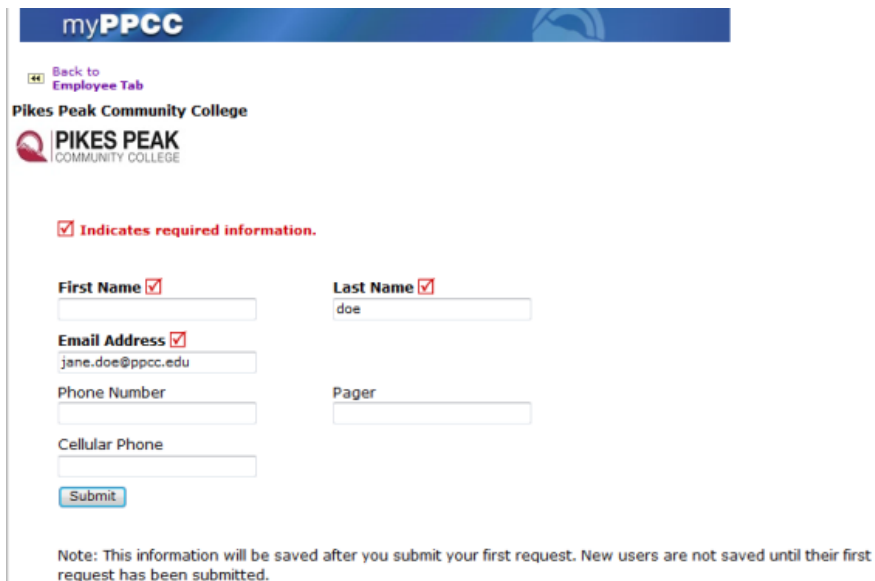
STEP 2 - enter your PCC email address (i.e. firstname.lastname@ppcc.edu); **hit submit**



The screenshot shows the myPPCC portal with an error message. The "Email Address" field now contains "jane.doe@ppcc.edu". A red error message states: "We cannot find the indicated email address. Please either correct the email address or enter your last name below if you are a new requester." Below this, there is a "Last Name" text input field and a "Submit" button.

STEP 3 – a **RED** message will pop up stating it cannot find your email address; enter your last name in the block provided; **hit submit**

STEP 4 – Enter information in the **three (3) required fields** to include your **first name, last name and email address** (the remaining fields are optional). **IMPORTANT:** double check that your email address is accurate before you hit submit; **hit submit**



The screenshot shows the myPPCC portal with the full registration form. A legend at the top left indicates that a red checkmark in a box "Indicates required information." The form fields are: "First Name" (required), "Last Name" (required, with "doe" entered), "Email Address" (required, with "jane.doe@ppcc.edu" entered), "Phone Number", "Pager", and "Cellular Phone". A "Submit" button is at the bottom. A note at the bottom of the page reads: "Note: This information will be saved after you submit your first request. New users are not saved until their first request has been submitted."

Submitting Work Orders (continued)

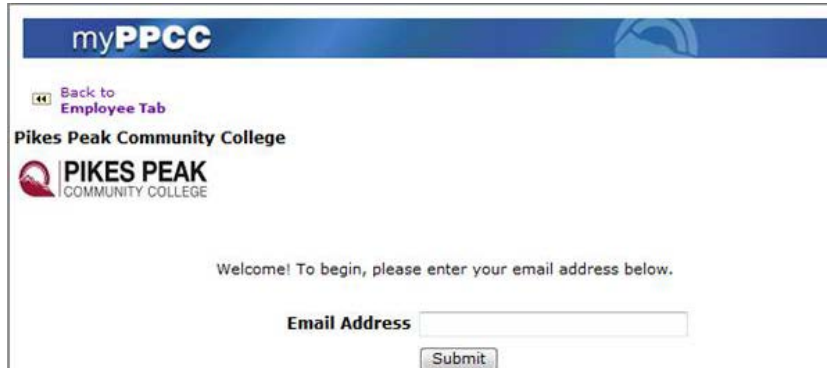
Screen will automatically take you to a new work order ticket.

(Remember, new user information IS NOT saved until the 1st work order is submitted so you are encouraged to wait until you need to submit a work order to set up your account).

YOUR USER ACCOUNT HAS NOW BEEN SUCCESSFULLY SET UP!

Returning Users

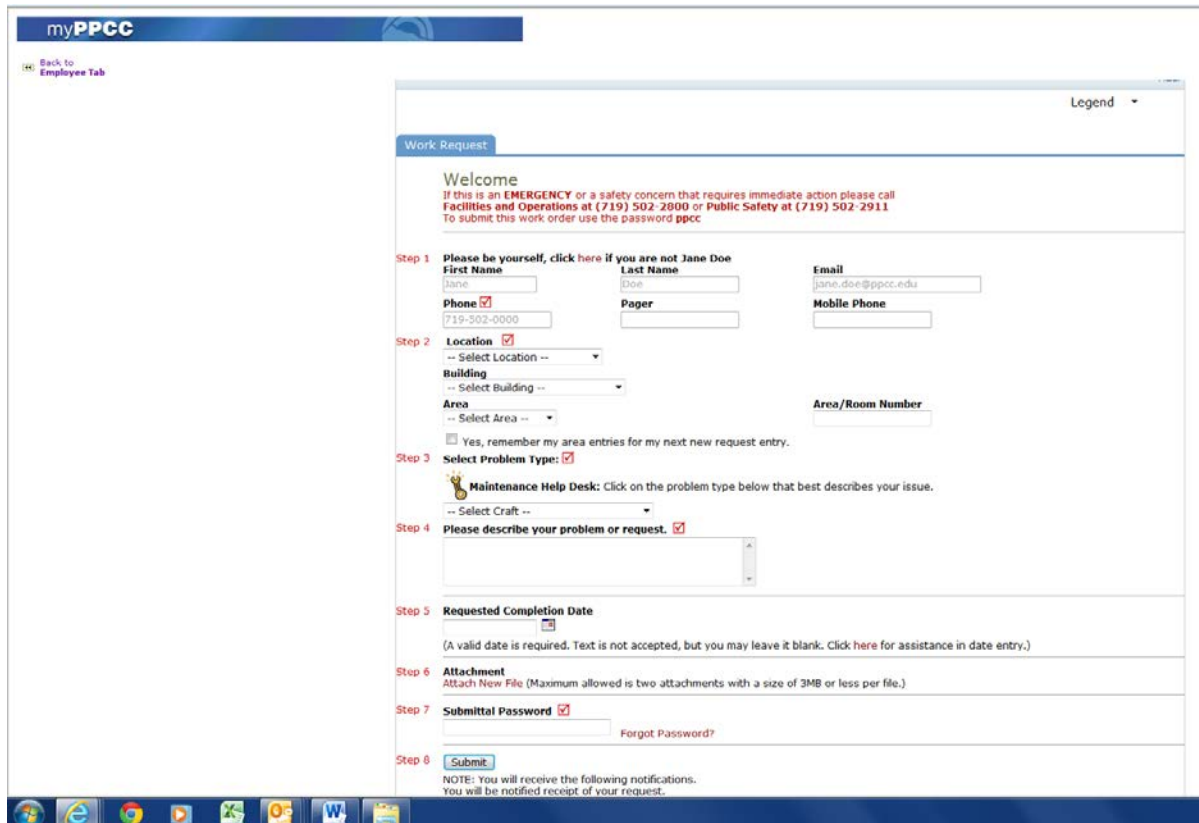
STEP 1 – On “MyPPCC” portal, find the **EMPLOYEE** tab, go to **SERVICES** and click on **FACILITIES**; you will be prompted to screen below.



The screenshot shows the myPPCC portal interface. At the top, there is a blue header with the myPPCC logo. Below the header, there is a navigation bar with a "Back to Employee Tab" link. The main content area displays the Pikes Peak Community College logo and a welcome message: "Welcome! To begin, please enter your email address below." Below the message is a text input field labeled "Email Address" and a "Submit" button.

STEP 2 - enter your PPCC email address (i.e. firstname.lastname@ppcc.edu); **hit submit**

STEP 3 – Enter the information to the best of your knowledge in required field Steps 1-5 on screen. “**Submittal Password**” asked in Step 7 on the screen is “**ppcc**” (all lowercase). Note: this must be entered each time you submit a work order; **hit submit**



The screenshot shows the myPPCC portal work request submission form. The form is titled "Work Request" and includes a "Legend" dropdown menu. The form is divided into several steps:

- Step 1:** Personal information fields including First Name, Last Name, Email, Phone, and Pager.
- Step 2:** Location selection fields including Location, Building, Area, and Area/Room Number.
- Step 3:** Problem type selection, including a "Maintenance Help Desk" section with a "Select Craft" dropdown.
- Step 4:** A text area for describing the problem or request.
- Step 5:** Requested Completion Date field.
- Step 6:** Attachment section with a note: "Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)".
- Step 7:** Submittal Password field with a "Forgot Password?" link.
- Step 8:** A "Submit" button.

At the bottom of the form, there is a note: "NOTE: You will receive the following notifications. You will be notified receipt of your request."

YOU HAVE NOW SUCCESSFULLY SUBMITTED A WORK ORDER TICKET.

Need Help? Call Facilities & Operations at 502-2800