

How to view submitted work requests

Sign into the work order system:

luc.edu/facilities/requestaworkorder/

A-Z CONTACT DIRECTORIES LOCUS

LOYOLA UNIVERSITY CHICAGO | Facilities

ABOUT US MAKE A REQUEST CURRENT AND RECENT PROJECTS ENVIRONMENTAL SERVICES RESOURCES

/ FACILITIES/ REQUEST A WORK ORDER

Request a Work Order

Watch this short video tutorial (2:58) on [how to submit a work request](#)

Non-Facilities Related Work Requests:

- Fire alarm, building flood, power outage, elevator entrapment, natural gas odors call Campus Safety LSC/WTC (773) 508-7233 or HSC (708) 216-9077
- Networking / ITS: <https://luc.saasit.com/>
- Laundry (Residence Life): LUC.edu/reslife/resources/maintenance/
- Key Request-Core Change (Campus Safety): Luc.edu/securityaccess
- Residence Hall Furniture: Please contact your RA
- Toner Recycling/Pickup: Contact Tammy at Warehouse Direct (tammyiovan@warehousedirect.com) with Department AU, Building, and Room

SUBMIT WORK ORDER

Log in using UVID (not case sensitive) and password (case sensitive):

ARCHIBUS

Log in

Username (case-insensitive)

BTRIPP

Password (case-sensitive)

.....

Log in

To view submitted work requests choose my account in top, right-hand corner:

LOYOLA UNIVERSITY CHICAGO

Welcome, Bryana
MY ACCOUNT ▾

How can we help you?

Work requests are scheduled based upon the priority level of the task. Priority is given to life safety, building safety, and mitigating extensive damage to facilities. If your specific problem type is not listed below please visit LUC.edu/facilities to view the contact directory of non-facilities related services.

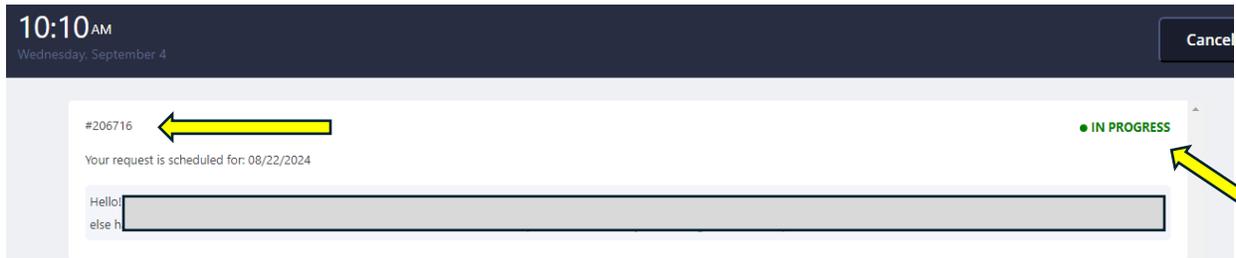
- EVENT SET-UP
- ACCESSIBILITY
- APPLIANCES
- FIND PERSON, ROOM, OR EQUIPMENT
- LOCKS/KEYS/DOORS
- ELECTRICAL

Choose Service Requests:

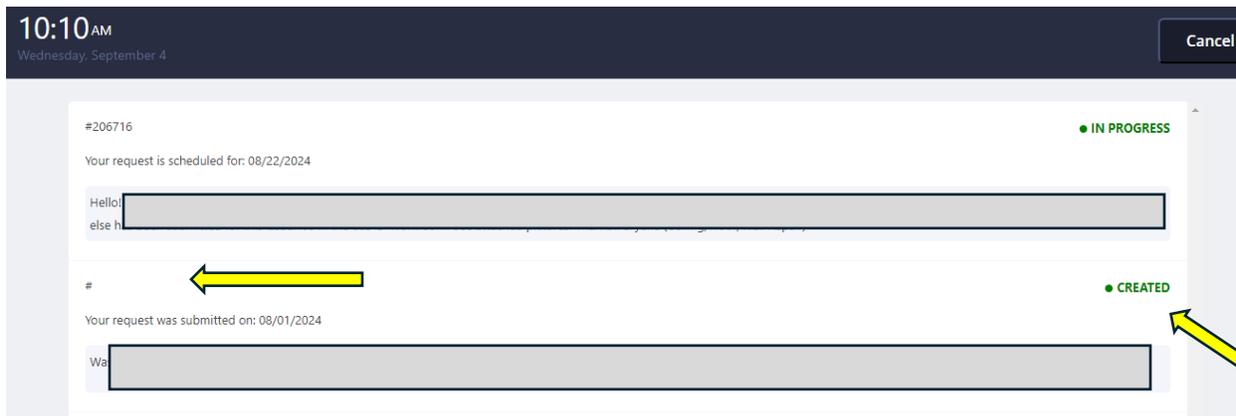
Welcome, Bryana
MY ACCOUNT ▾

- Service Requests
- Log Out

When you submit a work request, you can view the work request here. When it's created, you'll get an email with the work request number and the same work request number will be located here. The request will be listed as in progress. Please refer to this work request number when inquiring on the status of a work order:



On rare occasions, you'll submit a request and it doesn't actually get submitted. In that case, you won't receive an email and when you go to review your current submitted requests, the request will not have a work request number and the status will be listed as "created." While Facilities does monitor for this, you can also resubmit the work request.



When a request is completed, the status will change to completed:



You then receive two emails from notifications@iwmsapp.com :

One email informs you that your request is complete. Craftsperson's comments are included in this email.

Work Request with ID: 210007 Changed to the Following Status: Complet...

notifications@iwmsapp.com

To Deak, Bryana



8:11 AM

The status of the work request with ID: 210007 has been changed to the following status:
Completed.

Request Date: 2024-09-05

Requested By: [Redacted]

Requestor Phone: [Redacted]

Building Code: [Redacted]

Room: [Redacted]

Location: [Redacted]

Problem Type: [Redacted]

[Redacted] (Hang Office Essentials)

Craftspersons Comments: This request has been completed. BD

The second email is a follow-up survey. Please fill it out so that we can better serve you!

Loyola Facilities Work Request Follow-up Satisfaction Survey

○ notifications@iwmsapp.com

To ● Deak, Bryana



8:11 AM

Loyola Facilities aims to make satisfaction our top priority.

Please help us by filling out the following satisfaction survey for work request with ID: 239528 for ARCH-INTERIOR|HANG OFFICE ESSENT.

Click the following link to view the details: <https://loyola.iwmsapp.com/archibus/ab-bldgops-console.axvw?code=a319d6d5-a3a2-1556-389c-85158743e261>

If you have any further questions, please reach out to facilities@luc.edu.