NCDOA Training

Role: Building Coordinator

https://sonctest.assetworks.cloud/
Submit Work Order

1) **Search** for a Request Type or **Select** from the Category icons.

![Image of the NC Department of Administration FACILITY MANAGEMENT DIVISION REQUEST PORTAL]

2) **Populate** the fields throughout the form.
   a. The contact information will default to your profile. If the contact person for the request needs to be someone different than yourself, populate that person’s information instead.

   ![Image of HVAC REQUESTS Onsite Contact]

   b. **Select** the issue that closest represents the issue you wish to report.

   i. If **Too Hot/Too Cold** is selected, this field will appear. Enter an estimate if possible.
c. **Enter** a detailed work description.

d. **Select** any of the special considerations that apply. All could be selected if applicable but none are required.

e. **Select** the Property where the issue is occurring. Click the dropdown and begin to type the building name or number.

f. **Select** the floor of the building if available

g. **Enter** any details to help locate the issue location more efficiently.

h. There is an area to **attach** any files or photos at the bottom of the screen. This is not required but could be helpful in better identifying the issue.

i. Upon completing the form, **click** the **button**.
2) On the next page a summary of your request will appear.
   a) If you wish to cancel the request, Click the Cancel button.
   b) If any changes need to be made to the request, Click the Previous button.
   c) To continue with the request, Click the Review button.

Please continue to the next page to submit this request.

Work Order Description

There is a temperature issue in the space. Enter a detailed description of the issue being reported here. Considerations: Ladder or lift required, Coordination is required with onsite contact.

Cancel  Previous  Review

Drop files to attach, or Browse

Note: Files can still be attached at the bottom of the screen at this point.

3) ReADY will allow another chance to review the full request before being submitted. Once a final review is complete, Click Submit.

4) Once submitted the request will go through an approval process and if approved the request will become a Work Order. Process complete.