

WebTMA

[Click here to access the new request form!](#)

NOTABLE INFO

Single Sign On (SSO)

You can now sign in with your WPI account information instead of remembering a different account. This will also automatically populate your name and email into the form.

Receipt Email and Tracking Link

You will receive a unique link for every request you enter that will allow you to track the status. This will be on the submission confirmation page and in the body of the submission receipt email. You can also share this link with others who want to track a request.

Location Dropdowns

We now have dropdowns to select specific locations on the request form instead of free form text boxes. If you don't see the location you need, please note it in the description so we can make sure it gets added! Area/Room search can be done with full names or numbers, building search is full name only.

Be specific!

The more information we get up front, the quicker and better we can address the issue. For instance, if there is an active leak, include where the water is coming from and at what rate.

QUESTIONS?

If you have any questions or run into any issues, we want to help! Please reach out to us at facilities@wpi.edu, and we will respond as soon as we're able.

WPI Facilities is happy to introduce WebTMA as our new work order system. Requesters should expect very little change to the overall work order process, but here is some important information for your reference:

- Requester accounts in SchoolDude will be deactivated the day WebTMA goes live.
- Work orders created in SchoolDude will be completed in SchoolDude. Please do not resubmit open work orders into WebTMA.
 - Facilities will migrate any work orders that need to be moved from SchoolDude to WebTMA.
- Please still keep a single point of contact in your department for requests whenever possible to reduce duplicate requests.
- Requesters no longer have to pick a craft or category - we'll take care of that for you!

New Request Form: _____

The screenshot shows the 'Submit Service Request' form on the WPI website. At the top is the WPI logo. The form is titled 'Submit Service Request' and is divided into several sections. The 'Requestor Information' section includes fields for NAME, EMAIL, and PHONE. Below this is the 'Location Information' section, which includes a dropdown for BUILDING, a dropdown for FLOOR, and a dropdown for AREA/ROOM. The 'Request Information' section includes a text area for a detailed description of the request, a checkbox for 'SERVICE ANIMAL PRESENT', a checkbox for 'IS VANDALISM SUSPECTED?', and a text area for 'ACTION REQUESTED'. At the bottom is the 'ATTACHED FILES' section, which includes a 'Choose Files' button and a note to select one or more files.

facilities@wpi.edu
wpi.edu/offices/facilities-office