

University Facilities

WebTMA7 Requestor Guide

WebTMA is Drexel University's online work order management system. The following instructions will walk you through the steps on how to:

1. Log on
2. Submit a work request
3. Check the status of a work request or work order
 - a. Types of statuses
 - b. Use the search function

How to log on to your requestor account

Drexel has switched to single sign on authentication to access WebTMA instead of a separate unique password to access WebTMA.

The new URL to access WebTMA is:

<https://drexel.webtma.com/SAML/login>

If you have a bookmark / favorite already set up for WebTMA

- You should edit the URL in the Bookmark / Favorite properties with the new URL listed above.

If you don't have a bookmark / favorite already set up for WebTMA


- As soon as you enter the URL, it will redirect to a new Drexel Connect URL
- At this point, you can create a new bookmark / favorite
- When bookmark / favorite is created, edit the URL in the Bookmark / Favorite properties with the new URL listed above.


Please note that any Drexel faculty member, professional staff, or affiliate can submit a simple, non-chargeable work request through Drexel One, under the Employee tab without having to log into WebTMA.

How to Submit a Work Request in WebTMA

Once logged in, the system will automatically bring you to the “Service Request” submission page (below) with some of your information pre-populated.

Note: You can change any of the pre-populated fields if necessary. For example, “Account #” can be changed if you are using another account besides your default.

SERVICE REQUEST 



DREXEL UNIVERSITY
**Real Estate
and Facilities**

Department Name

Account #

Campus* ⓘ

Building Name* ⓘ

Floor Code ⓘ

Area # ⓘ

Additional Comments

Request Date*

Name*

Phone #*

Email Address*

Notify Me

Linked Document

Action Requested*

1. Items highlighted in **RED** are mandatory fields.
2. Make sure the “Notify Me” box is checked to receive email notifications on status changes.
3. “Campus” will be defaulted to your campus.
4. Click on the “Building Name” drop-down box to select a building. You may have access to submit a request for any building on campus, or you may have limited access and can only select from the buildings shown.
5. Select the “Floor Code” and “Area” (room) if you have that information available.
6. Optional: attach a picture or file to the request (if applicable). Select type of file from the drop-down list, then type a description and select the file via the “Browse” button. File name will appear under the “Browse” button after it is selected.
7. Enter a description of the work you need completed in the “Action Requested” box. Make sure to be as detailed as possible.
8. Click the “SAVE” button in the bottom left corner of the form.

After you click “SAVE” you will receive a confirmation message at the top of the page with your assigned request number. This means your request has been sent the Dispatch Center for review.

Successfully Created Request Number 122077

Once your work request is saved, a Facilities dispatcher will either accept it or reject it during normal business hours. Once accepted, it will be converted to a Work Order and assigned a Work Order Number.

How to Check the Status in WebTMA

Click on the “Request Status Browse” tab to view all Open Requests, Rejected Requests, Open Work Orders, or Closed Work Orders.

Depending on the access given to you by your college/division, you may have authorization to only view the status of the requests that you submitted, or you may be able to see all the requests within a certain building(s).

My Numbers ▼

0
Open

0
Finished

0
Closed This Week

0
Closed Last 30 Days

0
Closed This Year

0
Pending

0
Rejected

My Work History ▼

| Request # | Work Order # | Request Date | Action Requested | Facility | Building | Room Number |
|-----------|--------------|------------------|---|-----------------|-------------------|-------------|
| 110379 | FM-156260 | 03/03/2020 15:35 | Room 307 will be occupied by a new employee in the Academic Building. Since the room has been unoccupied for some time, is it possible to have someone do a cleaning of the office (dusting, vacuum, deep cleaning of carpets)? | University City | Academic Building | 307 |
| 110735 | FM-156886 | 03/11/2020 15:39 | Our kitchen sink appears to be admitting a foul odor. We believe it may be something within the pipes. Thanks! | University City | Academic Building | 201 |
| 11429 | FM-21541 | 01/22/2013 12:29 | We need to items hung onto our walls. I can give you a better description of where in our office. Thank you! | University City | Randell Hall | 235 |
| 11699 | FM-21280 | 01/28/2013 16:15 | We believe we have water damage and mold in Dr. Julie Mostov's office in Randell 235. | University City | Randell Hall | 235 |
| 11881 | FM-21446 | 01/31/2013 16:05 | Hello---We would like to have furniture moved in our office on Friday February 1st so that Dr. Julie Mostov, Vice Provost for Global Initiatives, can finish replacing her | University City | Randell Hall | 235 |

1
1 - 36 of 36 items


My Numbers: This section will show all work orders based on their status:

- Open – List of accepted work orders. Work orders listed here are in the process of being reviewed/worked on.
- Finished – Physical work requested has been performed.
- Closed – Both physical work and administrative documentation have been concluded.
- Pending – Requests placed that have not been reviewed and approved yet by the Facilities Call Center staff.
- Rejected – Requests that were not accepted into work orders. Rejection reasons are sent via email when the request is rejected.

If there are any questions regarding your request, one of our Dispatchers or Managers will contact you for clarification or feel free to contact University Facilities at Facilities@drexel.edu.

My Work History: This grid shows a list of all work orders based on your access. You can use the filter option on the top of all columns to search specific requests.

Search for Work Orders in Request Status Browse

1. Click the  icon.
2. Type in a keyword based on the column selected (i.e. work order number).
3. For a simple search, only one text box needs to be filled out.
4. Click "Filter" and review results.

| Work Order # | Action Requested |
|--------------|------------------|
| FM-182971 | |
| FM-182976 | |
| FM-182975 | |
| FM-182974 | |
| FM-182973 | |
| FM-182972 | |
| FM-182977 | |

Show items with value that:

Contains ▼

FM-182976

And ▼

Is equal to ▼

Tip: Change the dropdown value from "Is equal to" to "contains" to return a broader range to your search.

| Work Order # | Action Requested |
|--------------|-----------------------------------|
| FM-182976 | Replace ceiling tiles above desk. |