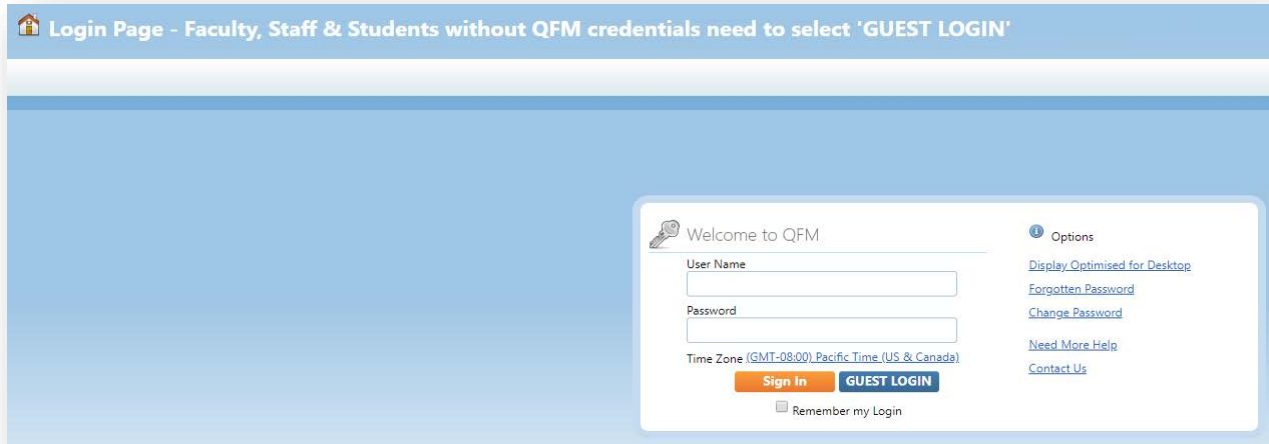


# QFM User Guide – Submitting a New Request

*\*For UC Merced general users\**

**Step 1:** Go to [facilities.ucmerced.edu](https://facilities.ucmerced.edu) and click on the **Submit a Work Request** button; you will be directed to the QFM login screen.



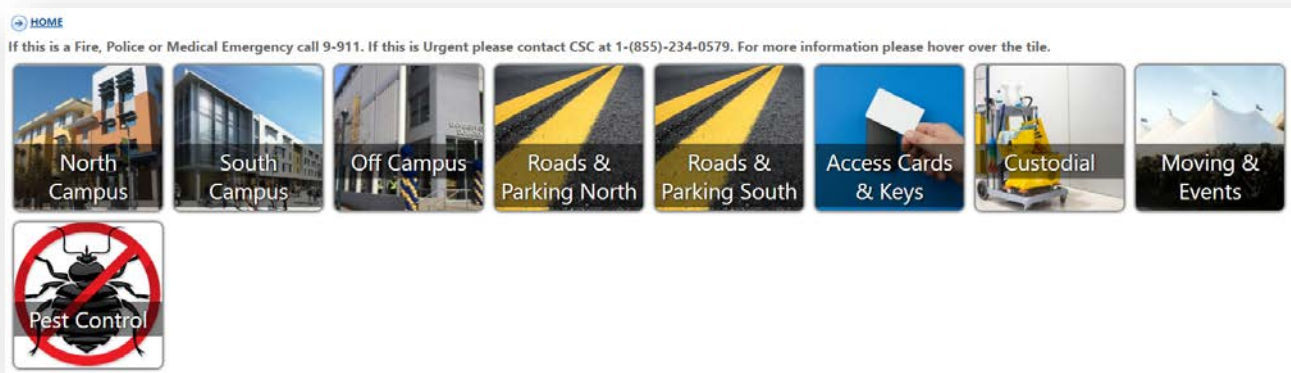
The login page has a blue header with a house icon and the text "Login Page - Faculty, Staff & Students without QFM credentials need to select 'GUEST LOGIN'". The main content area is light blue. On the right, there is a white login box titled "Welcome to QFM". Inside the box, there are fields for "User Name" and "Password", and a "Time Zone" dropdown menu set to "(GMT-08:00) Pacific Time (US & Canada)". Below these fields are two buttons: "Sign In" (orange) and "GUEST LOGIN" (blue). A "Remember my Login" checkbox is located below the "GUEST LOGIN" button. To the right of the login box, there is an "Options" section with links: "Display Optimised for Desktop", "Forgotten Password", "Change Password", "Need More Help", and "Contact Us".

**Step 2:** Click the **GUEST LOGIN** button.

- First time logging in - select the Pacific Time Zone. *This is a one-time selection, unless browser history is cleared.*

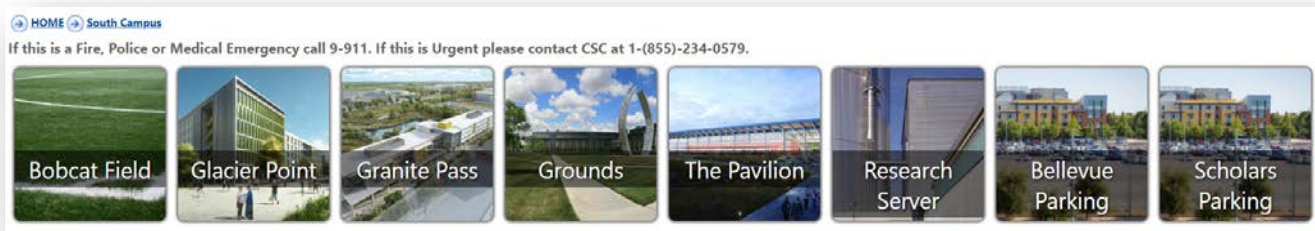
**Step 3:** Select the tile that most closely represents the location or description of the request being created.

- *Tip:* Hover your cursor over each geographical tile for a list of locations.

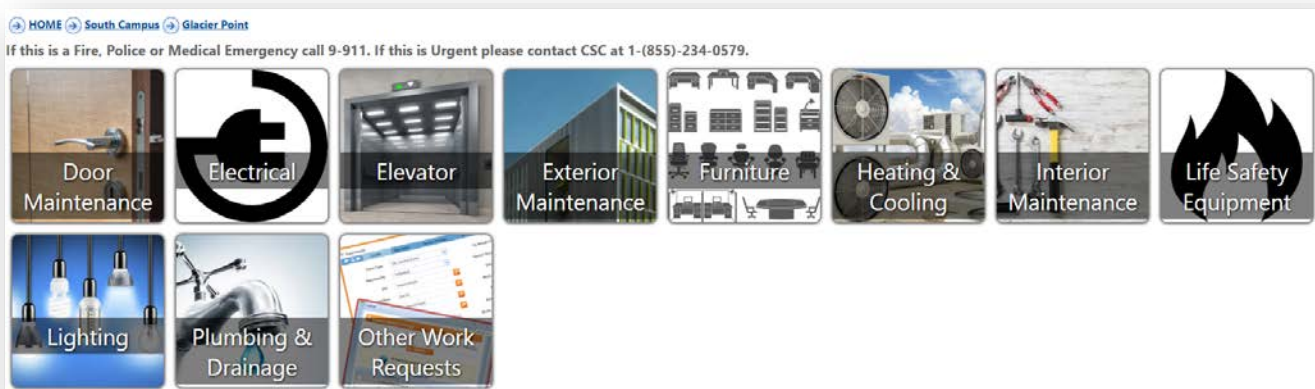


- North Campus, Off Campus, Roads & Parking North, Access Cards & Keys, Custodial, Moving & Events and Pest Control will all direct you to the WebTMA iServiceDesk portal to finish submitting your request.

**Step 4:** Your selection in Step 3, South Campus or Roads & Parking South, will bring you to a selection of locations. Select the tile that represents the location of the issue you are reporting.

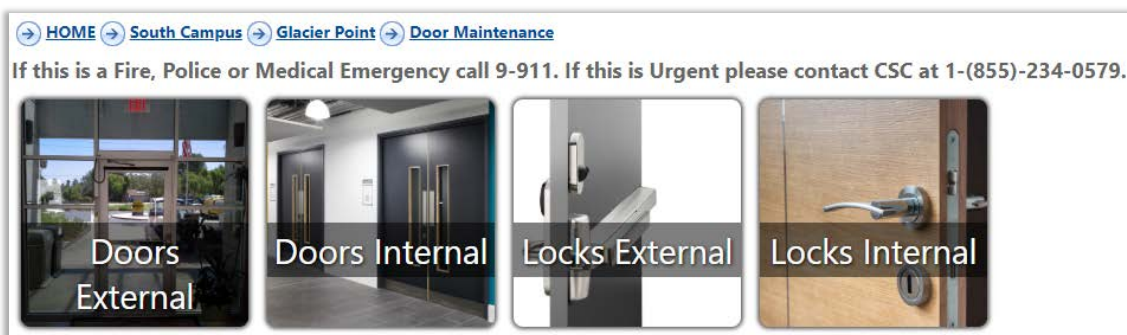


**Step 5:** The QFM website will filter down to the most common types of requests based on the location chosen.



**Step 6:** The tile chosen in Step 5 will direct you to either:

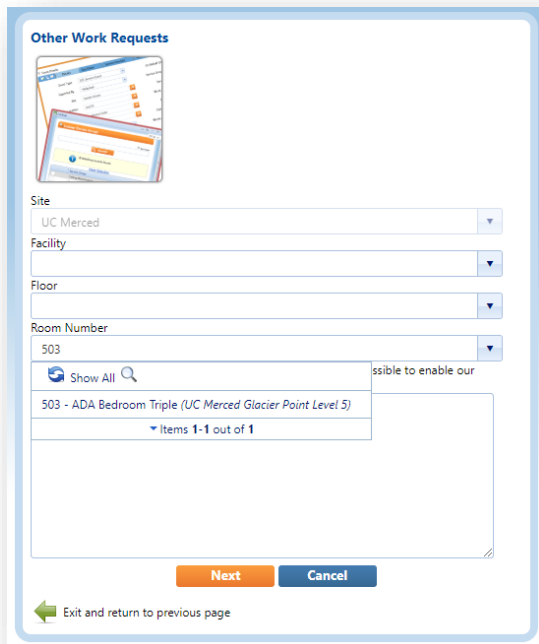
- a) An additional tile selection common for that category
  - a. For example: Door Maintenance



- b) WebTMA iServiceDesk portal to finish submitting your request
  - c) The final steps to log your request; see Step 7
- *Tip:* These tile selections are essential for QFM to categorize work requests accurately and allow the technicians to respond in a timely manner.

**Step 7:** Fill in the request details. If you are unable to find a location to best fit the request, choose a location to the best of your ability and add a detailed description of the location along with a detailed description of the issue in the text box.

- Tip: Drop downs can be used with your curser to scroll, or by typing in text.

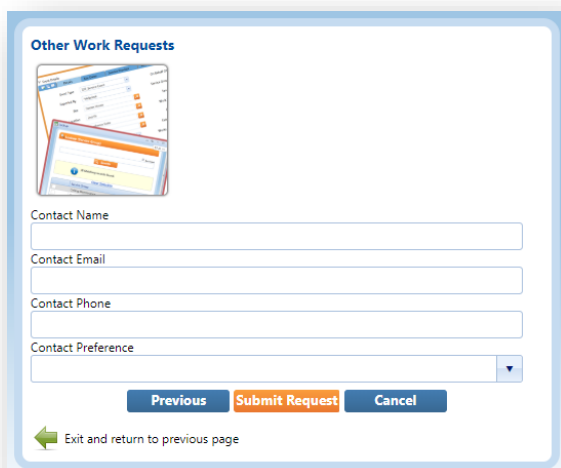


The screenshot shows the 'Other Work Requests' form. At the top left is a thumbnail of the form. Below it are dropdown menus for 'Site' (UC Merced), 'Facility', 'Floor', and 'Room Number' (503). To the right of the 'Room Number' dropdown is a search icon and the text 'possible to enable our'. Below these is a search results box showing '503 - ADA Bedroom Triple (UC Merced Glacier Point Level 5)' with a dropdown arrow and 'Items 1-1 out of 1'. At the bottom are 'Next' and 'Cancel' buttons. In the bottom left corner is a back arrow and the text 'Exit and return to previous page'.

- Click the **Next** button once all details of the issue have been listed.

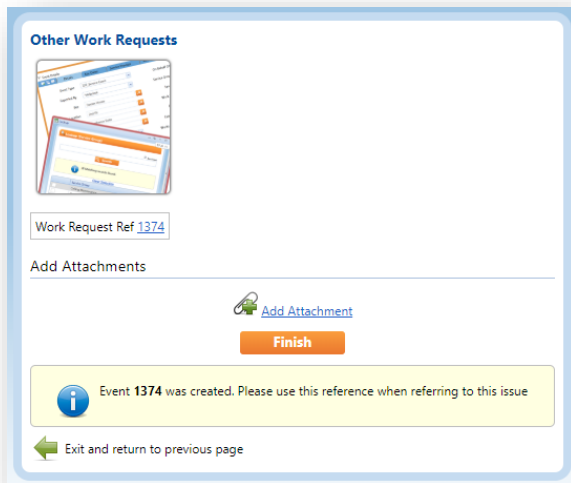
**Step 8:** Provide your contact information, including the best phone # to reach you at in case there are any questions from the staff or technicians. The email address you provide will be used to send email notifications regarding your request.

- Click the **Submit Request** button.



The screenshot shows the 'Other Work Requests' form with contact information fields. At the top left is a thumbnail of the form. Below it are input fields for 'Contact Name', 'Contact Email', and 'Contact Phone'. Below these is a dropdown menu for 'Contact Preference'. At the bottom are 'Previous', 'Submit Request', and 'Cancel' buttons. In the bottom left corner is a back arrow and the text 'Exit and return to previous page'.

**Step 9:** The final page will provide your Work Request # and an opportunity to attach pictures or other supporting documentation.



The screenshot shows a web form titled "Other Work Requests". At the top left, there is a thumbnail image of a document. Below it, the text "Work Request Ref 1374" is displayed. Underneath, there is a section labeled "Add Attachments" with a link "Add Attachment" and a green paperclip icon. A prominent orange button labeled "Finish" is centered below the attachment section. At the bottom of the form, a yellow information box contains a blue circle with an 'i' and the text "Event 1374 was created. Please use this reference when referring to this issue". Below the yellow box is a green arrow pointing left with the text "Exit and return to previous page".

**Step 10:** Click the **Finish** button. You will receive an email confirmation to the address provided in Step 8.

- Please feel free to contact us at [Merced-HelpDesk@jci.com](mailto:Merced-HelpDesk@jci.com) with any questions.