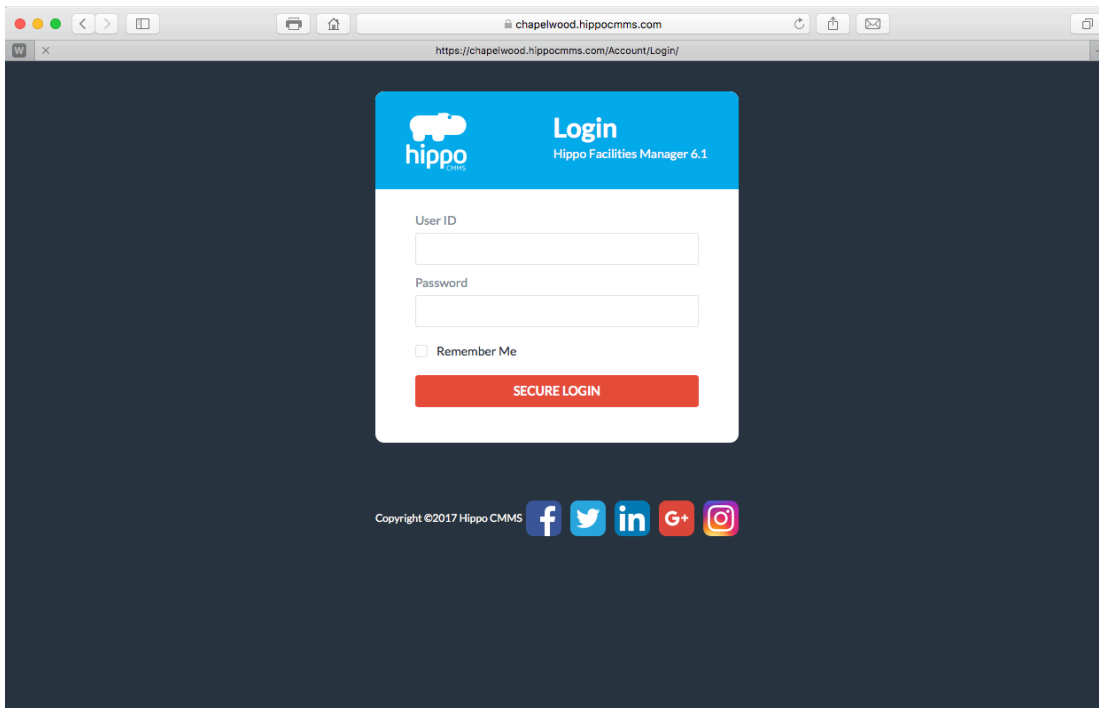




ONLINE WORK ORDER REQUEST FORM INSTRUCTIONS

STEP 1 - WEBSITE

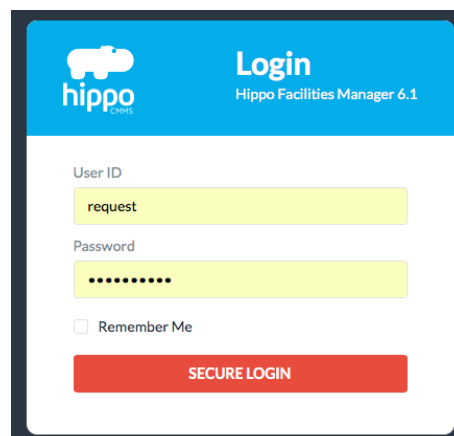
- Go to chapelwood.hippocmms.com
- The webpage will open through any web browser (Safari, Firefox, Explorer, etc.)



STEP 2 - LOG IN

- User ID: **request**
- Password: **chapelwood**
- Click **SECURE LOGIN** for next step

NOTE: If you click *REMEMBER ME* you will only have to type this info once.





STEP 3 - WORK ORDER REQUEST FORM

- Form Overview

NOTE: Any fields with a red star to the right of the title are required to submit the form.

WORK ORDER REQUEST

Requested By *

Contact Information *

Description *

Facility

Floor Plan

Filter By Location Name

Location

[SUBMIT](#) [HISTORY](#) [SIGN OUT](#)



STEP 4 - REQUESTED BY

- Type in your **FIRST & LAST NAME**.

NOTE: *'first last' will already be in this field when you load the page. Just delete and type in your First & Last name.*

Requested By *

first last

STEP 5 - CONTACT INFORMATION

- Type in your preferred email address here.

NOTE: *If you skip this step you will NOT receive status updates such as APPROVED, IN PROGRESS, ON HOLD, or COMPLETED*

Contact Information *

example@chapelwood.org



STEP 6 - DESCRIPTION

- Provide an overview of the work order request you are making.
 - Less is more.
 - If more information is needed to better understand your request a follow-up email will be sent.

EXAMPLE: Light out in Chapel Lobby

NOTE: *If the location is not available in the section below, please provide that info here as well.*

Description *

Light out in Chapel Lobby

STEP 7 - FACILITY

- Choose the appropriate campus (**drop down menu**).

Facility

Select Facility ▼

Facility

✓ Select Facility

Greenbay

Campbell

Gessner



STEP 8 - FLOOR PLAN

- Choose section of building where work order request is located (**drop down menu**).
- The next step will allow you to select the specific room or location on campus.

EXAMPLE: Chapel - 1st Floor

Floor Plan

--- All ---

Floor Plan

✓ --- All ---

- Chapel - 1st Floor
- Children's Building - 1st Floor
- Children's Building - 2nd Floor
- Children's Building - Basement
- Choir Area - 2nd Floor
- Circle of Friends - 1st Floor
- Day School - 1st
- Fellowship Hall - 1st Floor
- GYM - 1st Floor
- Kitchen - 1st Floor
- Learning Center - 1st Floor
- Learning Center - 2nd Floor
- Parlor - 1st Floor
- Pastoral Suite - 1st Floor
- Sanctuary - 1st Floor



STEP 9 - LOCATION

- Once **FLOOR PLAN** is selected the **LOCATION** list will automatically populate with the rooms/areas in that section of the campus.
- Select the most accurate location from the choices listed.
- If the best location is not available for selection, choose the best available and make note of the more specific location in the **DESCRIPTION** field above

EXAMPLE:

- **FLOOR PLAN:** Chapel - 1st Floor
- **LOCATION:** Chapel Lobby

NOTES:

- If the list is longer for location you can use the '**FILTER BY LOCATION NAME**' field to narrow down the list of options
- The system ***WILL*** require you to select a location before submitting. Once selected the red box below location options will disappear.

BEFORE

Floor Plan

Chapel - 1st Floor

Filter By Location Name

Location

Chapel
Chapel AV Booth
Chapel Courtyard
Chapel East
Chapel Lobby
Chapel Mech. Room
Chapel Storage
Chapel West

You must select a location.

AFTER

Floor Plan

Chapel - 1st Floor

Filter By Location Name

Location

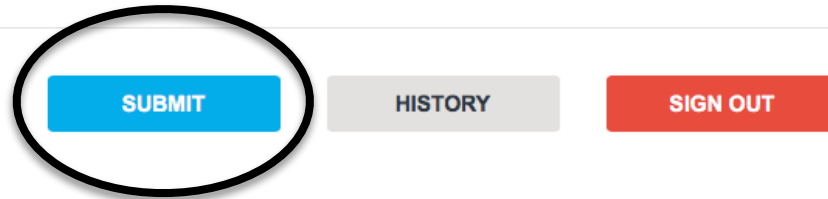
Chapel
Chapel AV Booth
Chapel Courtyard
Chapel East
Chapel Lobby
Chapel Mech. Room
Chapel Storage
Chapel West



STEP 10 - SUBMIT

- After all the fields have been completed, click **SUBMIT** to send your request to the Facilities Team

NOTE: You will not be allowed to click submit until all required fields have been completed. They will be highlighted in **RED**



ADDITIONAL BUTTONS

- Next to the SUBMIT button on the bottom of the page there are two other buttons...
 - **HISTORY**
 - At any point in time you can click on this button and see the status of any previous requests you have submitted (including the most recent).
 - You will also receive email updates for all your work order requests if you type in your preferred email address at the top of the form.
 - **SIGN OUT**
 - Only click here if you need to change users
 - Otherwise your browser should remember the log in info you put in on the main page

