



UNIVERSITY OF
GEORGIA

Facilities Management Division
Work Request Center



NEED TO SUBMIT A WORK REQUEST?

UGA's Campus Staff Orientation to Facilities Management
Division Work Request Website.

Work Request Website: workrequest.fmd.uga.edu



WORK REQUEST CENTER

Your Primary contact for
Maintenance & Renovation of UGA's
Classrooms, Labs, Office and
Grounds.

How to reach us:

<https://workrequest.fmd.uga.edu>

Email:

fmdwork@uga.edu

(706) 542-7456

WRC Hours of Operation:


(M-F) 7:30 a.m. – 5:00 p.m.

M-F After 5pm/Weekends/Holidays:

Call UGA Police at (706-542-2200)

 UNIVERSITY OF
GEORGIA

Work Request Center

Work Request Charges Vehicle Rentals FPIF Info FMD Employee

Your primary contact for maintenance & renovation of UGA's Classrooms, Labs, Offices, Grounds.

COVID-19 Resources

- > Warehouse Stock Items
- > RI vs NON-RI
- > Statement Locks
- > Deskside Waste Reduction Program Form
- > Chemical SDS Safety Sheet
- > Disinfectant Wipe Station Information
- > Building HVAC

- > Sneeze Guards
- > Cleaning Q&A
- > Sanitization Form
- > Preparing Departmental Owned Appliances for Return to Campus
- > Disinfectant Wipe Usage Video
- > FMD Update for Campus-wide Disinfection and Sanitation

Report a Maintenance Issue

Please report any facility issue using the link below.

REPORT ISSUE

Facility emergencies can be reported at [706-542-7456](tel:706-542-7456).



WORK REQUEST WEBSITE



❑ Using the browser of your choice please enter workrequest.fmd.uga.edu into your search browser.

❑ This should direct you to our Work Request Center Website.

❑ Please click on the **RED** “Report Issue” button.

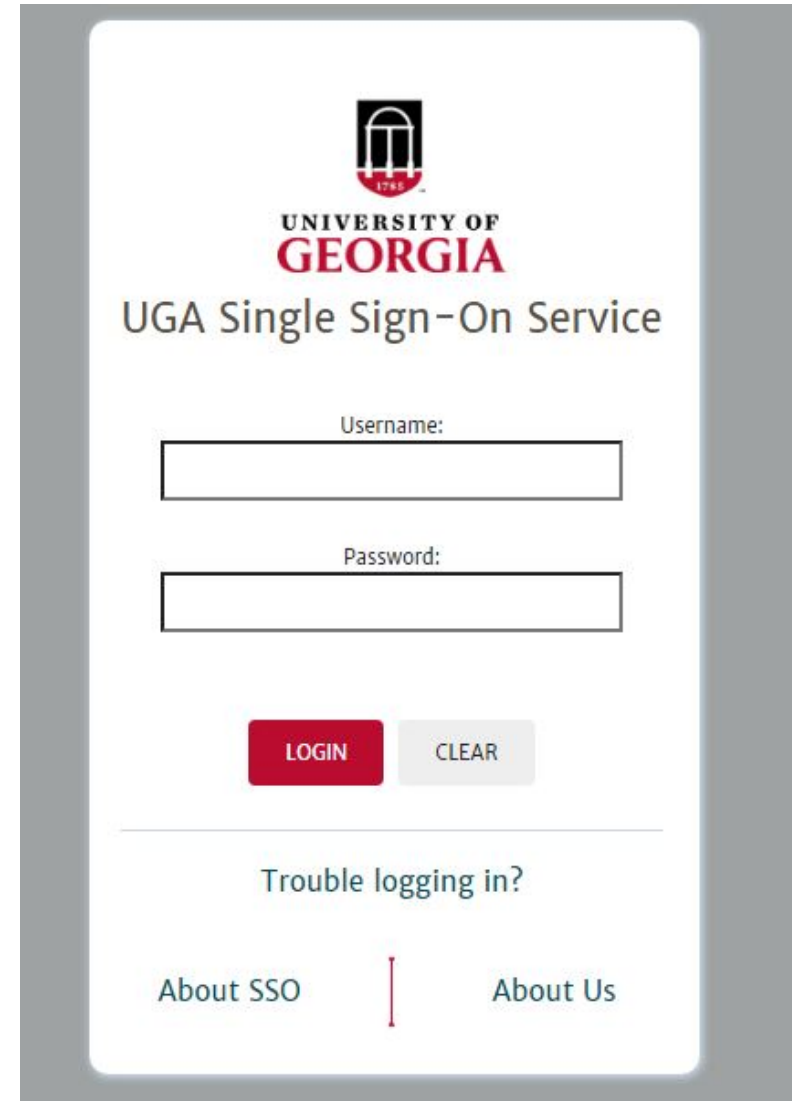
***Note: You may request copies of facility keys using this button as well.**



HOW TO REPORT AN ISSUE?

Please log-in using UGA's Single Sign-On Service.

- ☐ Please enter your MyId in the username field.
- ☐ Please enter your password.
- ☐ Next click the **Login** button.



The screenshot shows the UGA Single Sign-On Service login interface. At the top is the University of Georgia logo, featuring a red shield with a white arch and the year 1785, followed by the text 'UNIVERSITY OF GEORGIA' in red and 'UGA Single Sign-On Service' in black. Below this are two input fields: 'Username:' and 'Password:'. Under the 'Username:' field is a red 'LOGIN' button and a grey 'CLEAR' button. Below these buttons is a link 'Trouble logging in?'. At the bottom are two links: 'About SSO' and 'About Us', separated by a vertical red line.



HOW TO REPORT AN ISSUE?

Once you log-in you should see the following form. Please complete the sections listed.

Tell us more:

- ☐ Where is this issue located?
- ☐ Is there a room number associated with the area?
- ☐ Points of contacts.
- ☐ Give a brief description. (200 characters limit max)

Building / Location Information

Building / Location: (if you don't know/have a building, choose Unknown and put a description in the details section and/or upload a picture)

Room Number(s):

Room Use :

Room Type :

Contact Information

Contact Name: * Name cannot be blank

Contact Phone: * Phone cannot be blank

Contact Email: * Email cannot be blank

Alternate Contact Name:

Alternate Contact Phone:

Alternate Contact Email:

Work Request Information

Brief Description: (200 characters)



TELL US YOUR ISSUE

Tell us more:

- ☐ Any additional details that we need to be aware of ?
- ☐ When can this work be performed?
- ☐ Please submit any images or documents that relates to the issue at hand.
- ☐ Are you an Internal Customer or External Customer ?

***Note: Please see our Funding Policy to determine your customer type.**

Additional Details if Needed:
Please be as specific as possible in describing your request.
(3500 characters or less)

When can this work be performed?

Image/Document Files:
(Less than 30 MB)

Billing Information

If you have a UGA chartString please choose Internal Customer. If not choose External Customer.

If you have questions about what type of customer you are, please see our [Funding Policy](#) or call the Work Request Center 706-542-7456 or email [WorkRequest](#)

Submit



Facilities Management Division Funding Responsibility

The Facilities Management Division General Fund is used for maintenance and general upkeep of existing non-auxiliary facilities. This includes cleaning and maintenance of academic buildings, campus grounds keeping and landscaping, facility operation, exterior campus lighting and all utility distribution systems except telephone and data. Physical Plant generates steam and chilled water and manages campus utility usage (electric, gas, water and sewer). Also provided are Construction project management, Engineering services, Energy management and Equipment monitoring.

Department Funding Responsibility:

All other services are funded through charge-back to departmental accounts, based on hourly labor rates, for non-academic facility maintenance and other services.

- Departmental Equipment (installation, modification, replacement or maintenance of furnishings and equipment which purpose is to serve a specific office, research or program activity or to meet special environments or unique departmental requirements. Examples are: office furnishings and partitions, computers and peripherals, electronic classroom technology, and research lab equipment such as autoclaves, freezers, cage washers, dish washers, ice machines, dust collection systems, lab chillers, lab air compressors, exhaust hoods, lab benches and fixtures, built-in or free-standing walk-in environmental chambers, nitrogen generators, specialized electronic equipment...).
- Renovation (architectural, mechanical and electrical systems, associated abatement, new environmental systems, key and lock changes, special signs and special equipment and technology..)
- Moving and Setups (Moving departmental furnishings and equipment, event setup)

**UNSURE IF YOU'RE
AN INTERNAL OR
EXTERNAL
CUSTOMER?**

Billing Information:

- ☐ Please see our Funding Policy.
- ☐ If you have any questions please contact our Work Request Center at (706)542-7456 or email us at fmdwork@uga.edu



Department Funding Responsibility:

- Special Services (Excess refuse removal, special custodial services, special events support services, after- hours call-out for non-maintenance request..)
- Other services in support of program revenue funded operations (Auxiliaries)

Entities other than Resident Instruction:

All Facilities services and utilities provided outside of resident instruction will be charged or billed to those entities requesting services. Other entities include, but are not limited to the following: Auxiliary Enterprises (Housing, Bookstore, Vending, Food Services, Parking and Transportation, Student Health Services, etc.), Athletic Association, Fraternities and Sororities and Contractors. Users of utilities will be charged for any maintenance or repairs to supply lines from the point of meter location, or, if not metered, from the point of the divergence from the trunk line.

These are general guidelines. There may be some variation for individual facilities. Please contact our Work Request Center at 706-542-7456 for questions or comments.

UNSURE IF YOU'RE AN INTERNAL OR EXTERNAL CUSTOMER?

Billing Information:

- ☐ Please see our Funding Policy.
- ☐ If you have any questions please contact our Work Request Center at (706)542-7456 or email us at fmdwork@uga.edu



BILLING INFORMATION

Internal Customer

&

External Customers

If you have questions about what type of customer you are, please see our [Funding Policy](#) or call the Work Request Center 706-542-7456 or email [WorkRequest](#)

☐ This is a routine building maintenance request.

you may use your Speed Type

Speed Type :

or input your chartString below

Fund : Program :

Class : Department :

*** Optional ***

Operating Unit :

*** For Projects ***

Business Unit : Project ID :

Activity ID :

*** Optional ***

ChartField1 :

If you have a UGA chartString please choose Internal Customer. If not choose External Customer.

If you have questions about what type of customer you are, please see our [Funding Policy](#) or call the Work Request Center 706-542-7456 or email [WorkRequest](#)

Please Select your Organization:

100231 A THE GARDEN CLUB OF GEORGIA INC 2 2450

ALPHA CHI OMEGA CHAPTER

ALPHA EPSILON PI

ARUNA BIOMEDICAL

AT&T MOBILITY CASS INFORMATION SYSTEMS PO BO

ATLANTA REGIONAL COUNCIL FOR HIGHER EDUC

BAPTIST COLLEGIATE MINISTRIES

BIOTECERA

If you are not listed in the above box, please email [Work Request Center](#).

Please be sure to submit your Speed Type or Chart-string before submitting your work request.

Please select your Organization before submitting your request.



IS THIS A ROUTINE MAINTENANCE REQUEST?

Billing Information

If you have a UGA chartString please choose Internal Customer. If not choose External Customer.

If you have questions about what type of customer you are, please see our [Funding Policy](#) or call the Work Request Center 706-542-7456 or email [WorkRequest](#)

☐ This is a routine building maintenance request.

- If this is a routine maintenance request please select the check box.

- Once you have checked the box below please click the **SUBMIT** button.

- If you have any further questions or concerns please feel free to chat with us. Using this icon in bottom right hand corner of your screen.



- You can also reach us at (706)542-7456 or email us at fmdwork@uga.edu

