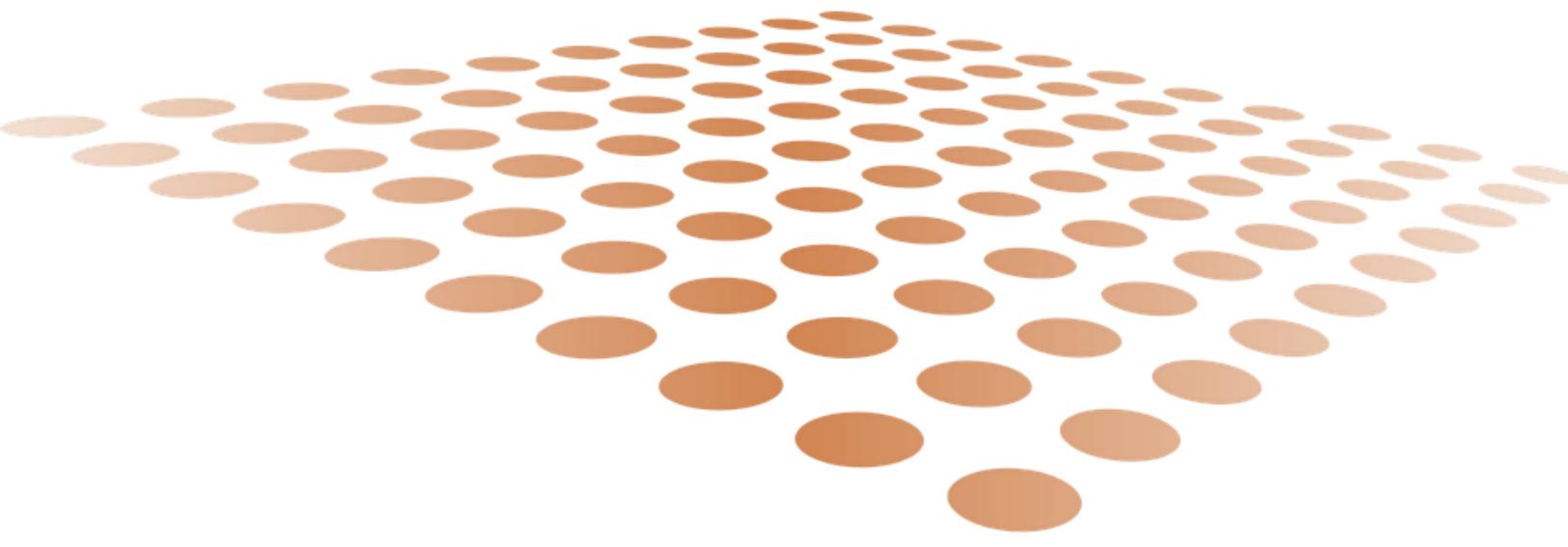


ADOA – General Accounting Office

QUICK REFERENCE GUIDE: CREATE CORRECTIVE MAINTENANCE WORK TASK





CREATE CORRECTIVE MAINTENANCE WORK TASK

Overview

Corrective maintenance work tasks are issued upon request, either by using the self-service functions in TRIRIGA or after being received over the phone. Corrective Maintenance Work Tasks can also be created directly by a user with appropriate access.

Procedure

Navigate to the **Requests > Manage Requests** portal.

1. Click the **Requests** tab
2. In the **Request Central** section, expand **Facilities** and click **General Repairs**
3. Select who is requesting the repair

Complete the **General Repair** request form, **Request Details** section.

1. At a minimum enter the following information:
 - Building, if different from user's default location
 - Organization, if different from user's default organization
2. Click the **OK** action

Complete the **Service Request** section.

1. In the **Describe Your Request** section, enter a description of your request
2. Click the **Submit** action

Review the request.

1. On the **Manage Requests** page, in the **My Request History**, observe the request has been created
2. Confirm notification in user Home portal that request has been received

Approval of the request generates the Work Task.

1. If user access allows, locate and review the Work Task
2. Navigate to the **Tasks** landing page
3. Click the drop down menu for **Manage Tasks**
4. Click **Work Task**
5. In the **Work Location** field, enter the location of the work
6. Click on the task to open it and confirm it created properly