



Create Corrective Maintenance Work Task

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

- A. 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.
- B. 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.
- C. Complete the **Service Request** section.
 1. In the **Describe Your Request** section, enter a description of your request.
 2. Click the **Submit** action.
- D. 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.
- E. 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.