

University Facilities

WebTMA7 Requestor Guide

WebTMA is Drexel University's online work order management system. The following instructions will walk you through the steps on how to:

1. Log on
2. Submit a work request
3. Check the status of a work request or work order
 - a. Types of statuses
 - b. Use the search function

How to log on to your requestor account

Drexel has switched to single sign on authentication to access WebTMA instead of a separate unique password to access WebTMA.

The new URL to access WebTMA is:

<https://www.webtma.com/SAML/login?c=drexel>

If you have a bookmark / favorite already set up for WebTMA

- You should edit the URL in the Bookmark / Favorite properties with the new URL listed above.

If you don't have a bookmark / favorite already set up for WebTMA


- As soon as you enter the URL, it will redirect to a new Drexel Connect URL
- At this point, you can create a new bookmark / favorite
- When bookmark / favorite is created, edit the URL in the Bookmark / Favorite properties with the new URL listed above.


Please note that any Drexel faculty member, professional staff, or affiliate can submit a simple, non-chargeable work request through Drexel One, under the Employee tab without having to log into WebTMA.

How to Submit a Work Request in WebTMA

Once logged in, the system will automatically bring you to the “Service Request” submission page (below) with some of your information pre-populated.

Note: You can change any of the pre-populated fields if necessary. For example, “Account #” can be changed if you are using another account besides your default.

SERVICE REQUEST 



DREXEL UNIVERSITY
**Real Estate
and Facilities**

Request Date* 02/01/2022 04:15 PM

Name* Requestor

Phone #* 215.895.xxxx

Email Address* abc123@drexel.edu

Notify Me

Linked Document Select Category

Action Requested*

Department Name

Account #

Campus*

Building Name*

Floor Code

Area #

Additional Comments

1. Items highlighted in **RED** are mandatory fields.
2. Make sure the “Notify Me” box is checked to receive email notifications on status changes.
3. “Campus” will be defaulted to your campus.
4. Click on the “Building Name” drop-down box to select a building. You may have access to submit a request for any building on campus, or you may have limited access and can only select from the buildings shown.
5. Select the “Floor Code” and “Area” (room) if you have that information available.
6. Optional: attach a picture or file to the request (if applicable). Select type of file from the drop-down list, then type a description and select the file via the “Browse” button. File name will appear under the “Browse” button after it is selected.
7. Enter a description of the work you need completed in the “Action Requested” box. Make sure to be as detailed as possible.
8. Click the “SAVE” button in the bottom left corner of the form.

After you click “SAVE” you will receive a confirmation message at the top of the page with your assigned request number. This means your request has been sent the Dispatch Center for review.

Successfully Created Request Number 122077

Once your work request is saved, a Facilities dispatcher will either accept it or reject it during normal business hours. Once accepted, it will be converted to a Work Order and assigned a Work Order Number.

How to Check the Status in WebTMA

Click on the “Request Status Browse” tab to view all Open Requests, Rejected Requests, Open Work Orders, or Closed Work Orders.

Depending on the access given to you by your college/division, you may have authorization to only view the status of the requests that you submitted, or you may be able to see all the requests within a certain building(s).

If there are any questions regarding your request, one of our Dispatchers or Managers will contact you for clarification or feel free to contact University Facilities at Facilities@drexel.edu.

My Open Requests									
Request #	Request Date	Status	Work Order #	Action Requested	Facility	Building	Room Number	Comments	
122060	01/10/2022 15:47	Cleared by Safety & Health	FM-182972	Shampoo carpet. See admin desk for access.	University City	400 N 31st Street	112		
122061	01/10/2022 16:24	Cleared by Safety & Health	FM-182977	Dispose of 4 old office chairs outside of the office. Sign will be placed on the chairs to identify which to remove.	University City	General Services Building	201E		
122070	01/22/2022 16:15	Cleared by Safety & Health	FM-182985	Assemble office furniture.	University City	Lebow College of Business Building	115		
122071	01/22/2022 16:29	Cleared by Safety & Health	FM-182986	Increase temperature in room. Reported too cold.	University City	General Services Building	118		
122072	02/01/2022 16:15			Breaker tripped. Please reset breaker.					

1 - 16 of 16 items

My Finished Requests									
Number	Request Date	Status	Work Order #	Action Requested	Facility	Building	Room Number	Finish Date	Comments
122056	01/10/2022 15:47	Cleared by Safety & Health	FM-182976	Replace ceiling tiles above desk.	University City	General Services Building	201.01	01/16/2022	
122061	01/10/2022 16:24	Cleared by Safety & Health	FM-182977	Dispose of 4 old office chairs outside of the office. Sign will be placed on the chairs to identify which to remove.	University City	General Services Building	201E	01/15/2022	

1 - 2 of 2 items

My Closed Requests									
<input type="radio"/> This Week <input type="radio"/> This Month <input type="radio"/> Last 30 Days <input type="radio"/> This Year <input type="radio"/> All									
Request #	Request Date	Status	Work Order #	Finish Date	Completion Date	Facility	Building	Room Number	Action Requested
122068	01/10/2022 17:00	Cleared by Safety & Health	FM-182983	01/11/2022	01/11/2022 16:38	University City	Daskalakis Athletic Center	D222	Please paint and patch the south wall (the closest to the basketball court) in DAC 222
122067	01/10/2022 16:42	Cleared by Safety & Health	FM-182982	01/07/2022	01/10/2022 00:00	University City	Administrative Services Bldg		Please change locks to 2 offices (101 & 120B).
122066	01/10/2022 16:41	Cleared by Safety & Health	FM-182981	01/08/2022	01/11/2022 16:41	University City	Administrative Services Bldg		Paint and patch office 110.
122065	01/10/2022 16:40	Cleared by Safety & Health	FM-182980	01/07/2022	01/10/2022 16:43	University City	Administrative Services Bldg		Please cut 4 keys for the front door.
									Remove old storage in the back left corner

1 - 6 of 6 items

Types of Status on Request Status Browse page

“My Open Requests”: This table contains two types of requests:

- Work requests not yet accepted/rejected by Facilities dispatch. Work Order # column will be blank.
- Accepted work orders. Facilities has accepted the request and forwarded it to the appropriate trade. Trade Managers will review the request and handle the work requested during this status.

“My Finished Requests”:


- Physical work requested has recently been performed for work orders listed here.

“My Closed Requests”:

- Both physical work and administrative documentation has concluded. Any charges (if applicable) will be included.
- Work requests that were rejected. Rejection date and reason will be included.

Search for Work Orders in Request Status Browse



1. Click the  icon.
2. Type in a keyword based on the column selected (i.e. work order number).
3. For a simple search, only one text box needs to be filled out.
4. Click “Filter” and review results.



Work Order #	Action Requested
FM-182971	
FM-182976	
FM-182975	
FM-182974	
FM-182973	
FM-182972	
FM-182977	

Show items with value that:

Contains ▼

FM-182976

And ▼

Is equal to ▼

Filter Clear

Tip: Change the dropdown value from “Is equal to” to “contains” to return a broader range to your search.

Work Order #	Action Requested
FM-182976	Replace ceiling tiles above desk.