

Facilities

- [MLML Facilities Service Request Walkthrough \(WebTMA\)](#)

MLML Facilities Service Request Walkthrough (WebTMA)

Navigating To and Using WebTMA

Background

Moss Landing Marine Labs (MLML) has used the NetFacilities application for facilities request submissions in previous years. The use of NetFacilities has been inconsistent and the application is limited in capability. NetFacilities does not have individual log-ins or a simple submission process. Additionally, the general design and function of NetFacilities is limited relative to comparable applications on the market, and NetFacilities represents an additional cost to MLML.

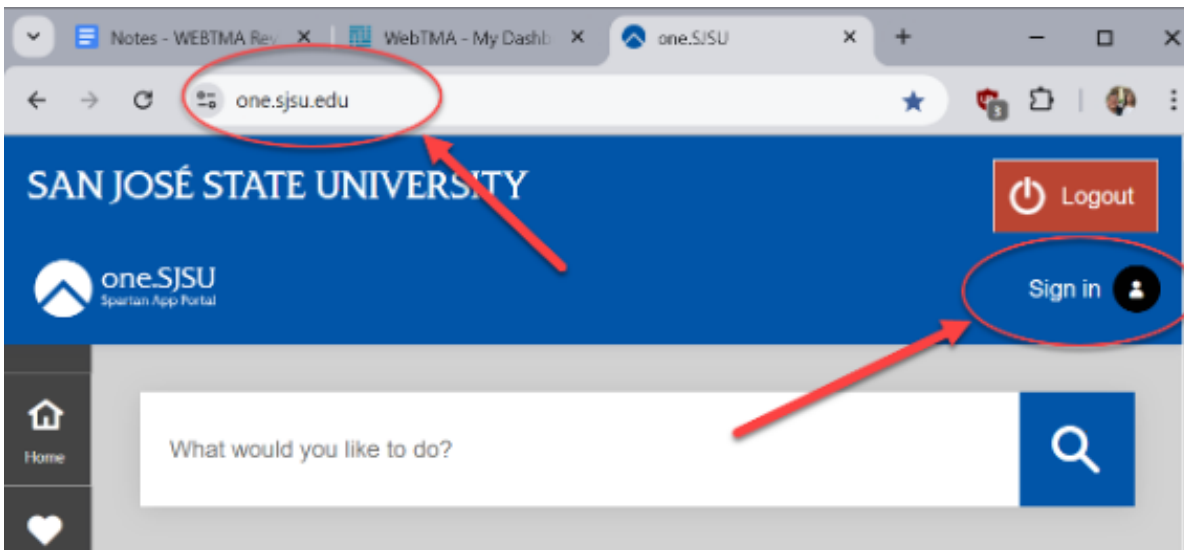
San Jose State University (SJSU) Facilities Development & Operations (FD&O) has used the WebTMA facilities ticketing system for many years to manage the main campus facilities requests, work orders, and documentation of their resolution. The design and functionality of WebTMA allow for flexibility in use across departments, facilities, buildings, and rooms. Additionally, this system affords the MLML Facilities team to manage the requests, work orders, scheduling, technician assignment, and documentation in real time.

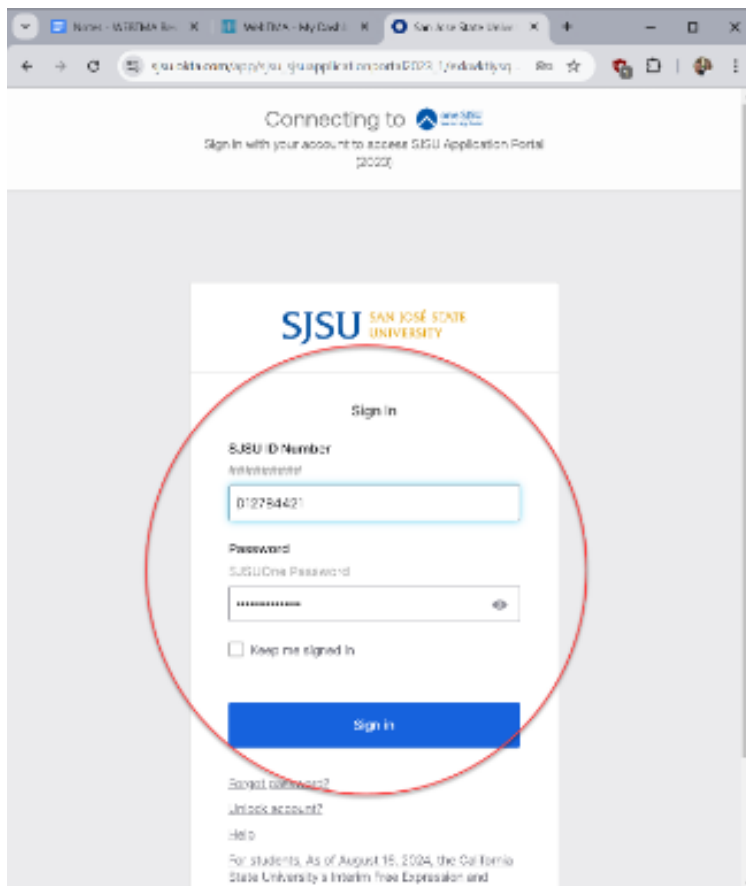
While WebTMA is a complex application with a variety of functions, WebTMA also allows anyone with SJSU credentials (i.e. Tower ID

number) to log-in using the single sign on (SSO) portal to submit a Facilities service request using a simple form to kick-off the work order process.

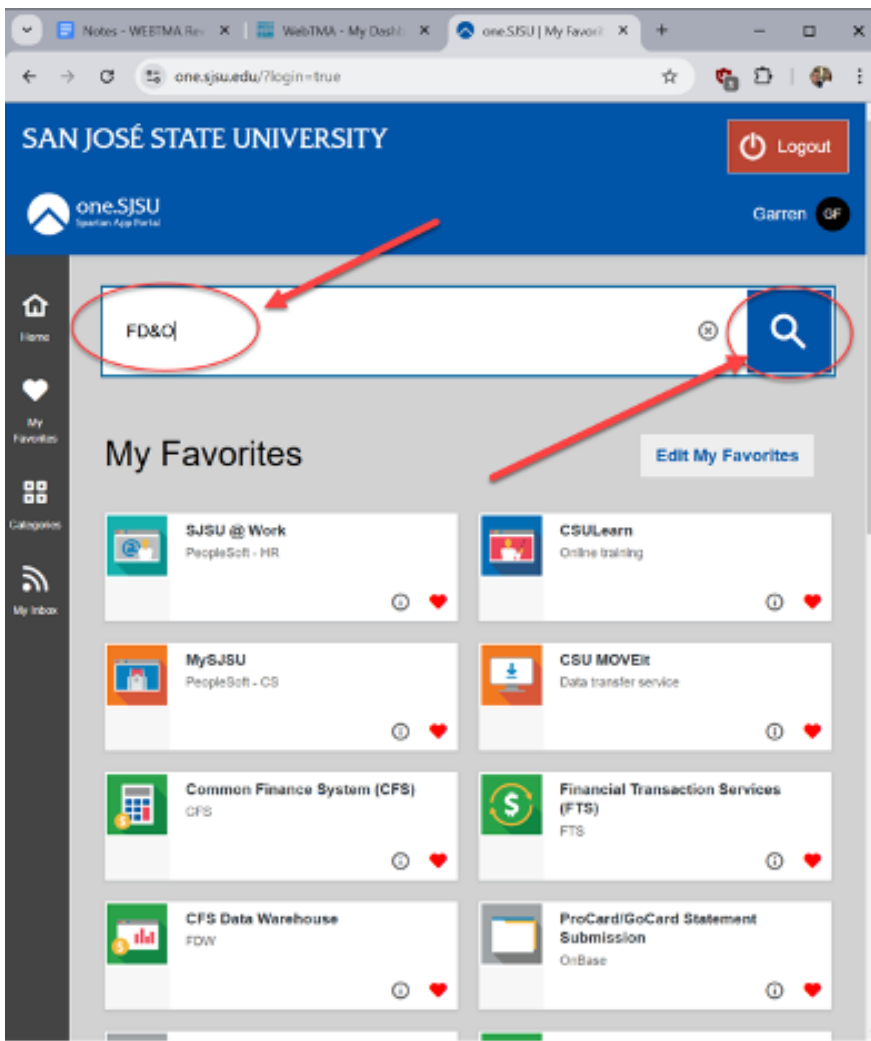
MLML Facilities Service Request Process

- Navigate to [One.SJSU.edu](https://one.sjsu.edu)
- Select **Sign In** and navigate the normal **SSO process**.

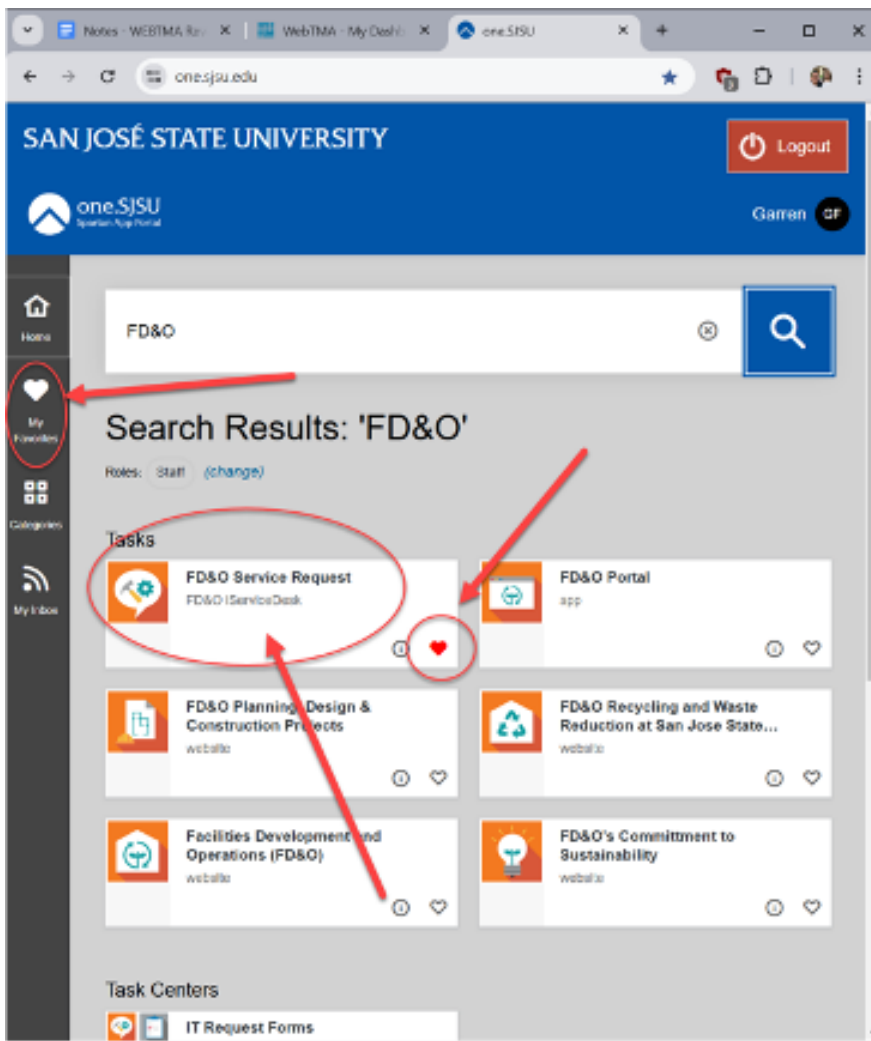




- Search for **“FD&O”** in the search field at the top of the page.



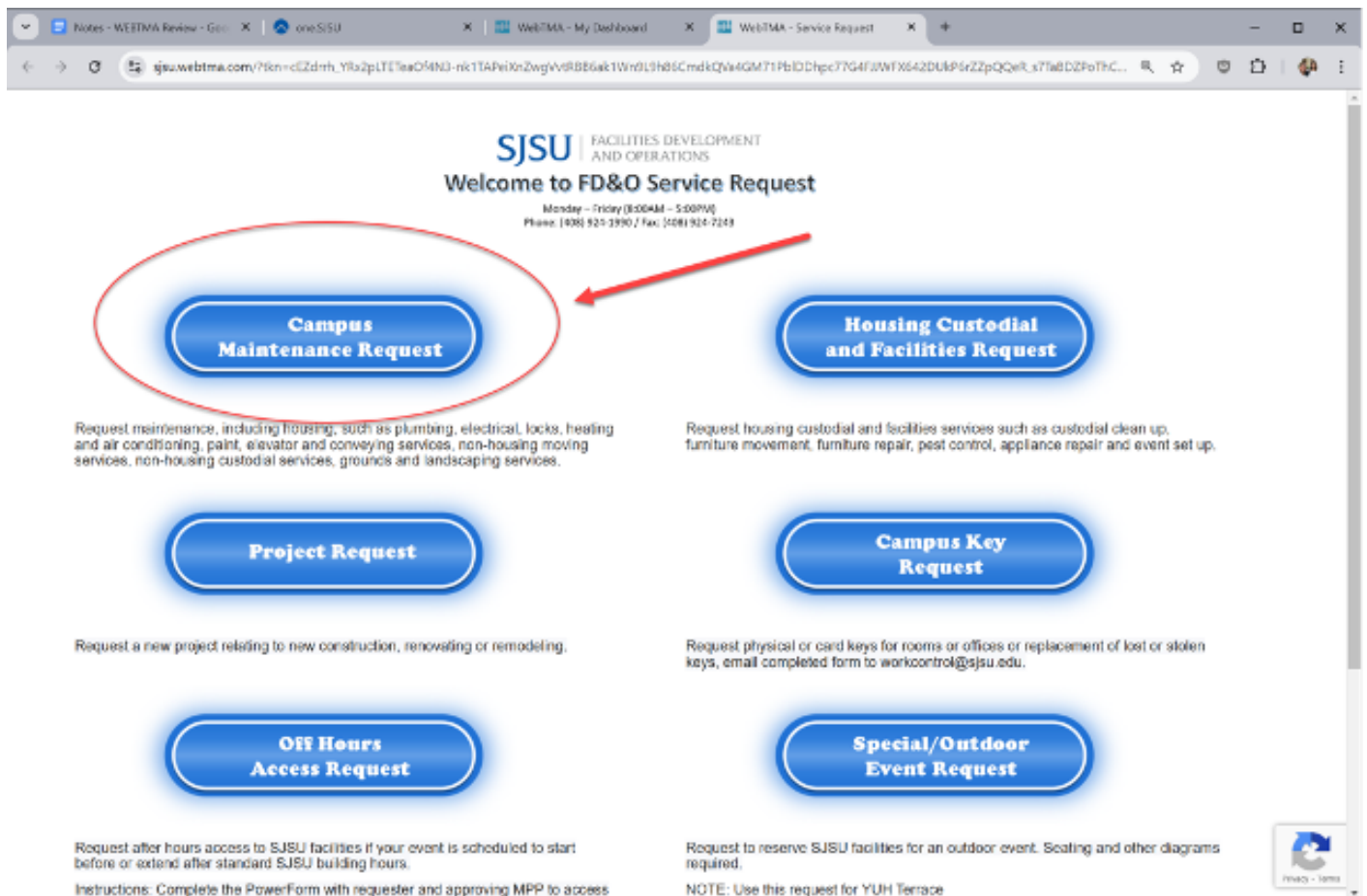
- Find the **FDO Service Request Tile** in the search results. To add the tile to your **My Favorites**, click on the outline of the red heart (full heart is already saved in your My Favorites).



- Click on the **FD&O Service Request Tile** to be taken to WebTMA's **FD&O Service Request** landing page.

Select the **Campus Maintenance Request** link.

Note: As discussed above, WebTMA access is managed through the SJSU Single-Sign On portal. Individuals with SJSU Tower ID credentials should have access to this request page. If you do not, please open an IT ticket with the MLML IT team.



- This link will take you to the **FD&O Campus Maintenance Request form**.

Form fields include the following:

- Request Date (auto-populated)
- Request Time (auto-populated)
- **Name***
- **Phone #***
- **Email Address***
- Notify me (auto-populated)
- Linked Document
- Request Type (auto-populated)
- **Facility Name***
- **Building Name***
- Floor Code
- Room #
- **Department Name***
- **Action Requested***

* **Required fields**

Notes - WEBTMA Review - Go... x one.SJSU x WebTMA - My Dashboard x WebTMA - Service Request x +

sjsu.webtma.com/?tkn=Py_dpEbMXy6Jv_h0Ni5_zZ9hUkCmZh3riCchUmN9VsEPx6X2YCiMnwehVe-Pn-vL85mDD8Dep_Jh7hzfLJbrYdKWcBadj_GpJjuQRq1NWEIoBa0IZUOB...

SJSU | FACILITIES DEVELOPMENT AND OPERATIONS

Request Date* 12/6/2024 01:43 PM

Name*

Phone #*

Email Address*

Notify Me ☐

Linked Document Select Category

Request Type* WEB, ONLINE, ISERVICE

Facility Name*

Building Name*

Floor Code

Room #

Department Name*

Action Requested*

Submit

- Add your Name, Phone number, and Email address
- Upload and attach a relevant document including a photo, pdf file, video, or others

Notes - WEBTMA Review - Go... x one.SJSU x WebTMA - My Dashboard x WebTMA - Service Request x +

sjsu.webtma.com/?tkn=Py_dpEbMXy6Jv_h0Ni5_zZ9hUkCmZh3riCchUmN9VsEPx6X2YCiMnwehVe-Pn-vL85mDD8Dep_Jh7hzfLJbrYdKWcBadj_GpJjuQRq1NWEIoBa0IZUOB...

SJSU | FACILITIES DEVELOPMENT AND OPERATIONS

Request Date* 12/6/2024 01:43 PM

Name*

Phone #*

Email Address*

Notify Me ☐

Linked Document Select Category

Action Requested*

Request Type* WEB, ONLINE, ISERVICE

Facility Name*

Building Name*

Floor Code

Room #

Department Name*

Select Category

- Audio
- Document
- Image
- PDF
- URL
- Video

- Add a relevant description for the attached file.

SJSU FACILITIES DEVELOPMENT AND OPERATIONS

Request Date* 12/6/2024 01:43 PM

Name*

Phone #*

Email Address*

Notify Me ☐

Linked Document

Request Type* WEB, ONLINE, ISERVICE

Facility Name*

Building Name*

Floor Code

Room #

Department Name*

Action Requested*

- Select "OFFSITE" from the Facility drop down menu

Facilities

Filter Criteria

+ Add Criteria

contains

| | Code | Name |
|-------------------------------------|-------|--------------|
| <input checked="" type="checkbox"/> | MAIN | MAIN CAMPUS |
| <input checked="" type="checkbox"/> | OFF | OFFSITE |
| <input checked="" type="checkbox"/> | SOUTH | SOUTH CAMPUS |

- Select the correct building at MLML

Select the three dot menu for the **Building Name** field

Notes - WESTMA Review - Go... | one.SJSU | WebTMA - My Dashboard | WebTMA - Service Request

sjsu.webtma.com/?id=Py_dpEbM0y6/h_h0N15_zZ9hUkCmZh3nCchUmN9vSEp6X2YQIMnwehVe-Pn-vU8SmDD8Dep_Jh7hdfLibr9dKWc3adJ_GpJjuQRq1NWEioBo0ZUCB...

SJSU | FACILITIES DEVELOPMENT AND OPERATIONS

Request Date* 12/6/2024 01:43 PM

Name* Garen Fisher

Phone #* 8312415132

Email Address* garen.fisher@sjsu.edu

Notify Me ☐

Linked Document Image
Photo of Door Latch at Marine Ops
[Browse for File](#)
IMG_1158.jpg

Request Type* WEB, ONLINE, SERVICE

Facility Name* OFFSITE

Building Name* ML

Floor Code

Room #

Department Name*

Action Requested* Temporary locking door latch at Marine Ops front door needs to be removed due to repair of key card system.

[Submit](#)

- Add **"ML"** to the Building Code search field and click on the **magnifying glass** to narrow the available buildings. Click on the **checkmark** next to the relevant MLML building.

Notes - WESTMA Review - Go... | one.SJSU | WebTMA - My Dashboard | WebTMA - Service Request

sjsu.webtma.com/?id=Py_dpEbM0y6/h_h0N15_zZ9hUkCmZh3nCchUmN9vSEp6X2YQIMnwehVe-Pn-vU8SmDD8Dep_Jh7hdfLibr9dKWc3adJ_GpJjuQRq1NWEioBo0ZUCB...

Request Date* 12/6/2024 01:43 PM

Name* Garen Fisher

Phone #* 8312415132

Email Address* garen.fisher@sjsu.edu

Notify Me ☐

Linked Document Image
Photo of Door Latch at Marine Ops
[Browse for File](#)
IMG_1158.jpg

Action Requested* Temporary locking door latch at Marine Ops front door needs to be removed due to repair of key card system.

[Submit](#)

Building [Select Value](#) [Cancel](#)

Filter Criteria

Add Criteria

Building Code contains ML

Campus Name contains

[Search](#)

| | Code | Name | Facility Name |
|-------------------------------------|-----------|--|---------------|
| <input checked="" type="checkbox"/> | 4TH | 4TH STREET OFFICE SUITES | OFFSITE |
| <input checked="" type="checkbox"/> | 8THSC-564 | 8TH STREET COMPLEX 564 S 8TH STREET (SS) | OFFSITE |
| <input checked="" type="checkbox"/> | 8THSC-566 | 8TH STREET COMPLEX 566 S 8TH STREET (SS) | OFFSITE |
| <input checked="" type="checkbox"/> | 8THSC-568 | 8TH STREET COMPLEX 568 S 8TH STREET (SS) | OFFSITE |
| <input checked="" type="checkbox"/> | ASF | ART SCULPTURE FOUNDRY | OFFSITE |
| <input checked="" type="checkbox"/> | CDC | CHILD DEVELOPMENT CENTER | OFFSITE |
| <input checked="" type="checkbox"/> | DV-380 | DUPLEX VICTORIAN 380 NORTH 4TH STREET (SS) | OFFSITE |
| <input checked="" type="checkbox"/> | DV-382 | DUPLEX VICTORIAN 382 NORTH 4TH STREET (SS) | OFFSITE |
| <input checked="" type="checkbox"/> | DV-388 | DUPLEX VICTORIAN 388 NORTH 4TH STREET (SS) | OFFSITE |
| <input checked="" type="checkbox"/> | DV-390 | DUPLEX VICTORIAN 390 NORTH 4TH STREET (SS) | OFFSITE |
| <input checked="" type="checkbox"/> | DV-392 | DUPLEX VICTORIAN 392 NORTH 4TH STREET (SS) | OFFSITE |

WebTMA - Service Request

Request Date* 12/6/2024 01:43 PM

Name* Garen Fisher

Phone #* 8312415132

Email Address* garen.fisher@xjsu.edu

Notify Me ☒

Linked Document

Image

Photo of Door Latch at Marine Ops

Browse for File

IMG_1158.jpg

Action Requested* Temporary locking door latch at Marine

Submit

Building

Filter Criteria

+ Add Criteria

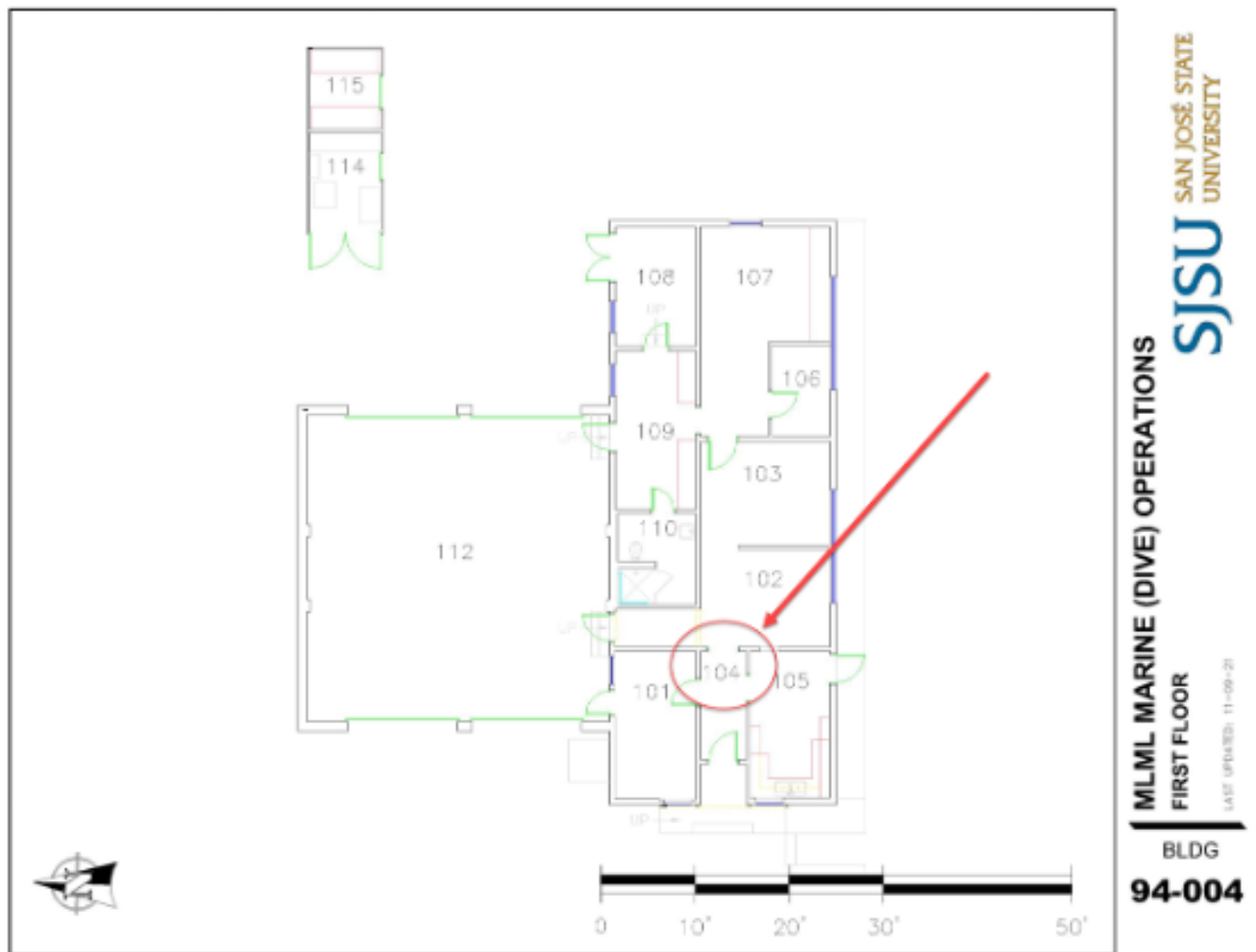
Building Code contains ML

Campus Name contains

Code Name Facility Name

| | | | |
|-------------------------------------|-------|---------------------------------------|---------|
| <input checked="" type="checkbox"/> | MLDM | MLML Del Mar Wharf | OFFSITE |
| <input checked="" type="checkbox"/> | MLDN | MLML Del Norte lab | OFFSITE |
| <input checked="" type="checkbox"/> | MLML | MLML Main Lab | OFFSITE |
| <input checked="" type="checkbox"/> | MLSH | MLML Main Lab Shop | OFFSITE |
| <input checked="" type="checkbox"/> | MLMO | MLML Marine Ops | OFFSITE |
| <input checked="" type="checkbox"/> | MLPH | MLML Pumphouse | OFFSITE |
| <input checked="" type="checkbox"/> | MLSHN | MLML Sandholdt Housing North | OFFSITE |
| <input checked="" type="checkbox"/> | MLSHS | MLML Sandholdt Housing South | OFFSITE |
| <input checked="" type="checkbox"/> | MLSHL | MLML Sandholdt Lab | OFFSITE |
| <input checked="" type="checkbox"/> | MLAQ | MLML Shore lab & Aquaculture Facility | OFFSITE |

- Reference the **MLML Building Floor Plans** to identify the relevant room.



- Select the three dot menu for the **Room #** field to search for and select the relevant room number by clicking on the check mark or select from the drop down menu.

SJSU FACILITIES DEVELOPMENT AND OPERATIONS

Request Date: 12/9/2024 01:30 PM

Name: Garren Fisher

Phone #: 8312415132

Email Address: garren.fisher@sjsu.edu

Notify Me: ☐

Linked Document: Select Category

Action Requested: Temporary locking door latch at marine ops front door needs to be removed due to repair of key card system

Submit

Request Type: WEB, ONLINE, SERVICE

Facility Name: OFFSITE

Building Name: MLML Marine Ops

Floor Code:

Room #:

Department Name:

The Room # field has a three-dot menu icon circled in red, with a red arrow pointing to it.

Notes - WEBTMA Review - Go... x one.SJSU x WebTMA - My Dashboard x WebTMA - Service Request x

sjsu.webtma.com/?tkn=Py_dpEbMXy6Jv_h0NiS_z29hUkCmZh3nCchUmN9VsEPx6X2YGMnwehVe-Pn-vL8SmDD8Dep_Jh7hzfLJbrYdKWc8adj_GpJjuQRq1NWEIo8a0L...

Area Select Value Cancel

Filter Criteria

+ Add Criteria

Area # contains

| | Location ID | Area # | Area Description | Area Type | Building Name |
|-------------------------------------|-------------|--------|--|-------------------------------------|-----------------|
| <input checked="" type="checkbox"/> | MLMO-0101 | 0101 | PART OF BLDG AND UNASSIGNABLE SPACE-0101 | PART OF BLDG AND UNASSIGNABLE SPACE | MLML Marine Ops |
| <input checked="" type="checkbox"/> | MLMO-0102 | 0102 | PART OF BLDG AND UNASSIGNABLE SPACE-0102 | PART OF BLDG AND UNASSIGNABLE SPACE | MLML Marine Ops |
| <input checked="" type="checkbox"/> | MLMO-0103 | 0103 | PART OF BLDG AND UNASSIGNABLE SPACE-0103 | PART OF BLDG AND UNASSIGNABLE SPACE | MLML Marine Ops |
| <input checked="" type="checkbox"/> | MLMO-0104 | 0104 | PART OF BLDG AND UNASSIGNABLE SPACE-0104 | PART OF BLDG AND UNASSIGNABLE SPACE | MLML Marine Ops |
| <input checked="" type="checkbox"/> | MLMO-0105 | 0105 | PART OF BLDG AND UNASSIGNABLE SPACE-0105 | PART OF BLDG AND UNASSIGNABLE SPACE | MLML Marine Ops |
| <input checked="" type="checkbox"/> | MLMO-0106 | 0106 | PART OF BLDG AND UNASSIGNABLE SPACE-0106 | PART OF BLDG AND UNASSIGNABLE SPACE | MLML Marine Ops |
| <input checked="" type="checkbox"/> | MLMO-0107 | 0107 | PART OF BLDG AND UNASSIGNABLE SPACE-0107 | PART OF BLDG AND UNASSIGNABLE SPACE | MLML Marine Ops |
| <input checked="" type="checkbox"/> | MLMO-0108 | 0108 | PART OF BLDG AND UNASSIGNABLE SPACE-0108 | PART OF BLDG AND UNASSIGNABLE SPACE | MLML Marine Ops |

Request Date* 12/6/2024 01:43 PM

Name* Garren Fisher

Phone #* 8312415132

Email Address* garren.fisher@sjsu.edu

Notify Me ☒

Linked Document Image

Photo of Door Latch at Marine Ops

Browse for File

IMG_1158.jpg

Action Requested* Temporary locking door latch at Marine Ops

Submit

- Enter **Moss Landing Marine Labs** in the **Department Name**.

Notes - WEBTMA Review - Go... x one.SJSU x WebTMA - My Dashboard x WebTMA - Service Request x

sjsu.webtma.com/?tkn=Py_dpEbMXy6Jv_h0NiS_z29hUkCmZh3nCchUmN9VsEPx6X2YGMnwehVe-Pn-vL8SmDD8Dep_Jh7hzfLJbrYdKWc8adj_GpJjuQRq1NWEIo8a0L...

SJSU FACILITIES DEVELOPMENT AND OPERATIONS

Request Date* 12/6/2024 01:43 PM

Name* Garren Fisher

Phone #* 8312415132

Email Address* garren.fisher@sjsu.edu

Notify Me ☒

Linked Document Image

Photo of Door Latch at Marine Ops

Browse for File

IMG_1158.jpg

Request Type* WEB, ONLINE, ISERVICE

Facility Name* OFFSITE

Building Name* MLML Marine Ops

Floor Code

Room # 0104

Department Name* MOSS LANDING MARINE LAB

MOSS LANDING MARINE LAB

Action Requested* Temporary locking door latch at Marine Ops front door needs to be removed due to repair of key card system.

Submit

- In the **Action Requested** field, enter a thorough, detailed description of the MLML facilities issue you are requesting be resolved and what a preferred resolution would be from your perspective.

Notes - WEBTMA Review - Google | one.SJSU | WebTMA - My Dashboard | WebTMA - Service Request

sjsu.webtma.com/?tkn=Py_dpEbMXy6Jv_h0Ni5_z29hUkCmZh3riCchUmN9VsEPx6X2YCiMnwehVe-Pn-vL8SmDD8Dep_jh7hzfLJbrYdKWc8adj_GpJjuQRq1NWEIoBa0L...

SJSU | FACILITIES DEVELOPMENT AND OPERATIONS

Request Date* 12/6/2024 01:43 PM

Name* Garren Fisher

Phone #* 8312415132

Email Address* garren.fisher@sjsu.edu

Notify Me ☒

Linked Document Image
Photo of Door Latch at Marine Ops
Browse for File
IMG_1158.jpg

Request Type* WEB, ONLINE, ISERVICE

Facility Name* OFFSITE

Building Name* MLML Marine Ops

Floor Code

Room # 0104

Department Name* MOSS LANDING MARINE LAB

Action Requested* Temporary locking door latch at Marine Ops front door needs to be removed due to repair of key card system.

Submit

- Select **Submit**. You will see a confirmation pop-up window with the service request confirmation number, and you will also receive an email confirmation of the service request submission.

Notes - WEBTMA Review - Google | one.SJSU | WebTMA - My Dashboard | WebTMA - Service Request

sjsu.webtma.com/?tkn=Py_dpEbMXy6Jv_h0Ni5_z29hUkCmZh3riCchUmN9VsEPx6X2YCiMnwehVe-Pn-vL8SmDD8Dep_jh7hzfLJbrYdKWc8adj_GpJjuQRq1NWEIoBa0L...

SJSU | FACILITIES DEVELOPMENT AND OPERATIONS

Request Date* 12/6/2024 01:43 PM

Name* Garren Fisher

Phone #* 8312415132

Email Address* garren.fisher@sjsu.edu

Notify Me ☒

Linked Document Image
Photo of Door Latch at Marine Ops
Browse for File
IMG_1158.jpg

Request Type* WEB, ONLINE, ISERVICE

Facility Name* OFFSITE

Building Name* MLML Marine Ops

Floor Code

Room # 0104

Department Name* MOSS LANDING MARINE LAB

Action Requested* Temporary locking door latch at Marine Ops front door needs to be removed due to repair of key card system.

Submit

Notes - WEBTMA Review - Go... x one.SJSU x WebTMA - My Dashboard x WebTMA - Service Request x

sjsu.webtma.com/?tkn=Py_dpEbMXy6Jv_h0Ni5_z29hUkCmZh3pCchomN9VsEPx6X2YClMnwehVe-Pn-vL8SmDD88epJhZh7fUbrYdKWc8adj_GpJjuQRq1NWEIoBa0L...

sjsu.webtma.com says
Successfully Created Request Number 204287

OK

Request Date* 12/6/2024 01:43 PM

Name* Garren Fisher

Phone #* 8312415132

Email Address* garren.fisher@sjsu.edu

Notify Me ☒

Linked Document Image
Photo of Door Latch at Marine Ops
Browse for File
IMG_1158.jpg

Request Type* WEB, ONLINE, I SERVICE

Facility Name* OFFSITE

Building Name* MLML Marine Ops

Floor Code

Room # 0104

Department Name* MOSS LANDING MARINE LAB

Action Requested* Temporary locking door latch at Marine Ops front door needs to be removed due to repair of key card system.

Submit

Facilities Development and Operations Confirmation of Requested Service: Request 204287

External

Inbox x



dispatch@webtma.com

to me

Fri, Dec 6, 1:53 PM (3 days ago)



Dear Garren Fisher,

This message is to inform you that your request requesting Temporary locking door latch at Marine Ops front door needs to be removed due to repair of key card system. has been submitted for review.

You may use the request number to track the progress of your request on-line using the iService Desk at <https://sjsu.webtma.com/saml/login>

If you have any questions please contact Work Control by calling (408) 924-1990 or by e-malling to workcontrol@sjsu.edu.

Thank you,

The FD&O Team

Facilities Development & Operations - <http://www.sjsu.edu/fdo>

This is an automated message generated by the work order system. Please do not reply to this e-mail.

Later, you will receive an email confirmation when the service request has been converted to a work order and assigned to the MLML Facilities Supervisor for review and scheduling.

Facilities Development and Operations Notification: Request 204287

External



dispatch@webtma.com

to me ▾

Fri, Dec 6, 3:59 PM (3 days ago)



Dear Garren Fisher ,

This message is to inform you that your request for Temporary locking door latch at Marine Ops front door needs to be removed due to repair of key card system. has been submitted as work order 24-232078. You may use this work order number to track the progress of your request on-line using the iService Desk at <https://sjsu.webtma.com/saml/login>

If you have any questions please contact Work Control by calling (408) 924-1990 or by e-malling to workcontrol@sjsu.edu.

Thank you,

The FD&O Team

Facilities Development & Operations - <http://www.sjsu.edu/fdo>

This is an automated message generated by the work order system. Please do not reply to this e-mail.

Need more help? >>>> [Submit a help ticket!](#) We're here to help you.