MLML Facilities Service Request Walkthrough (WebTMA)

Navigating To and Using WebTMA

Background

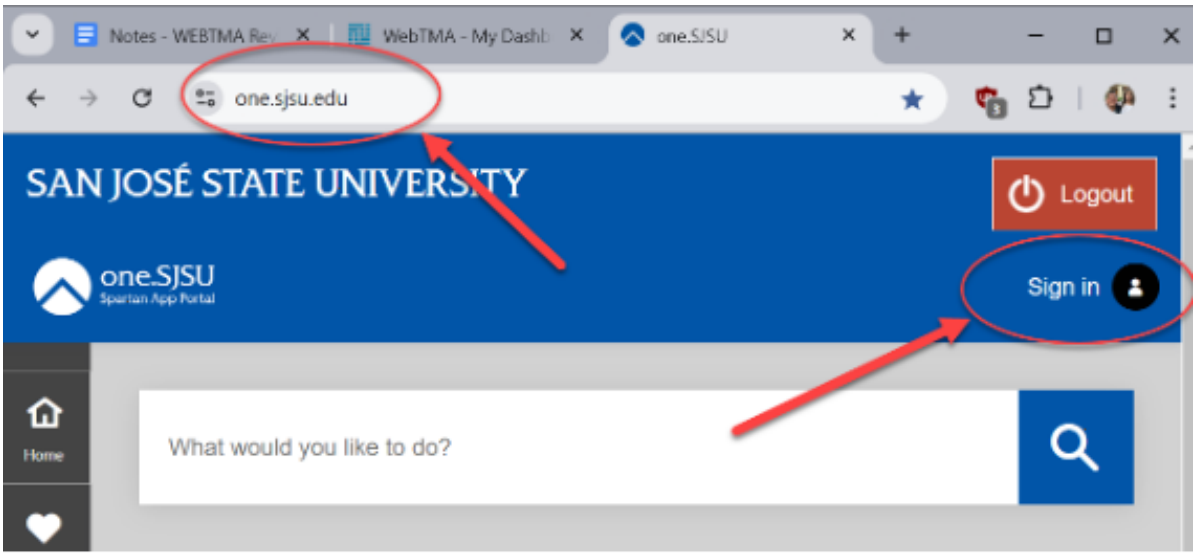
Moss Landing Marine Labs (MLML) has used the NetFacilities application for facilities request submissions in previous years. The use of NetFacilities has been inconsistent and the application is limited in capability. NetFacilities does not have individual log-ins or a simple submission process. Additionally,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

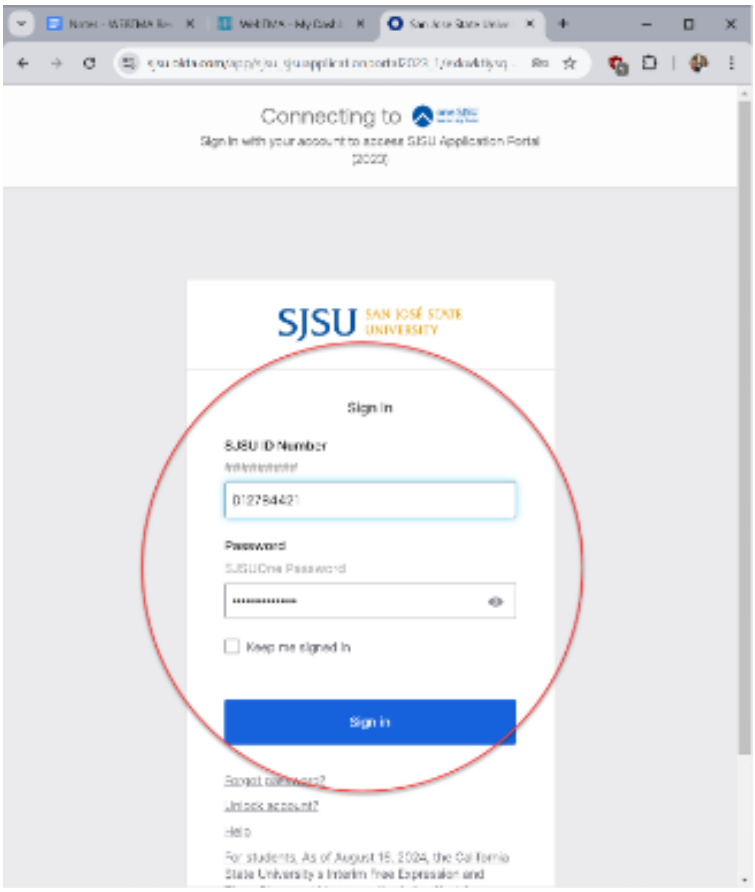
San Jose State University (SJSU) Facilities Development & Operations (FD&O) has used the WebTMA facilities ticketing system for many years to manage the main campus facilities requests, work orders, and documentation of their resolution. The design and functionality of WebTMA allow for flexibility in 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.

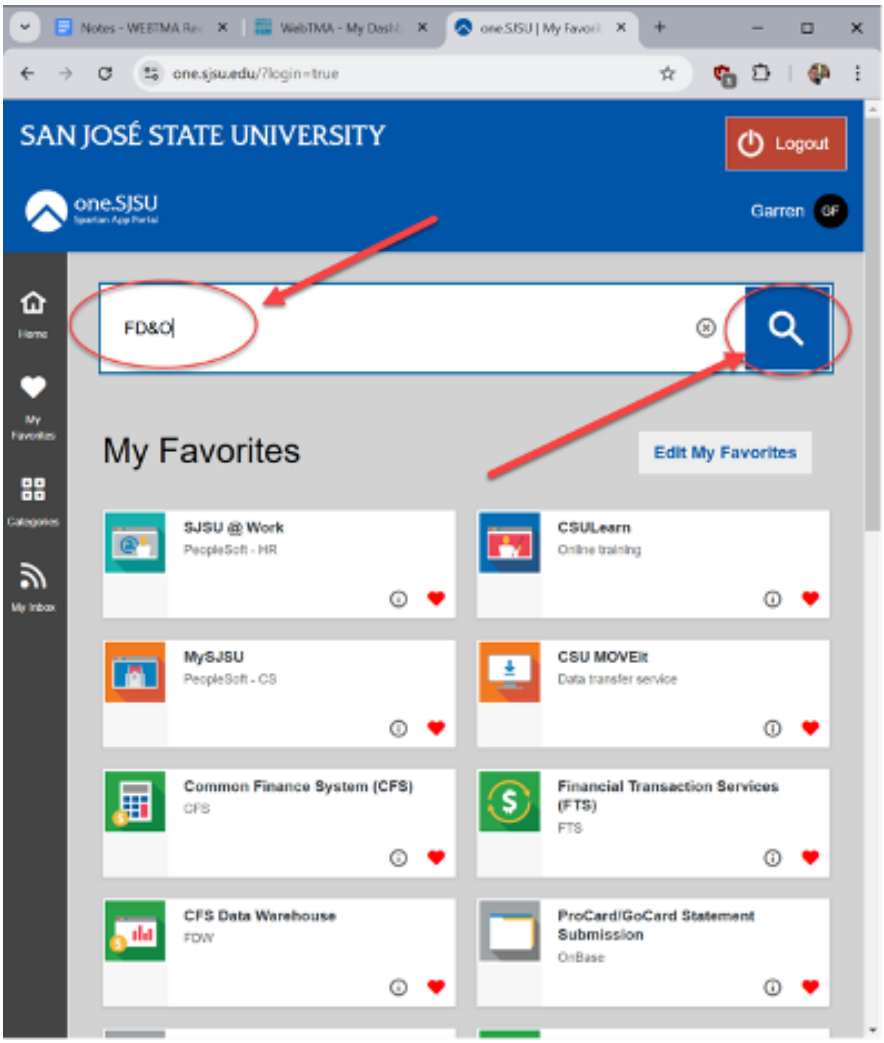
MLML Facilities Service Request Process

- Navigate to One.SJSU.edu
- Select **Sign In** and navigate the normal **SSO process.**

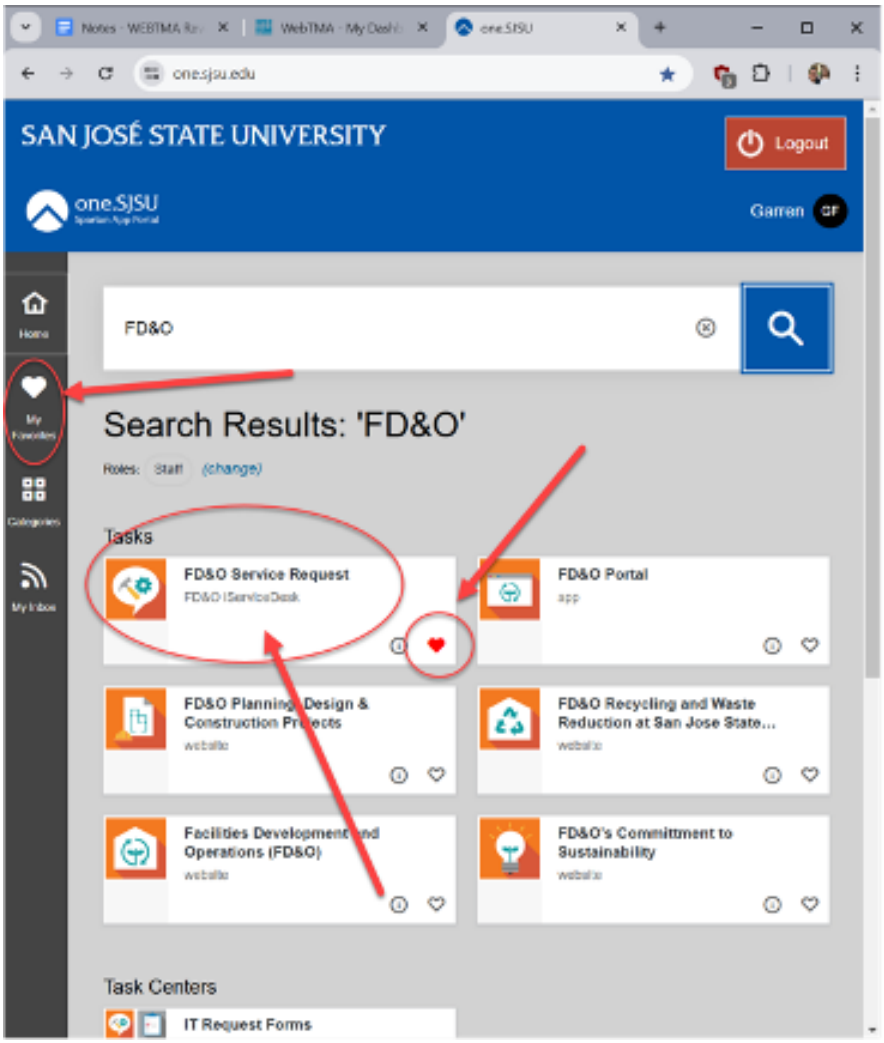




- Search for **“FD&O”** in the search field at the top of the page.



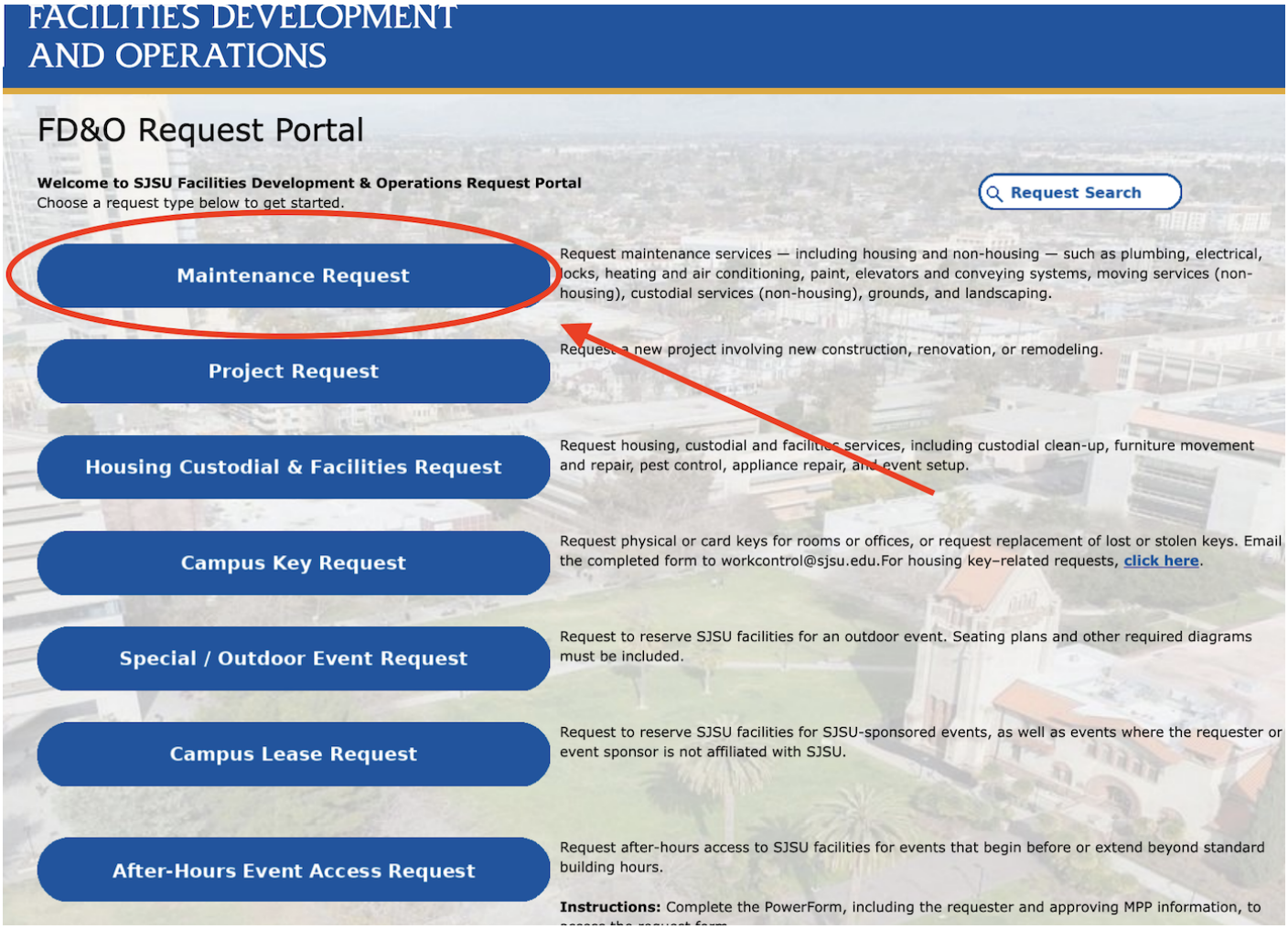
- Find the **FD&O Service Request Tile** in the search results. To add the tile to your **My Favorites**, click on the outline of the red heart (full heart is already saved in your My Favorites).



- Click on the **FDO 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.*



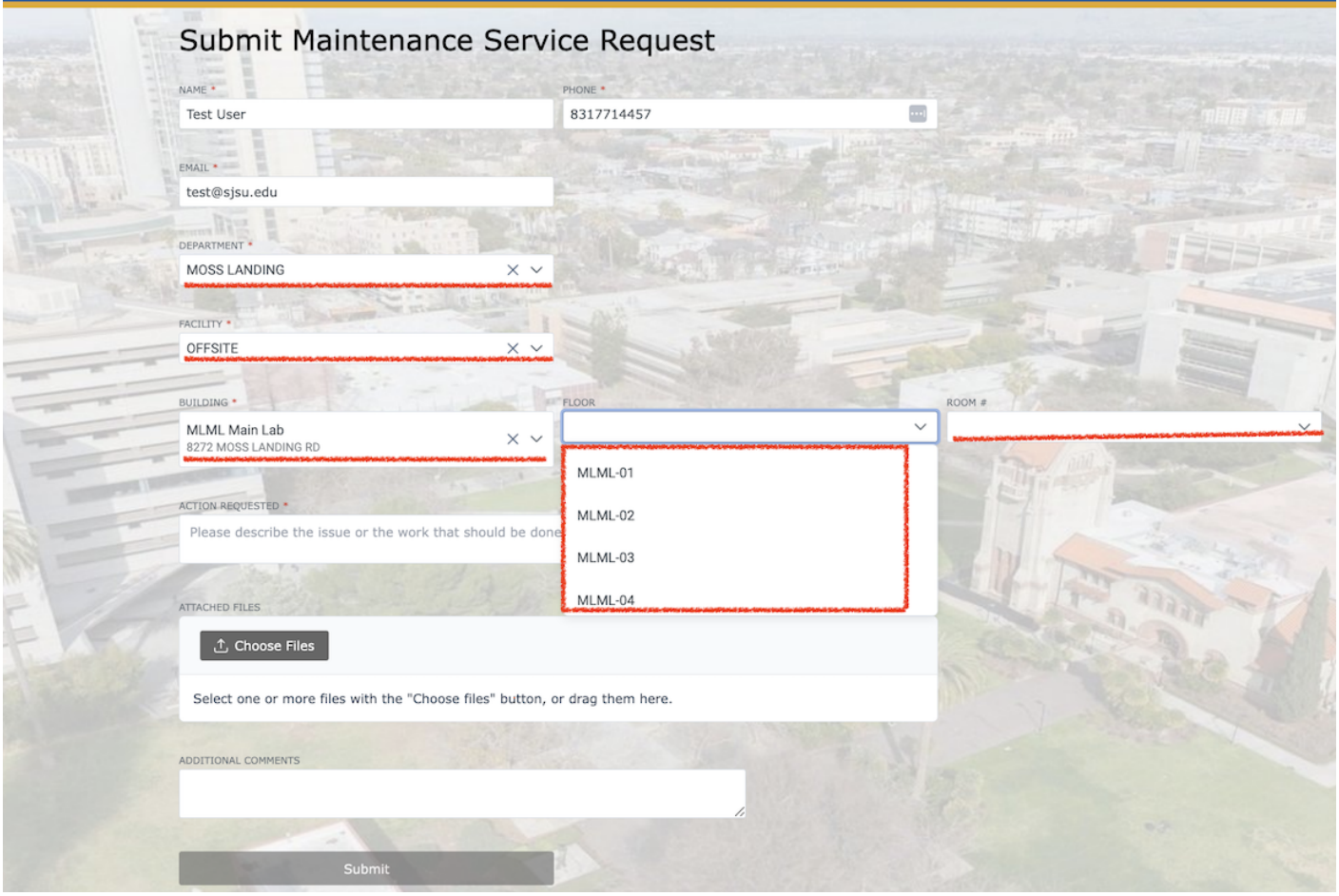
- This link will take you to the **FD&O Campus Maintenance Request form.**

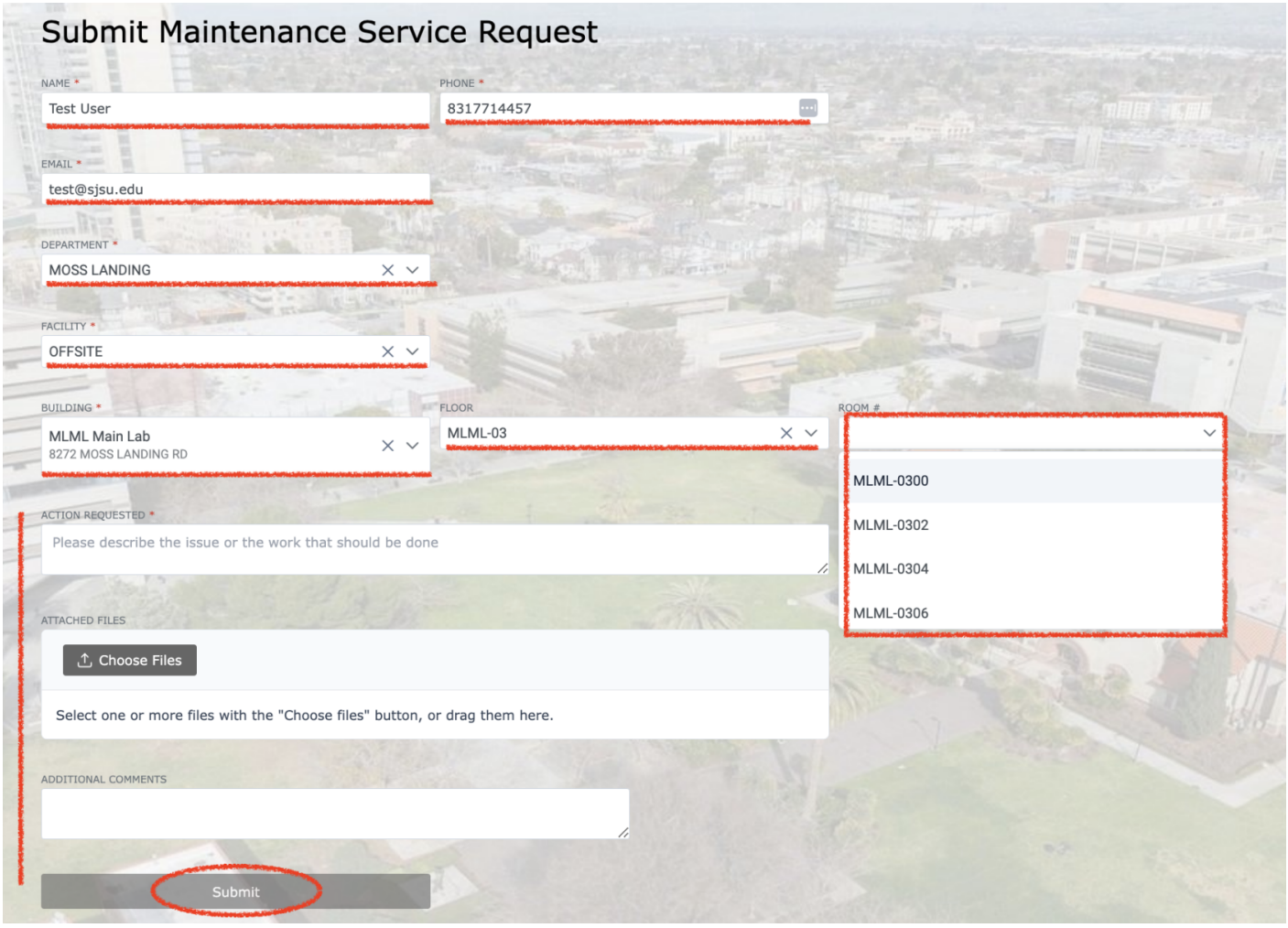
Form fields include the following:

- Name*
- Phone #*
- Email Address*
- Department* **> (Moss Landing)**
- Facility* **> (OFFSITE)**
- Building* **> (MLML Del Norte, Main Main Lab, etc..)**
- Floor & Room * > **Choose based on room number: MLML-01 (100s), MLML-02 (200s), MLML-03 (300s), MLML-04 (400s), MLML-05 (500s).**
- Action Requested*

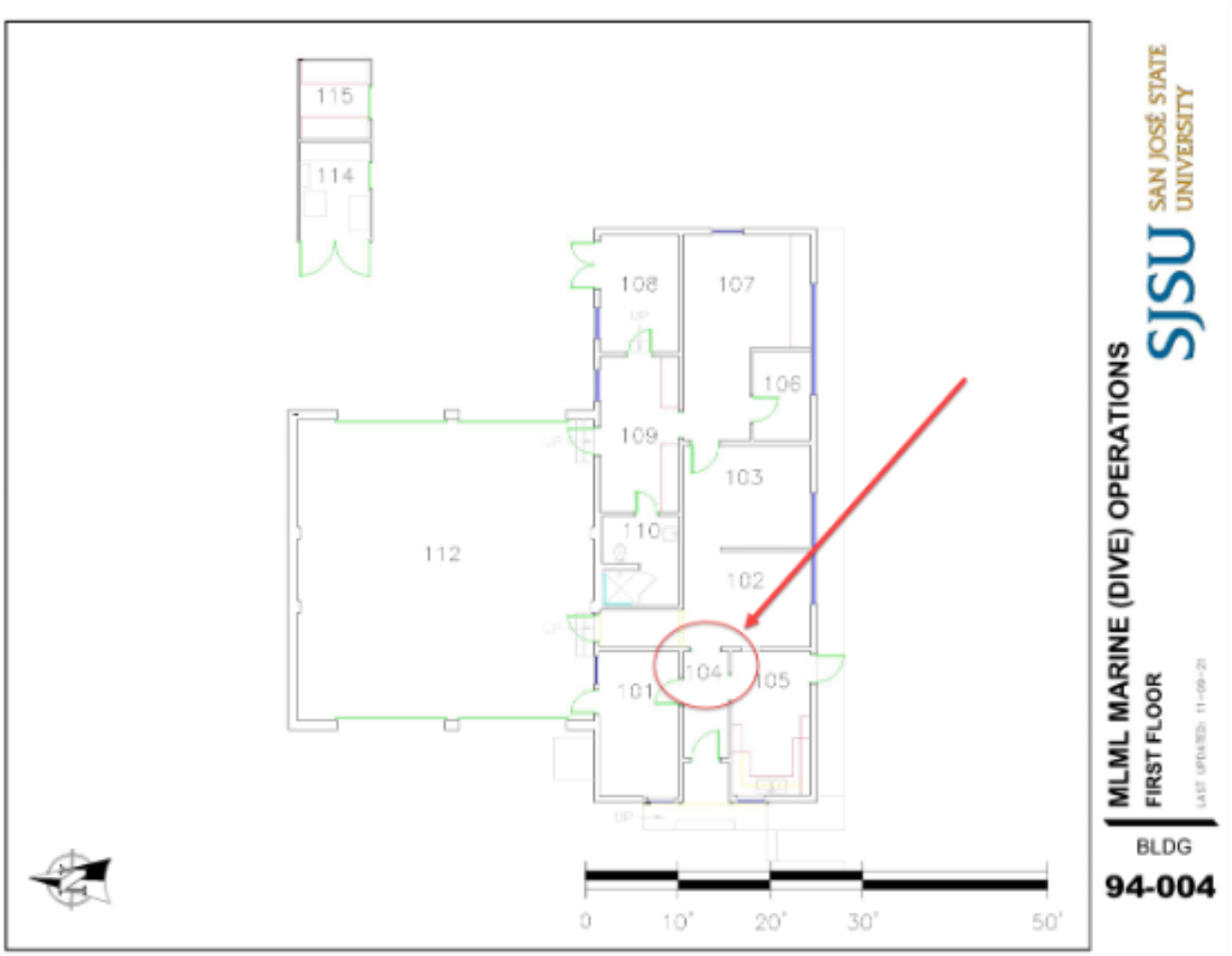
* ***Required fields***

FACILITIES DEVELOPMENT
AND OPERATIONS





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



Facilities Development and Operations Confirmation of Requested Service: Request 204287

External Inbox ×

dispatch@webtma.com Fri, Dec 6, 1:53 PM (3 days ago)

to me

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-mailing to workcontrol@sjsu.edu.

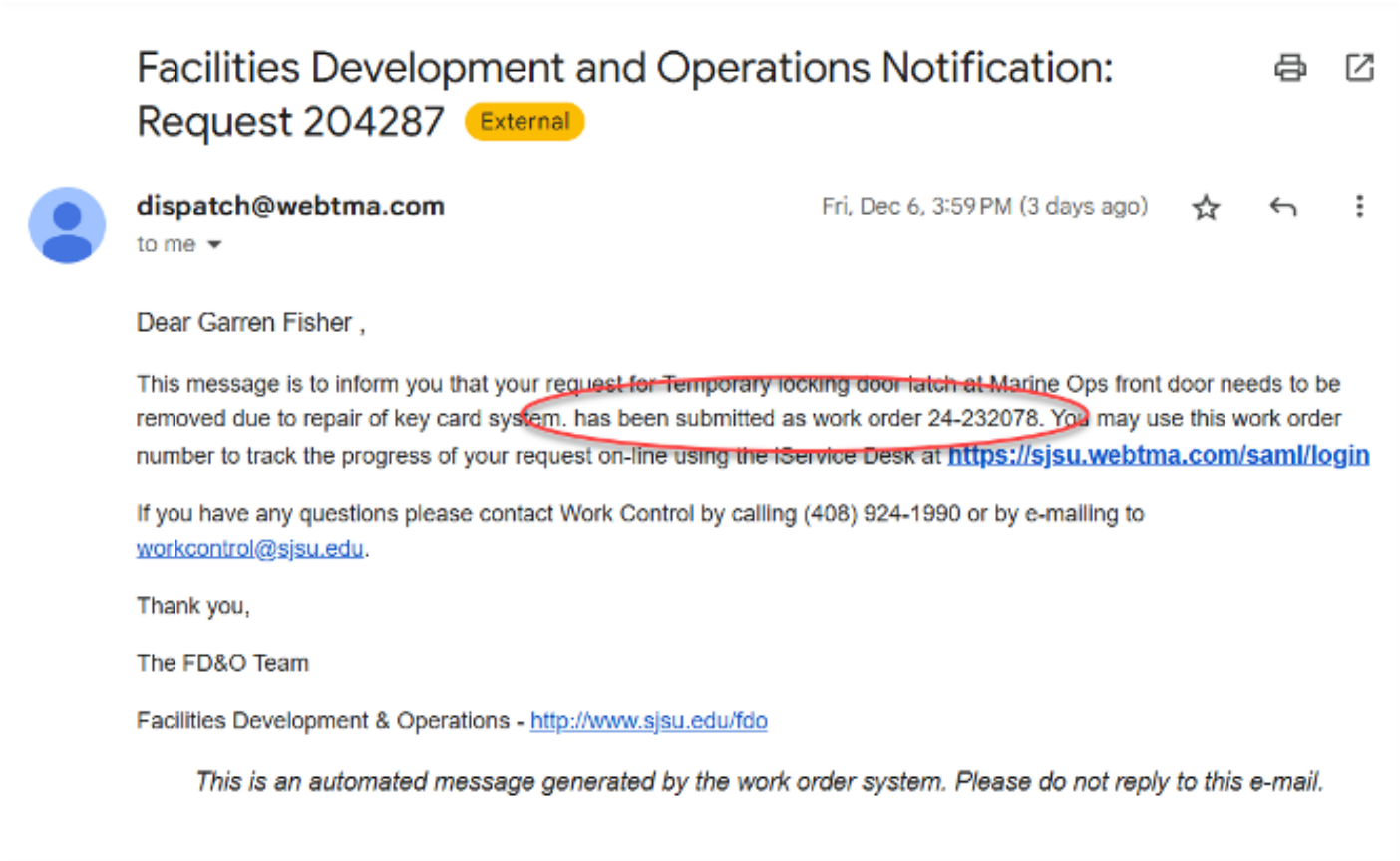
Thank you,

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

to me

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-mailing 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.

Revision #3
Created 3 February 2025 19:50:43 by Silvestre Montejano
Updated 17 April 2026 17:11:43 by Silvestre Montejano