

# MLML Facilities Service Request Walkthrough ( WebTMA)

## Navigating To and Using WebTMA

### **Background**

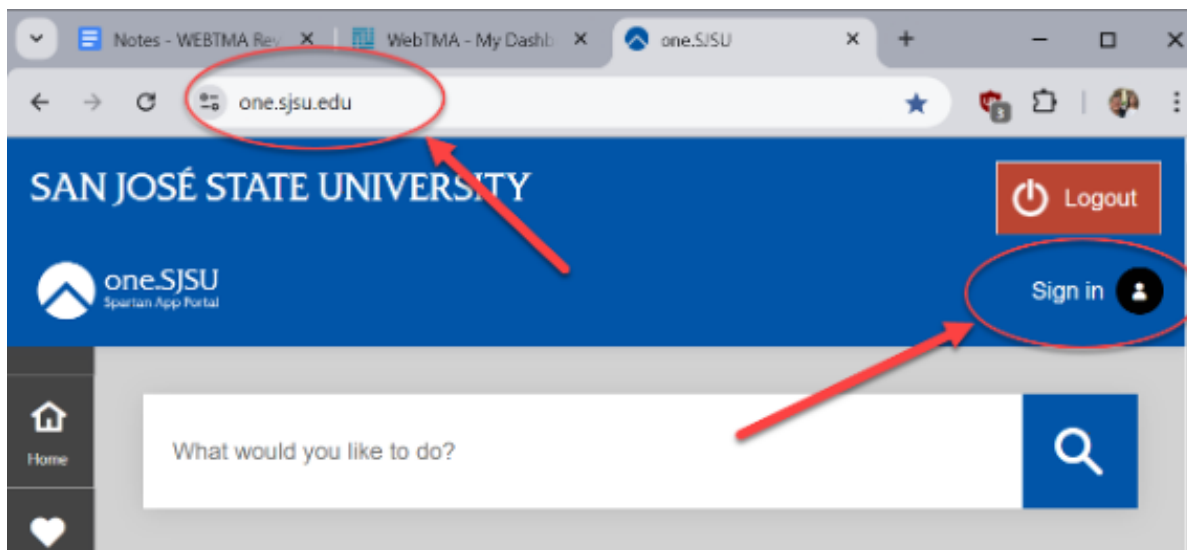
Moss Landing Marine Labs (MLML) has used the NetFacilities application for facilities request submissions in previous years. The use of NetFacilities has been inconsistent and the application is limited in capability. NetFacilities does not have individual log-ins or a simple submission process. Additionally,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

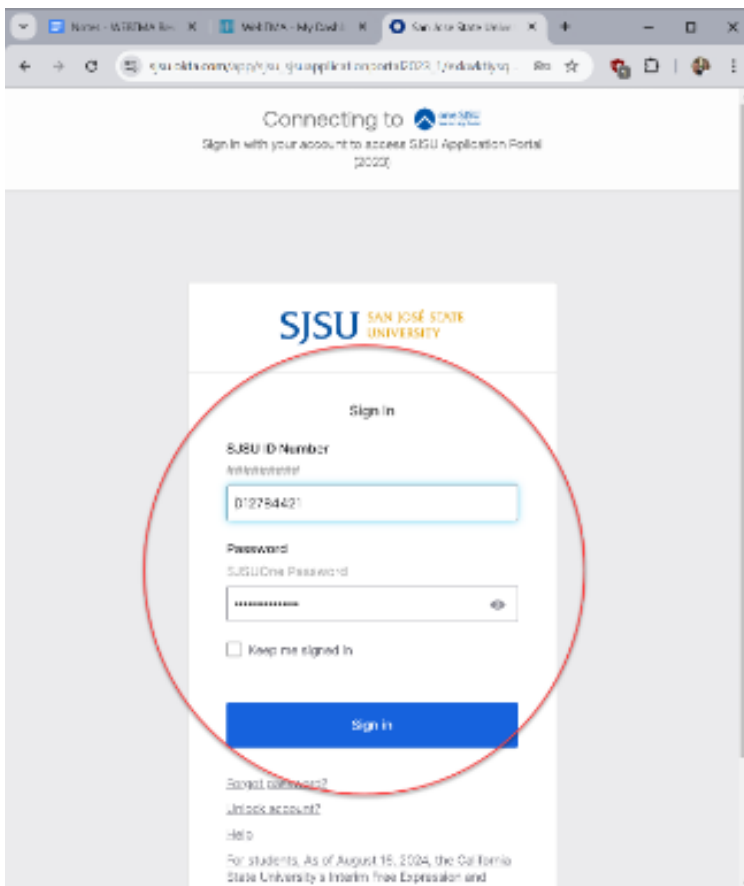
San Jose State University (SJSU) Facilities Development & Operations (FD&O) has used the WebTMA facilities ticketing system for many years to manage the main campus facilities requests, work orders, and documentation of their resolution. The design and functionality of WebTMA allow for flexibility in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

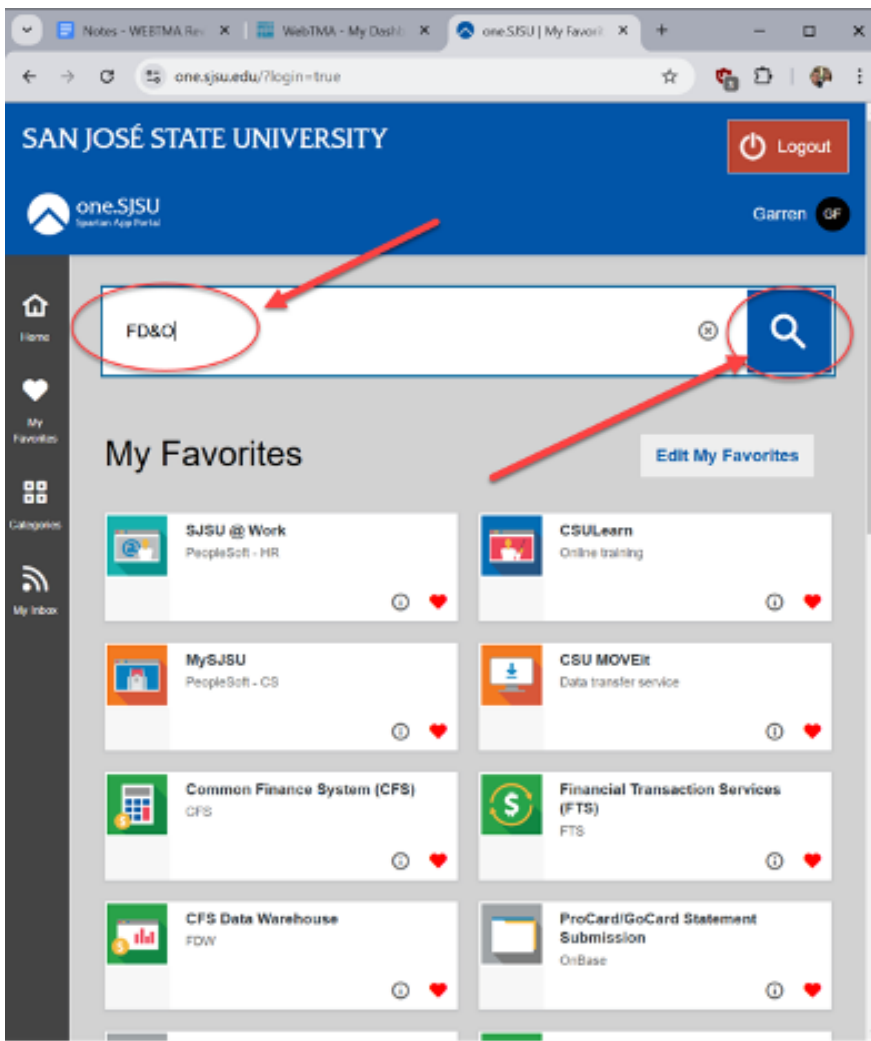
## MLML Facilities Service Request Process

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

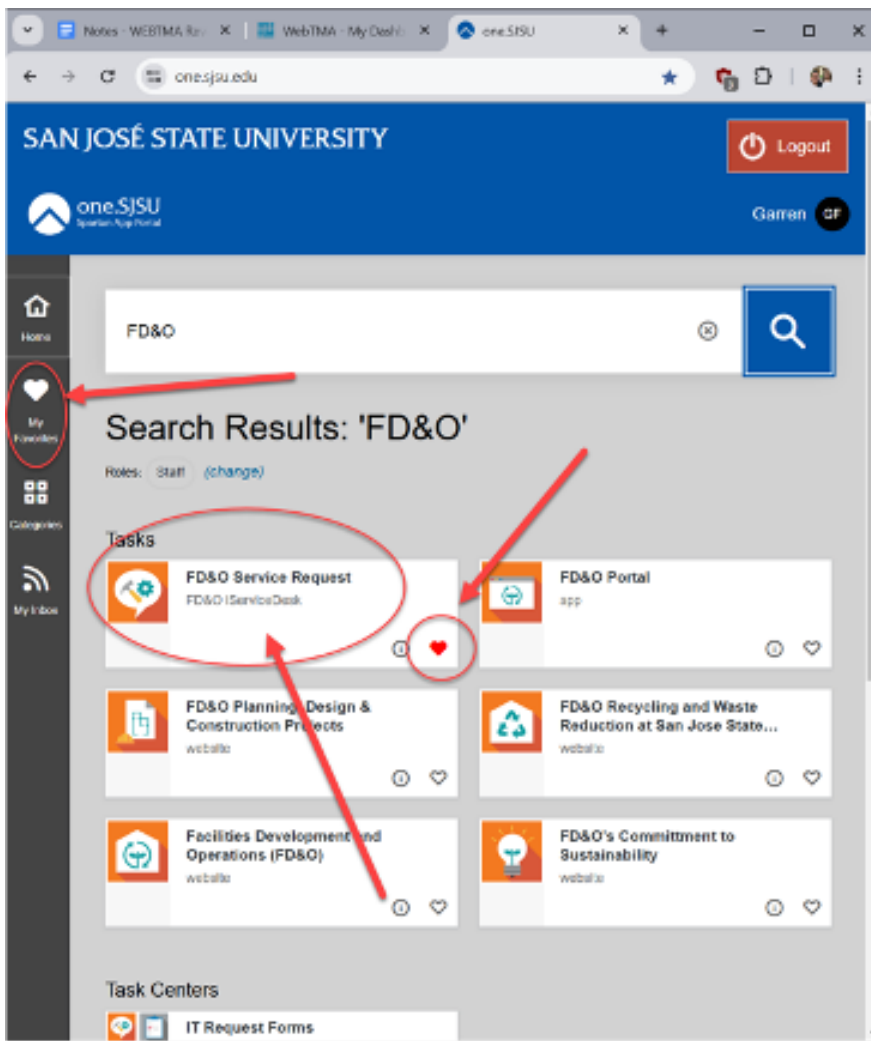




- Search for **“FD&O”** in the search field at the top of the page.



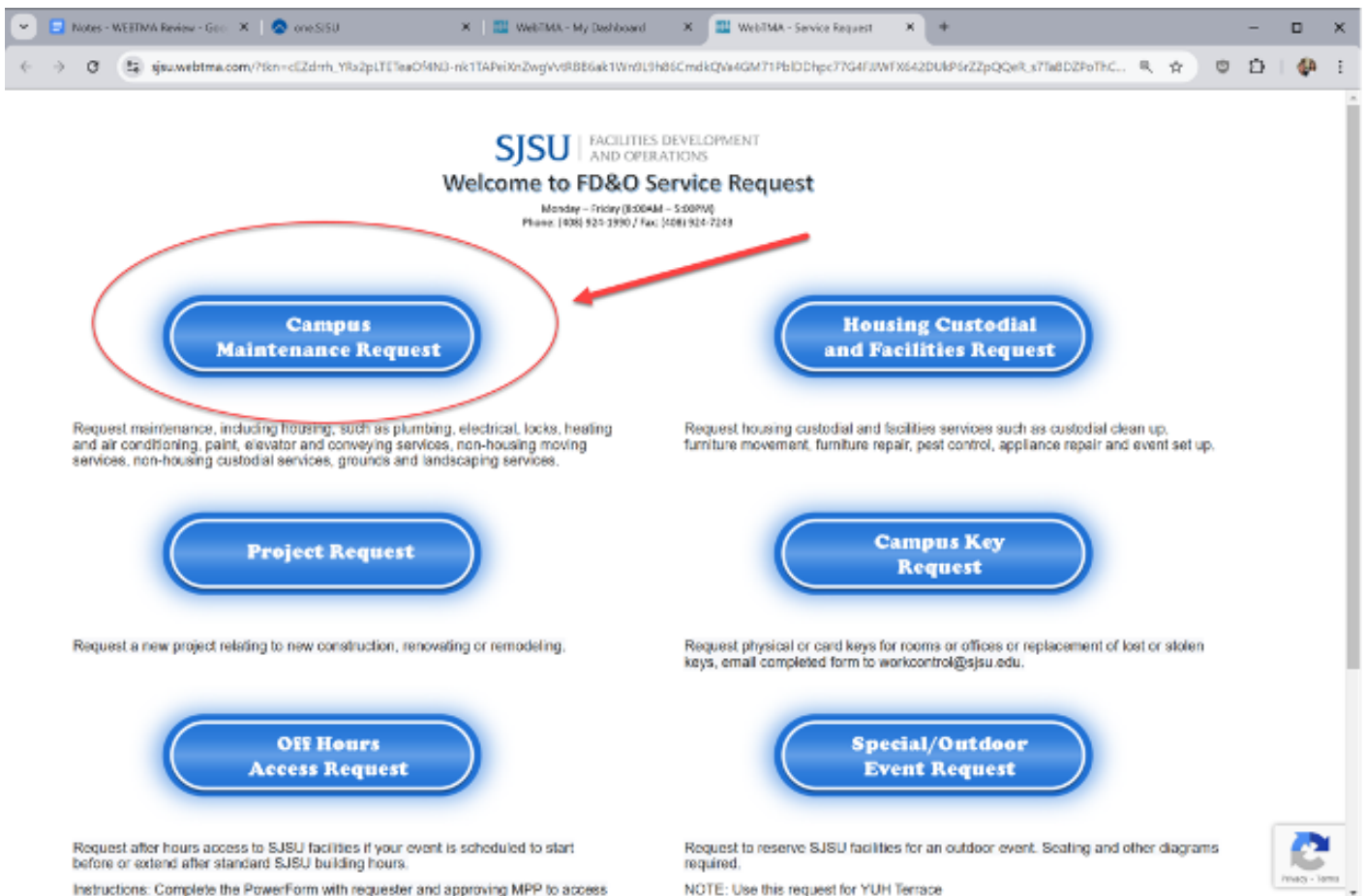
- Find the **FDO Service Request Tile** in the search results. To add the tile to your **My Favorites**, click on the outline of the red heart (full heart is already saved in your My Favorites).



- 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**

## SJSU | FACILITIES DEVELOPMENT AND OPERATIONS

<b>Request Date*</b>	12/6/2024	01:43 PM	<b>Request Type*</b>	WEB, ONLINE, ISERVICE	
<b>Name*</b>	<input type="text"/>			<b>Facility Name*</b>	<input type="text"/>
<b>Phone #*</b>	<input type="text"/>			<b>Building Name*</b>	<input type="text"/>
<b>Email Address*</b>	<input type="text"/>			<b>Floor Code</b>	<input type="text"/>
<b>Notify Me</b>	<input type="checkbox"/>			<b>Room #</b>	<input type="text"/>
<b>Linked Document</b>	Select Category			<b>Department Name*</b>	<input type="text"/>
<b>Action Requested*</b>	<input type="text"/>				
<input type="button" value="Submit"/>					

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

## SJSU | FACILITIES DEVELOPMENT AND OPERATIONS

<b>Request Date*</b>	12/6/2024	01:43 PM	<b>Request Type*</b>	WEB, ONLINE, ISERVICE	
<b>Name*</b>	<input type="text"/>			<b>Facility Name*</b>	<input type="text"/>
<b>Phone #*</b>	<input type="text"/>			<b>Building Name*</b>	<input type="text"/>
<b>Email Address*</b>	<input type="text"/>			<b>Floor Code</b>	<input type="text"/>
<b>Notify Me</b>	<input type="checkbox"/>			<b>Room #</b>	<input type="text"/>
<b>Linked Document</b>	Select Category			<b>Department Name*</b>	<input type="text"/>
<b>Action Requested*</b>	<input type="text"/>				

- 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** Select Value Cancel

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/v\_h0N15\_zZ9hUkCmZh3nCchUmN9vSEp6X2YQIMrwehVe-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\*

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/v\_h0N15\_zZ9hUkCmZh3nCchUmN9vSEp6X2YQIMrwehVe-Pn-vU8SmDD8Dep\_Jh7hdfLibr9dKWc3adJ\_GpJjuQRq1NWEioBo0ZUCB...

### Building

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 FOUNDARY	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 Ops

Submit

Building

Filter Criteria

+ Add Criteria

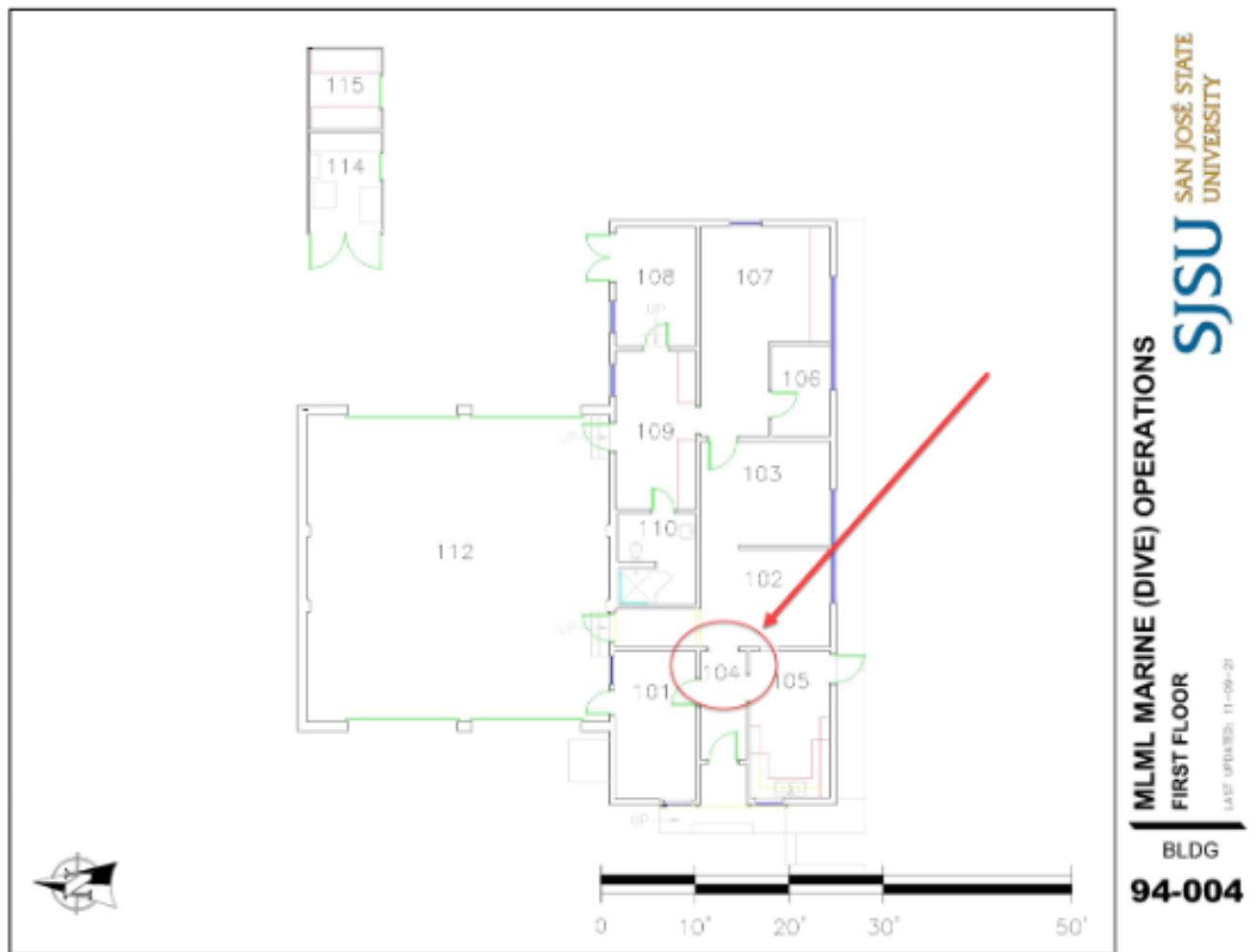
Building Code contains ML

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 Sherrill & 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\_h0NfS\_z29hUkCmZh3nCchUmN9V5EPx6X2YGMnwehVe-Pn-vL8SmDD8Dep\_Jh7hzfUJbrYdKWc8adj\_GpJjuQRq1NWEl08a0L...

**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\_h0NfS\_z29hUkCmZh3nCchUmN9V5EPx6X2YGMnwehVe-Pn-vL8SmDD8Dep\_Jh7hzfUJbrYdKWc8adj\_GpJjuQRq1NWEl08a0L...

**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\_z29hUkCmZh3pCchomN9VsEPx6X2YClMwvheVe-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](mailto: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](mailto: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 #2

Created 3 February 2025 19:50:43 by Silvestre Montejano

Updated 3 February 2025 20:37:46 by Silvestre Montejano