

MLML Facilities Service Request Walkthrough (WebTMA)

Navigating To and Using WebTMA

Background

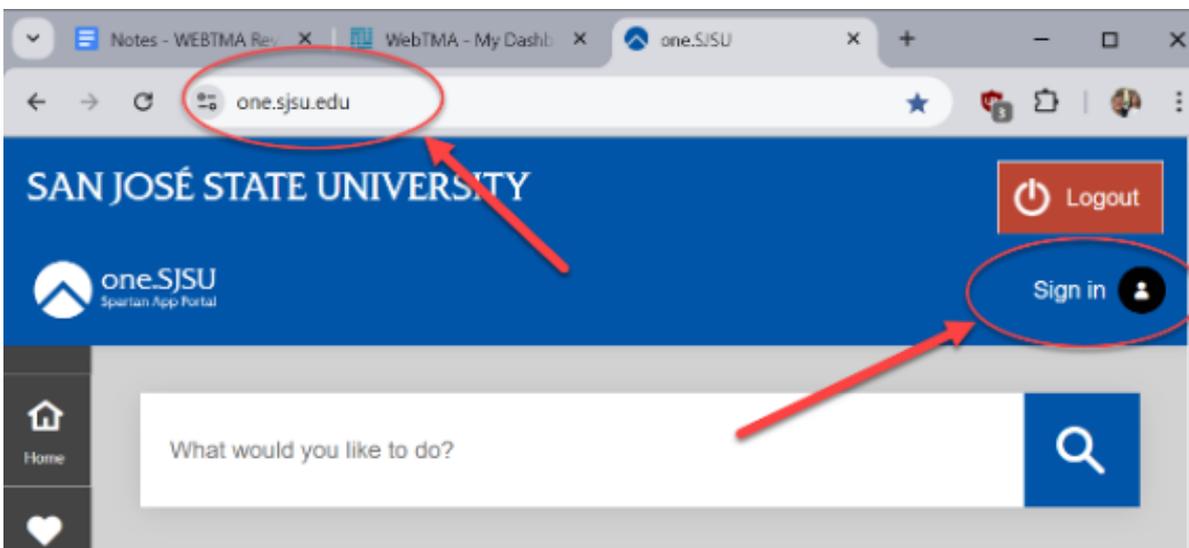
Moss Landing Marine Labs (MLML) has used the NetFacilities application for facilities request submissions in previous years. The use of NetFacilities has been inconsistent and the application is limited in capability. NetFacilities does not have individual log-ins or a simple submission process. Additionally,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

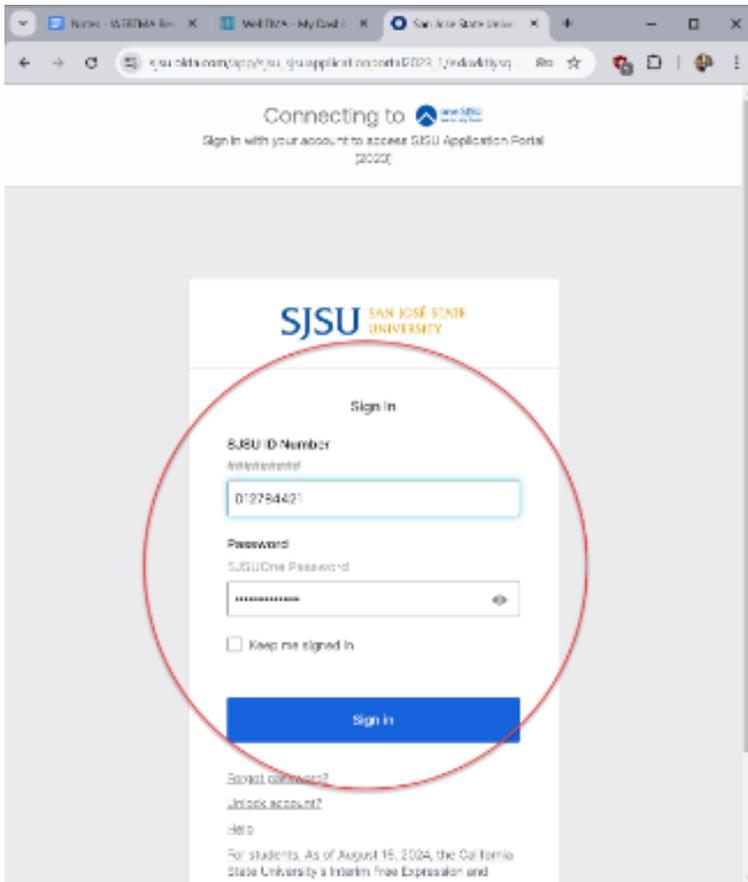
San Jose State University (SJSU) Facilities Development & Operations (FD&O) has used the WebTMA facilities ticketing system for many years to manage the main campus facilities requests, work orders, and documentation of their resolution. The design and functionality of WebTMA allow for flexibility in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

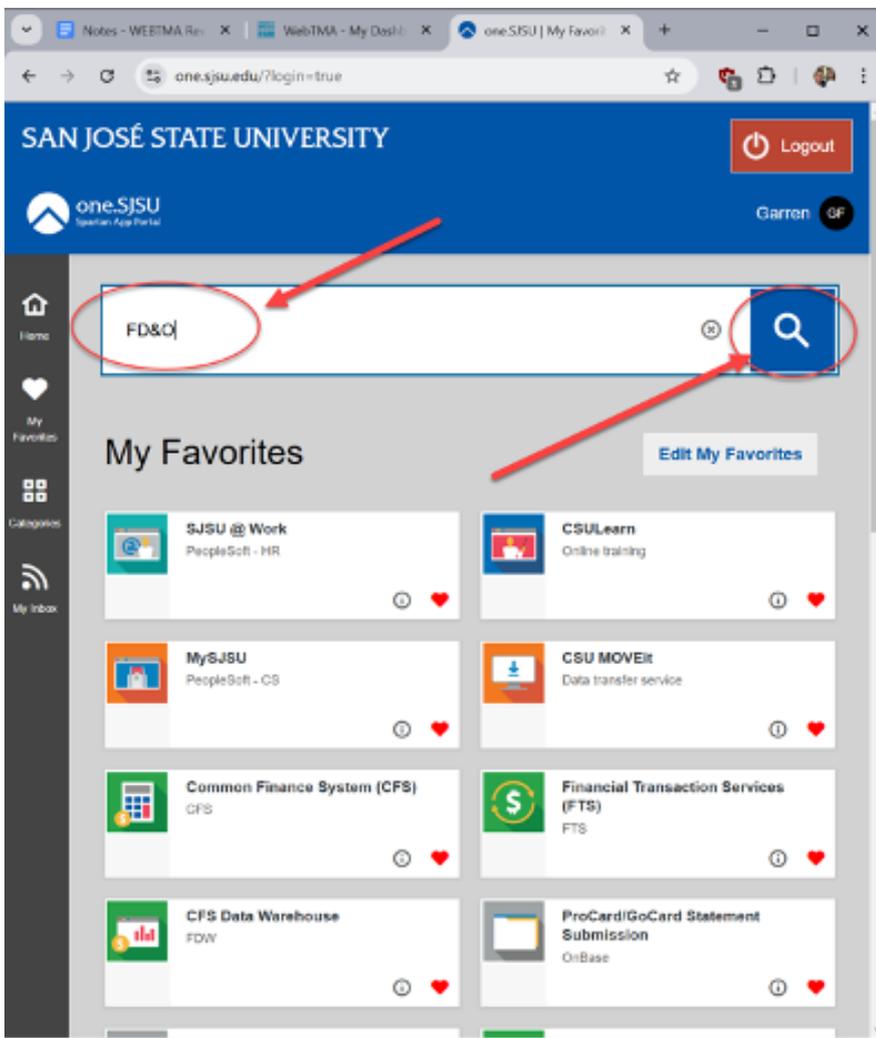
MLML Facilities Service Request Process

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

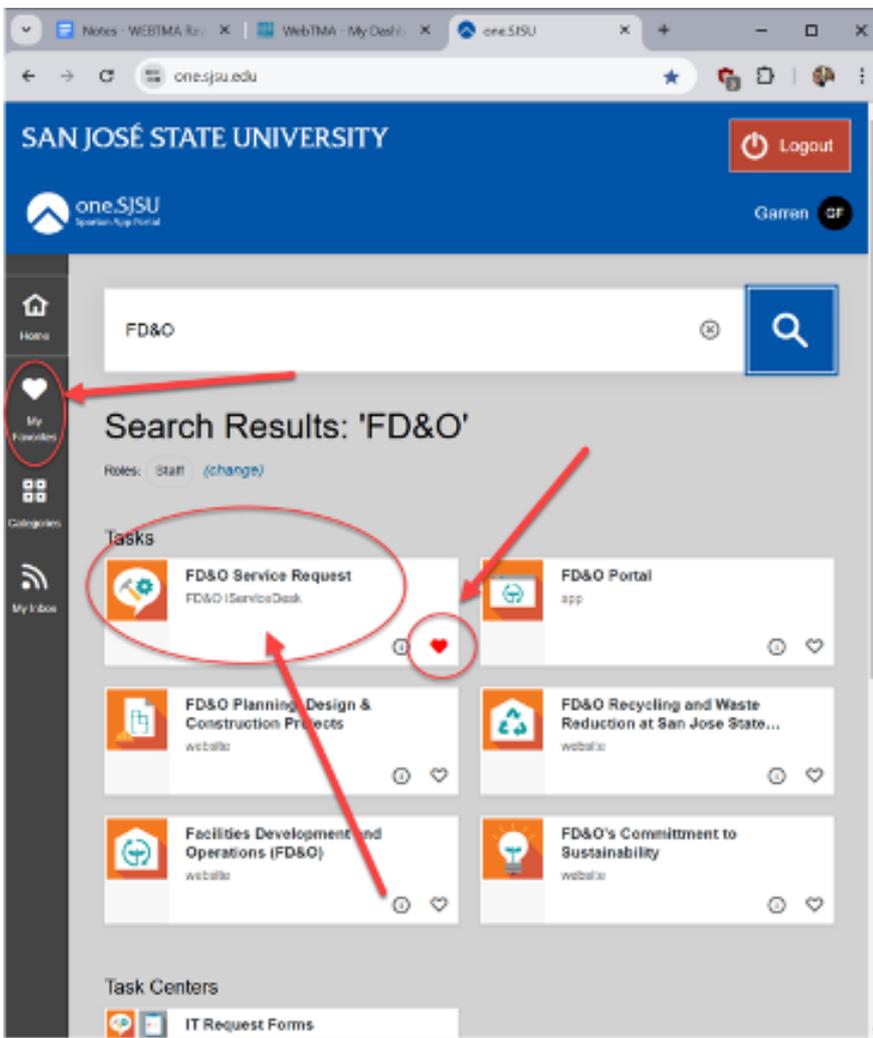




- Search for **“FD&O”** in the search field at the top of the page.



- 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.

SJSU FACILITIES DEVELOPMENT AND OPERATIONS
Welcome to FD&O Service Request
 Monday – Friday (8:00AM – 5:00PM)
 Phone: (408) 925-2990 / Fax: (408) 924-7249

Campus Maintenance Request
 Request maintenance, including housing, such as plumbing, electrical, locks, heating and air conditioning, paint, elevator and conveying services, non-housing moving services, non-housing custodial services, grounds and landscaping services.

Housing Custodial and Facilities Request
 Request housing custodial and facilities services such as custodial clean up, furniture movement, furniture repair, pest control, appliance repair and event set up.

Project Request
 Request a new project relating to new construction, renovating or remodeling.

Campus Key Request
 Request physical or card keys for rooms or offices or replacement of lost or stolen keys, email completed form to workcontrol@sjsu.edu.

Off Hours Access Request
 Request after hours access to SJSU facilities if your event is scheduled to start before or extend after standard SJSU building hours.
 Instructions: Complete the PowerForm with requester and approving MPP to access.

Special/Outdoor Event Request
 Request to reserve SJSU facilities for an outdoor event. Seating and other diagrams required.
 NOTE: Use this request for YUH Terrace.

- 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

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

SJSU | FACILITIES DEVELOPMENT AND OPERATIONS

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

Name*

Phone #*

Email Address*

Notify Me

Linked Document

Action Requested*

Request Type* WEB, ONLINE, ISERVICE

Facility Name*

Building Name*

Floor Code

Room #

Department Name*

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* [Redacted]

Phone #* [Redacted]

Email Address* [Redacted]

Notify Me

Linked Document Image
Description
Browse for File

Action Requested* [Redacted]

Submit

Request Type* WEB, ONLINE, ISERVICE

Facility Name* [Redacted] **OFFSITE**

Building Name* [Redacted]

Floor Code [Redacted]

Room # [Redacted]

Department Name* [Redacted]

- Select "OFFSITE" from the Facility drop down menu

Facilities Select Value Cancel

Filter Criteria

+ Add Criteria

Campus Code contains [Redacted]

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

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

Name* Garren Fisher

Phone #* B312415132

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

Submit

- Select the correct building at MLML

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

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: [Redacted] 

Floor Code: [Redacted]

Room #: [Redacted]

Department Name: [Redacted]

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.

Building Selection Modal

Filter Criteria

Add Criteria

Building Code: contains ML

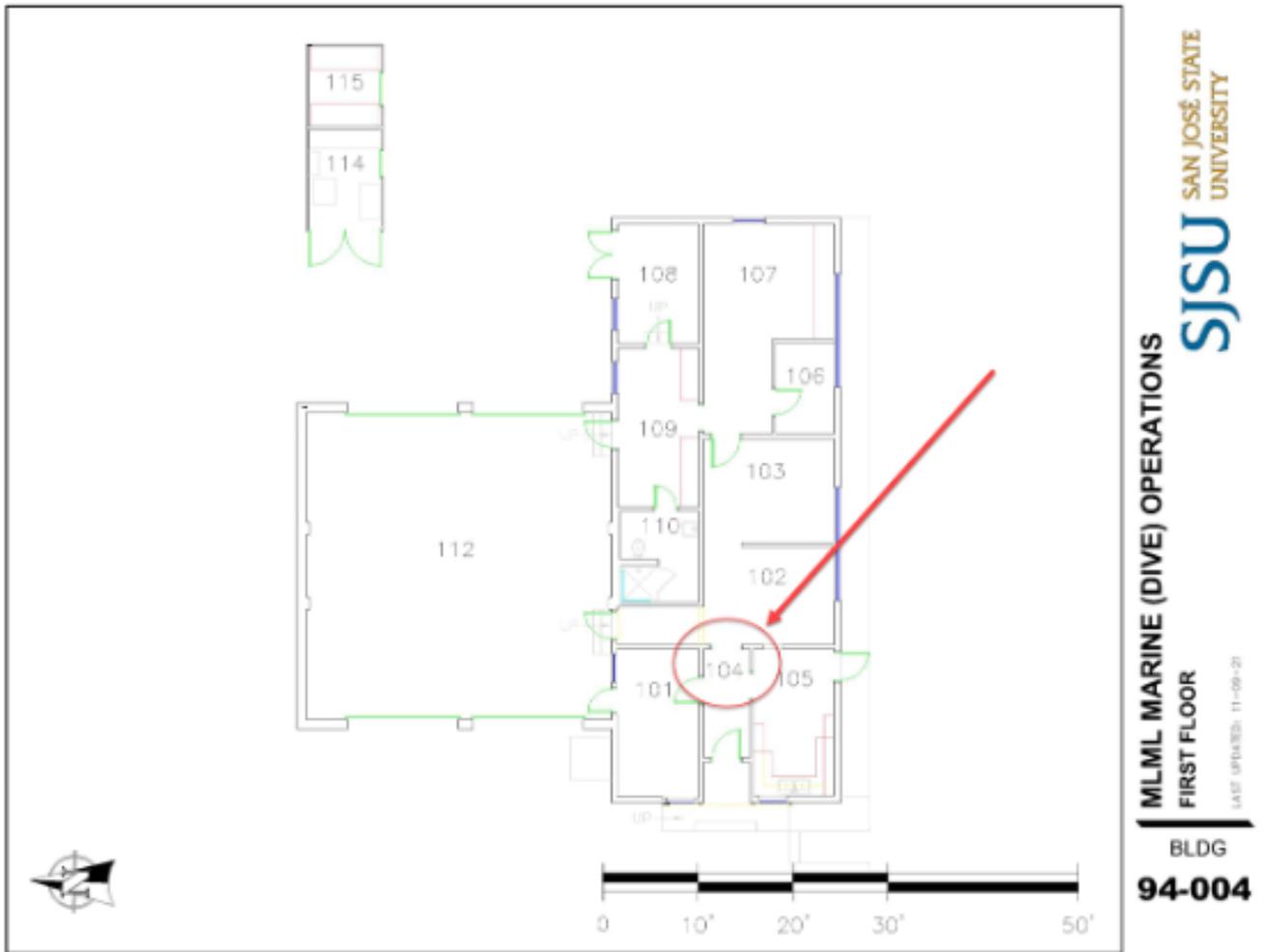
Campus Name: contains

	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

The screenshot shows a web application interface for building selection. The interface is divided into a sidebar on the left and a main panel on the right. The sidebar contains user information such as Request Date, Name, Phone #, Email Address, and Notify Me. The main panel features a 'Building' tab and a 'Filter Criteria' section. The filter criteria section includes a search bar and two dropdown menus: 'Building Code' and 'Campus Name'. Below the filter criteria is a table with columns for Code, Name, and Facility Name. A red circle highlights the table, and a red arrow points to the 'Name' column.

	Code	Name	Facility Name
<input checked="" type="checkbox"/>	M.LDM	MML Del Mar Wharf	OFFSITE
<input checked="" type="checkbox"/>	M.LDN	MML Del Norte lab	OFFSITE
<input checked="" type="checkbox"/>	M.LML	MML Main Lab	OFFSITE
<input checked="" type="checkbox"/>	M.LSH	MML Main Lab Shop	OFFSITE
<input checked="" type="checkbox"/>	M.LMO	MML Marine Ops	OFFSITE
<input checked="" type="checkbox"/>	M.LPH	MML Pumphouse	OFFSITE
<input checked="" type="checkbox"/>	M.LSHN	MML Sandholdt Housing North	OFFSITE
<input checked="" type="checkbox"/>	M.LSHS	MML Sandholdt Housing South	OFFSITE
<input checked="" type="checkbox"/>	M.LSHL	MML Sandholdt Lab	OFFSITE
<input checked="" type="checkbox"/>	M.LAQ	MML 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.

Request Date: 12/12/2024 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

Request Type: WEB, ONLINE, ISERVICE

Facility Name: OFFSITE

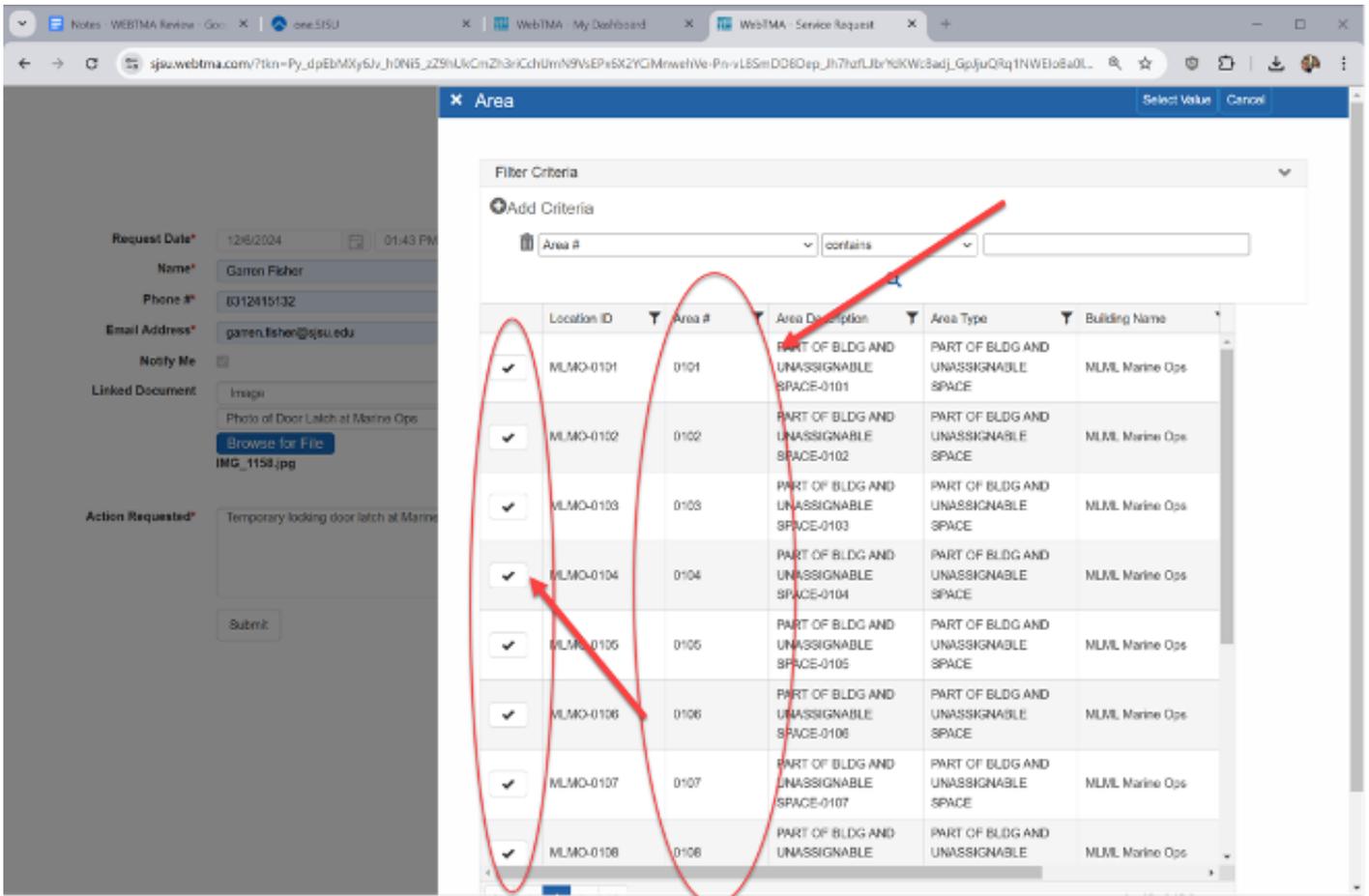
Building Name: MLML Marine Ops

Floor Code: ...

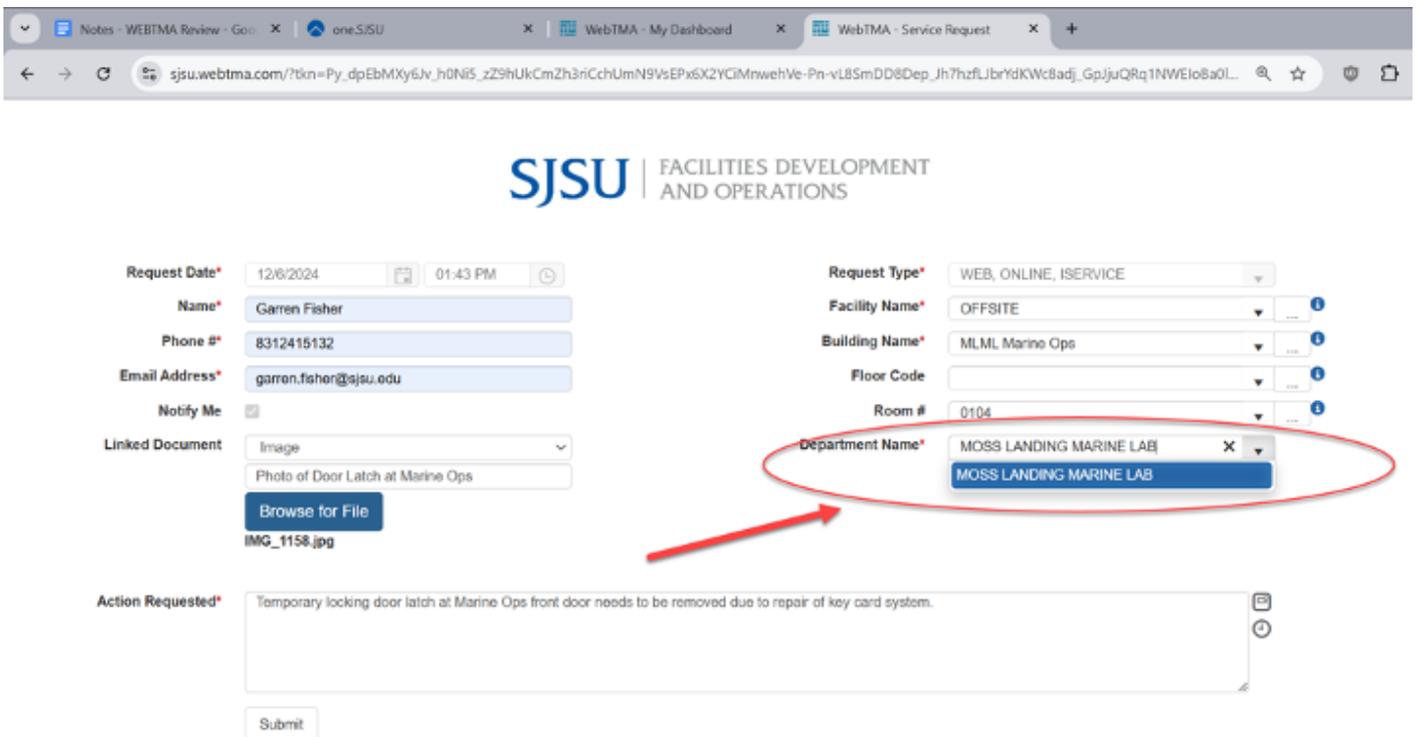
Room #: ...

Department Name: ...

Submit



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



- 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.

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.

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

sjsu.webtma.com says
Successfully Created Request Number 204287

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

Facilities Development and Operations Confirmation of Requested Service: Request 204287

External Inbox x



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-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.

Revision #2

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

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