

Here is where you start - the Home Page.
Click the “Work Order Request Entry” button, taking you to the Work Order Request Entry Page.

NOTE: Sometimes, a double click is needed to take you to the next page.

Shoreline
COMMUNITY COLLEGE

FACILITIES SERVICES WORK ORDER REQUEST SYSTEM

- Work Order Request Entry
- Work Order Request Search
- Home
- Logout

DirectLine
Maintenance Software Service

Directline HTML Interface



In case of emergency, please call facilities services at 206-546-4661.
To submit a work order request , please start by using the Work Order Request Entry button to the left.

You are now on the Work Order Request Entry page, where you need to fill out the work order request details.

NOTE: The required fields with an asterisk must be completed.

The screenshot shows a web browser window displaying the 'Work Order Request Entry' form. On the left is a navigation menu with 'Work Order Request Entry', 'Work Order Request Search', 'Home', and 'Logout'. Below the menu is the 'DirectLine' logo with the tagline 'Maintenance Software Service'. The main form area has a dark blue header with the title 'Work Order Request Entry'. Below the header, a message states: 'All line items below with an *asterisk are required fields that need to be filled in.' The form fields are: 'Type:' (Work Order Request from HTML Page), 'Status:' (Initiated), '*Submitted By:' (text input), '*Phone No.:' (text input), '*E-Mail:' (text input), 'Alt. Contact:' (text input), '*Date:' (04/01/2015), '*Building:' (dropdown menu with a checked box and the text 'Click to select building number'), 'Budget:' (text input), and '*Description:' (text area). At the bottom, there is an 'Upload Files:' section with a checkbox 'Do you wish to upload document(s)?' and a note: 'You will be asked for the files to upload after the work order has been saved.' Below this are 'Save' and 'Clear' buttons.

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Work Order Request Entry

All line items below with an *asterisk are required fields that need to be filled in.

Type: Work Order Request from HTML Page

Status: Initiated

*Submitted By:

*Phone No.:

*E-Mail:

Alt. Contact:

*Date: 04/01/2015

*Building: Click to select building number

Budget:

*Description:

Upload Files: Do you wish to upload document(s)?
You will be asked for the files to upload after the work order has been saved.

Save Clear

1. Write in Submitted By (your name).
 2. Write in your Phone No.
 3. Write in your email address.
- NOTE: The date fills in automatically.*
4. Click the Building drop down arrow.

The screenshot shows a web application interface for 'Work Order Request Entry'. On the left is a navigation menu with links: 'Work Order Request Entry', 'Work Order Request Search', 'Home', and 'Logout'. Below the menu is the 'DirectLine' logo, which includes the text 'Integration' and 'Maintenance Software Service'. The main content area has a blue header with the title 'Work Order Request Entry'. Below the header, a message states: 'All line items below with an *asterisk are required fields that need to be filled in.' The form fields are as follows: 'Type:' is 'Work Order Request from HTML Page'; 'Status:' is 'Initiated'; '*Submitted By:' is an empty text box with a red arrow pointing to it; '*Phone No.:' is an empty text box with a green arrow pointing to it; '*E-Mail:' is an empty text box with a blue arrow pointing to it; 'Alt. Contact:' is an empty text box with a purple arrow pointing to it; '*Date:' is '04/01/2015'; '*Building:' is a dropdown menu with a checkmark icon and the text 'Click to select building number', with a purple arrow pointing to the dropdown arrow; 'Budget:' is an empty text box; '*Description:' is a large empty text area; 'Upload Files:' includes a checkbox 'Do you wish to upload document(s)?' and a note 'You will be asked for the files to upload after the work order has been saved.' At the bottom are two buttons: 'Save' (yellow) and 'Clear' (grey).

After the “Building” field loads, click and highlight the Building Number where the work being requested will be done.

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All line items below with an *asterisk are required fields that need to be filled in.

Type: Work Order Request from HTML Page

Status: Initiated

*Submitted By: John Doe

*Phone No.: 800-555-5555

*E-Mail: jdoe@happy.com

Alt. Contact:

*Date:

*Building: [0000] All Outside Areas [0000]
[1000] Administration [1000]
[1100] Classroom [1100]
[1200] Financial Services [1200]
[1300] Classroom/computer Labs [1300]
[1400] Classroom/lab/offices [1400]
[1500] Classroom [1500]
[1600] Theater [1600]
[1600A] Theater Workshop [1600A]
[1700] Classroom [1700]
[1800] Classroom [1800]
[1900] Parent Child Center [1900]
[2000] Varsity [2000]
[2100] Automotive Training Center [2100]
[2200] Classroom/math [2200]
[2300] Nursing [2300]
[2400] Biology/boiler Room [2400]
[2500] Dental Hygiene/machine Shop [2500]
[2600] Biology [2600]
[2700] Chemistry [2700]
[2800] Science Office [2800]
[2900] Science/biotech [2900]
[3000] Physical Education [3000]
[4000] Library [4000]
[5000] Student Services/faculty Off [5000]
[800] Music [800]
[9000] Student Union Building [9000]
[PS] Paint Shop [PS]
[WTRSY51] Water System Pump Bldg [Wtrsvs1]

Budget:

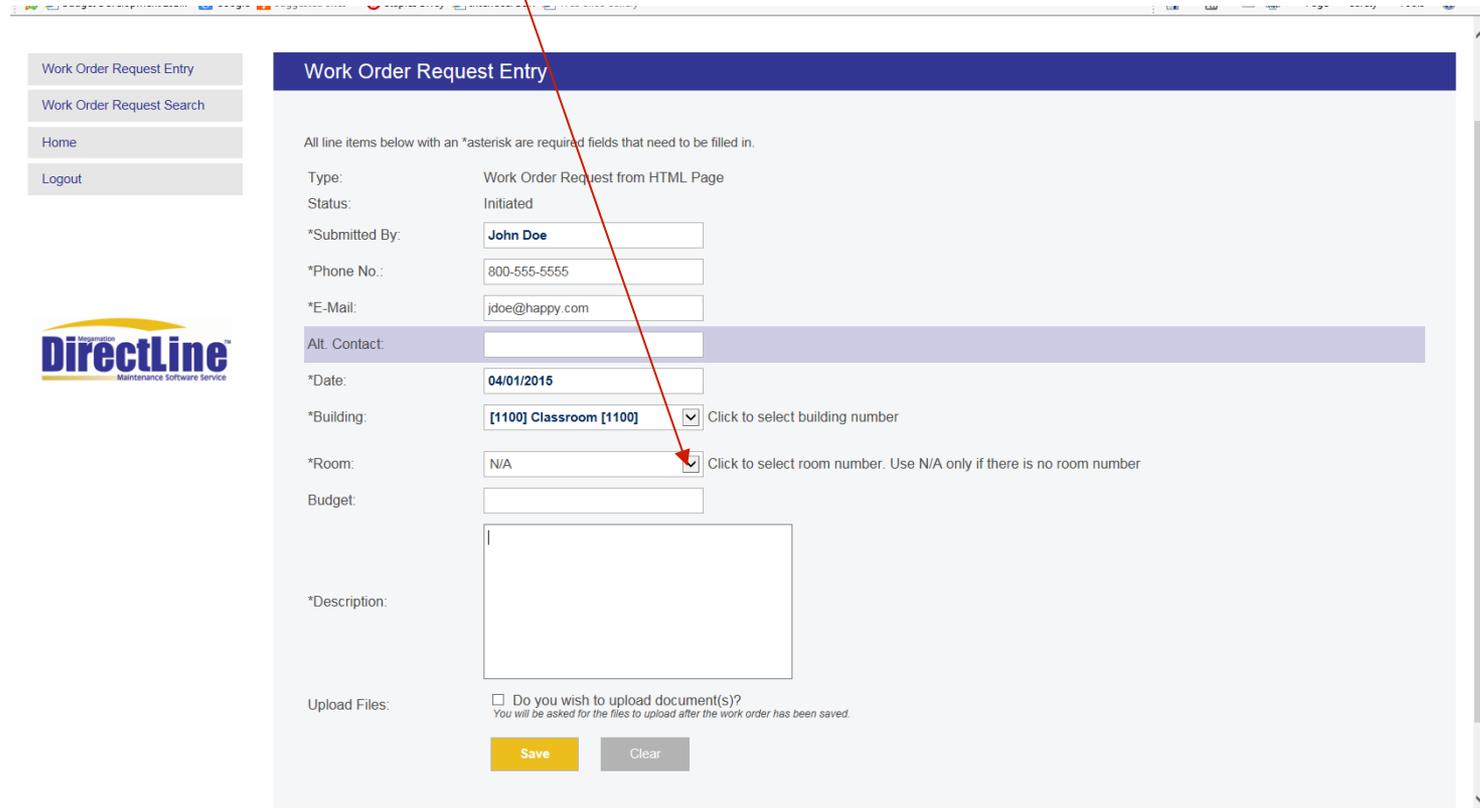
*Description:

Upload Files:

building number

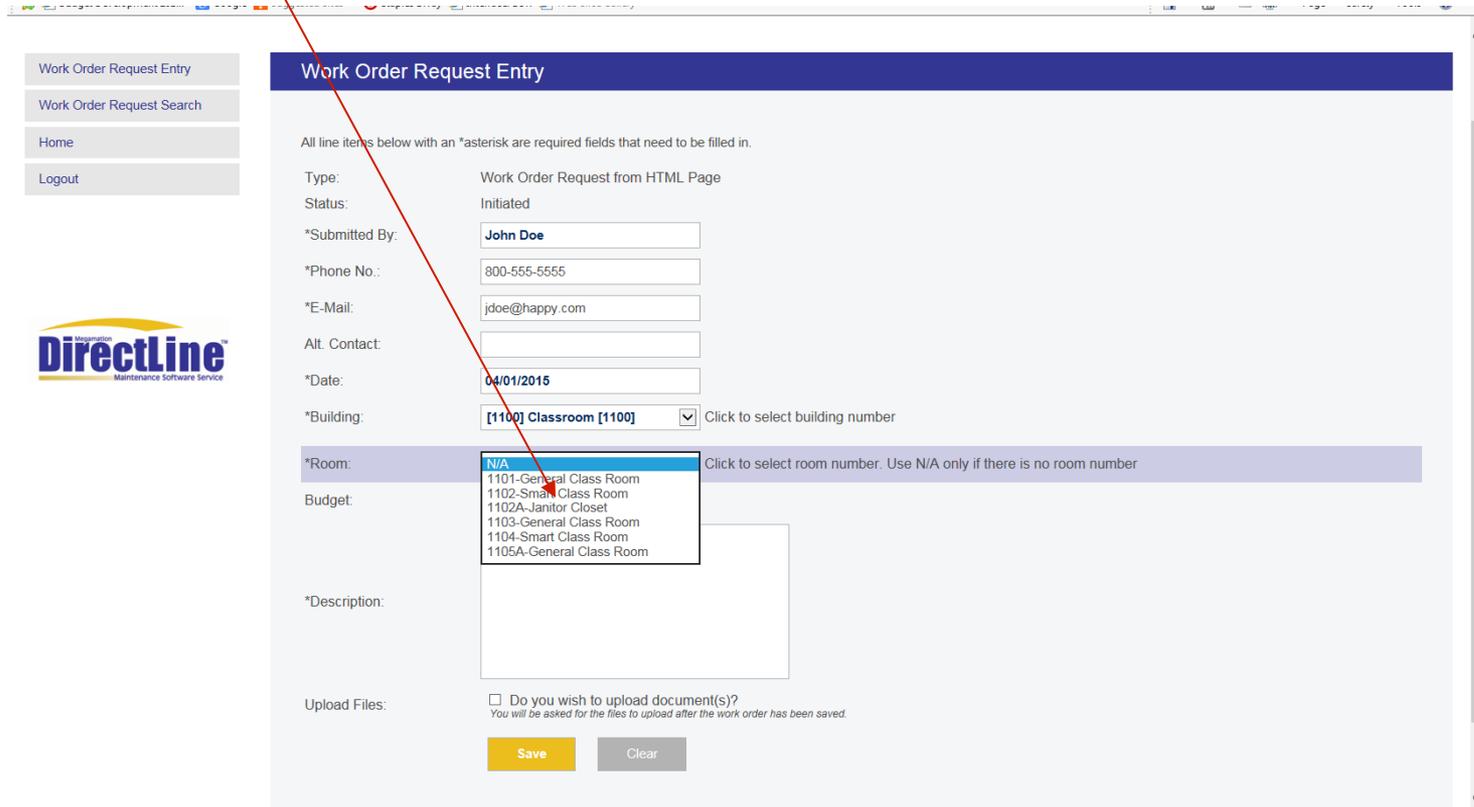
been saved.

With the Building now selected, a room number needs to be identified. Click the Room drop down arrow.



The screenshot shows a web browser window displaying the 'Work Order Request Entry' form. On the left, there is a navigation menu with buttons for 'Work Order Request Entry', 'Work Order Request Search', 'Home', and 'Logout'. Below the menu is the 'DirectLine' logo, which includes the text 'Management Maintenance Software Service'. The main form area has a blue header with the title 'Work Order Request Entry'. Below the header, a note states: 'All line items below with an *asterisk are required fields that need to be filled in.' The form fields are as follows: 'Type:' is 'Work Order Request from HTML Page'; 'Status:' is 'Initiated'; '*Submitted By:' is 'John Doe'; '*Phone No.:' is '800-555-5555'; '*E-Mail:' is 'jdoe@happy.com'; 'Alt. Contact:' is an empty field; '*Date:' is '04/01/2015'; '*Building:' is '[1100] Classroom [1100]' with a dropdown arrow and the text 'Click to select building number'; '*Room:' is 'N/A' with a dropdown arrow and the text 'Click to select room number. Use N/A only if there is no room number'; 'Budget:' is an empty field; '*Description:' is a large empty text area; and 'Upload Files:' has a checkbox for 'Do you wish to upload document(s)?' with the subtext 'You will be asked for the files to upload after the work order has been saved.' At the bottom of the form are two buttons: 'Save' (yellow) and 'Clear' (grey). A red arrow originates from the text above and points to the dropdown arrow on the 'Room' field.

After the Room field loads, click the Room Number where the work will be done. If it is not known, click N/A at the top.



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Work Order Request Entry

All line items below with an *asterisk are required fields that need to be filled in.

Type: Work Order Request from HTML Page

Status: Initiated

*Submitted By: John Doe

*Phone No.: 800-555-5555

*E-Mail: jdoe@happy.com

Alt. Contact:

*Date: 04/01/2015

*Building: [1100] Classroom [1100] Click to select building number

*Room: **N/A** Click to select room number. Use N/A only if there is no room number

- 1101-General Class Room
- 1102-Small Class Room
- 1102A-Janitor Closet
- 1103-General Class Room
- 1104-Smart Class Room
- 1105A-General Class Room

Budget:

*Description:

Upload Files: Do you wish to upload document(s)?
You will be asked for the files to upload after the work order has been saved.

Save Clear

If you want an alternate contact identified, fill in the Alt Contact field.

If there are materials that need to be ordered to complete this work order request, write in the budget number you want facilities to use.

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All line items below with an *asterisk are required fields that need to be filled in.

Type: Work Order Request from HTML Page

Status: Initiated

*Submitted By: John Doe

*Phone No.: 800-555-5555

*E-Mail: jdoe@happy.com

Alt. Contact:

*Date: 04/01/2015

*Building: [1100] Classroom [1100]

*Room: 1102-Smart Class Room

Budget:

*Description:

Upload Files: Do you wish to upload document(s)?
You will be asked for the files to upload after the work order has been saved.

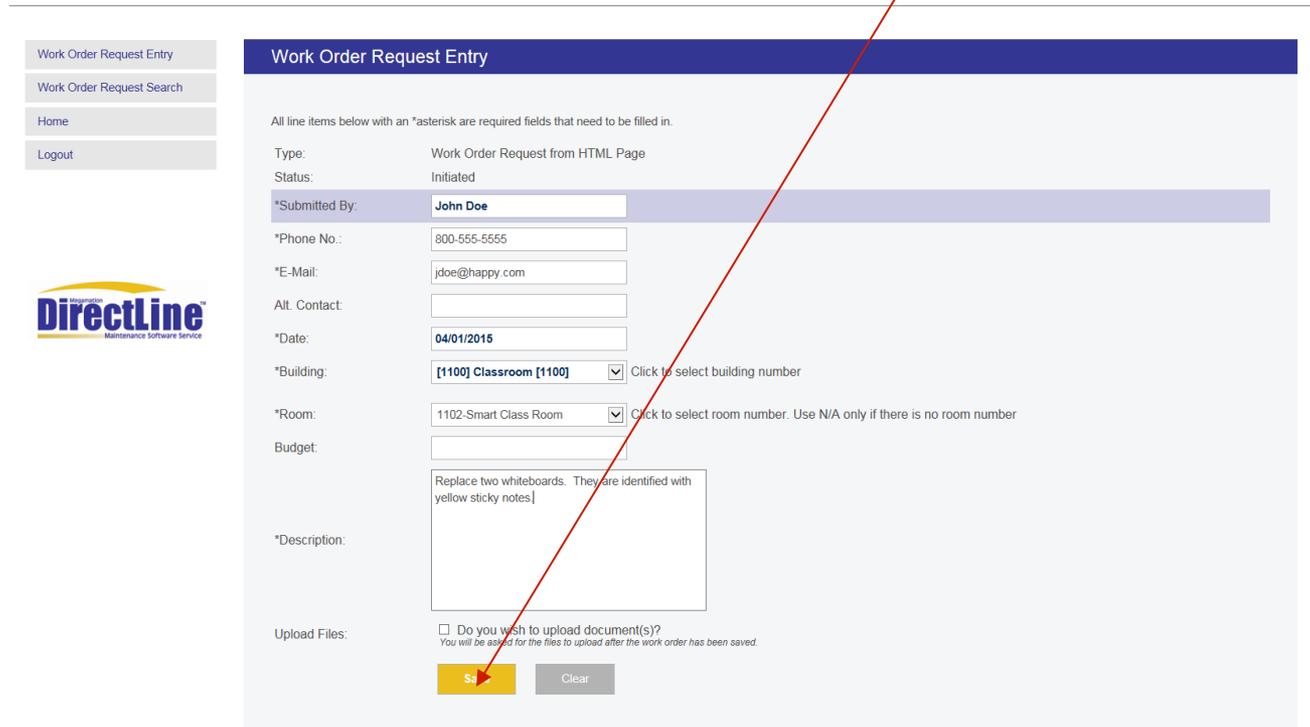
With the required Submitted By, Phone No., E-Mail, Date, Building, and Room fields now entered, type in a short description of the work order request in the “Description” box. Include all key details.

The screenshot shows a web browser window with the URL directline.com. The page title is "Work Order Request Entry". On the left, there is a navigation menu with links for "Work Order Request Entry", "Work Order Request Search", "Home", and "Logout". The main content area has a blue header with the text "Work Order Request Entry". Below the header, a message states: "All line items below with an *asterisk are required fields that need to be filled in." The form fields are as follows:

- Type: Work Order Request from HTML Page
- Status: Initiated
- *Submitted By: John Doe
- *Phone No.: 800-555-5555
- *E-Mail: jdoe@happy.com
- Alt. Contact: (empty field)
- *Date: 04/01/2015
- *Building: [1100] Classroom [1100] (dropdown menu)
- *Room: 1102-Smart Class Room (dropdown menu)
- Budget: (empty field)
- *Description: (large text area with a red arrow pointing to it)
- Upload Files: Do you wish to upload document(s)?
You will be asked for the files to upload after the work order has been saved.

At the bottom of the form, there are two buttons: "Save" (yellow) and "Clear" (grey).

If you don't need to upload a document with this work order, you are ready to complete your work order request. Click Save to complete the work order request.



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All line items below with an *asterisk are required fields that need to be filled in.

Type: Work Order Request from HTML Page
Status: Initiated

*Submitted By:

*Phone No.:

*E-Mail:

Alt. Contact:

*Date:

*Building: Click to select building number

*Room: Click to select room number. Use N/A only if there is no room number

Budget:

*Description:

Upload Files: Do you wish to upload document(s)?
You will be asked for the files to upload after the work order has been saved.

-- Your work order request can now be printed by clicking Print.

-- You can email it to someone else by clicking Email.

-- You can save it as a PDF file by clicking Download PDF.

NOTE: It is recommend to save the Work Order Number in some way for future reference.

-- Click Close to complete the work order process.

The screenshot displays a web interface for a maintenance system. At the top left, there is a 'Logout' link. The main content area shows details for a work order with the number 100404. The details include the submission date (02-18-2015), time (05:33AM), type (REP), status (I (Initiated)), priority, issue description, submitter (Jane Doe), contact information, due date, budget, equipment location (1000-1009 - P/O Office), building (1000 - Administration), room (1009), job type, and description (Hang Photo). On the left side, the 'DirectLine' logo is visible, with the tagline 'Maintenance Software Service'. At the bottom of the work order details, there are four buttons: 'Print', 'Email', 'Download PDF', and 'Close'. Colored arrows from the text above point to these buttons: a purple arrow to 'Print', a blue arrow to 'Email', a green arrow to 'Download PDF', and a red arrow to 'Close'. A grey arrow also points from the 'Close' button to the 'Logout' link.

Logout

maintenance and refer to work order 100404.

Work Order: 100404
Submitted Date: 02-18-2015
Time: 05:33AM
Type: REP ()
Status: I (Initiated)
Priority: ()
Issue to:
Submitted By: Jane Doe
Contact Name:
Contact Phone: 800-999-1000
Date Due:
Budget:
Equipment: 1000-1009 - P/O Office
Building: 1000 - Administration
Room: 1009
Job Type:
Description: Hang Photo

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Print Email Download PDF Close

If a Document File, Drawing, or other added information needs to be part of the work order request, it can be uploaded. Click the Upload Files Box and then click Save.

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All line items below with an *asterisk are required fields that need to be filled in.

Type: Work Order Request from HTML Page

Status: Initiated

*Submitted By:

*Phone No.:

*E-Mail:

Alt. Contact:

*Date:

*Building: Click to select building number

*Room: Click to select room number. Use N/A only if there is no room number

Budget:

*Description:

Upload Files: Do you wish to upload document(s)?
You will be asked for the files to upload after the work order has been saved.

Click the Browse button, which allows you to find the file on your desktop you want to upload. Click the file name so it shows in the FileName 1 field. Create a title name and enter it in the Title field. Repeat if more than one file will be uploaded for this work order.

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Work Request Entry - File Upload

Work Order 100474 has been successfully created and submitted.
You now have the option of uploading and associating image/document with this work order.

You may upload up to 5 files. The maximum upload file size is 2MB.
Please enter for each document a short description of the contents of the file.

FileName 1:
Title:

FileName 2:
Title:

FileName 3:
Title:

FileName 4:
Title:

FileName 5:
Title:

When all FileNames and Titles have been entered, click Upload. This completes the work order request process.

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Work Order Request Search

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Work Request Entry - File Upload

Work Order 100474 has been successfully created and submitted.
You now have the option of uploading and associating image/document with this work order.

You may upload up to 5 files. The maximum upload file size is 2MB.
Please enter for each document a short description of the contents of the file.

FileName 1:

Title:

FileName 2:

Title:

FileName 3:

Title:

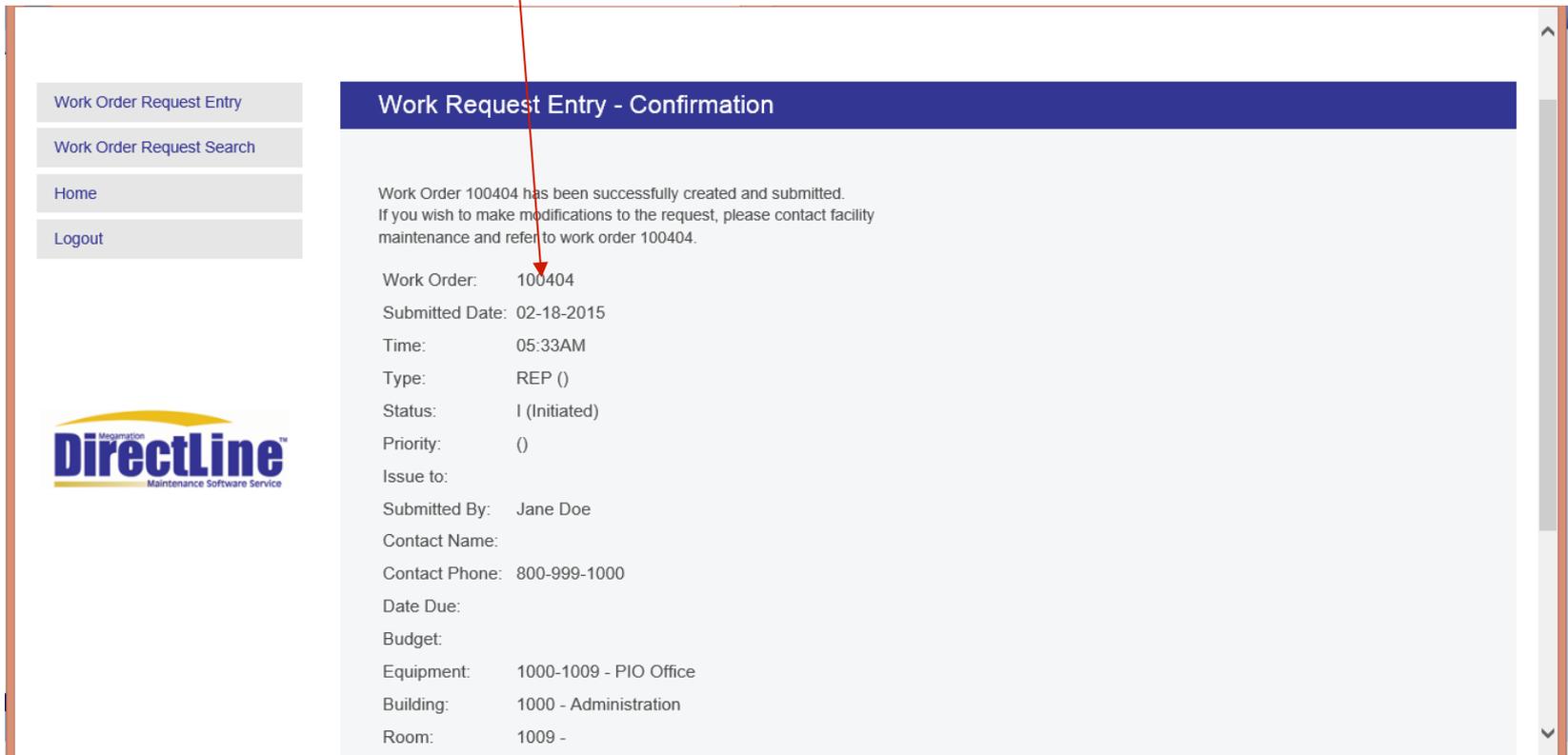
FileName 4:

Title:

FileName 5:

Title:

The Work Order Request is now complete.
The assigned Work Order number will show.



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Work Request Entry - Confirmation

Work Order 100404 has been successfully created and submitted.
If you wish to make modifications to the request, please contact facility maintenance and refer to work order 100404.

Work Order: 100404

Submitted Date: 02-18-2015

Time: 05:33AM

Type: REP ()

Status: I (Initiated)

Priority: ()

Issue to:

Submitted By: Jane Doe

Contact Name:

Contact Phone: 800-999-1000

Date Due:

Budget:

Equipment: 1000-1009 - PIO Office

Building: 1000 - Administration

Room: 1009 -



-- Your work order request can now be printed by clicking Print.

-- You can email it to someone else by clicking Email.

-- You can save it as a PDF file by clicking Download PDF.

NOTE: It is recommend to save the Work Order Number in some way for future reference.

-- Click Close to complete the work order process.

The screenshot displays a web interface for a maintenance software service. At the top left, there is a 'Logout' link. The main content area shows details for a work order with the number 100404. The details include the submitted date (02-18-2015), time (05:33AM), type (REP), status (I (Initiated)), priority, issue description, submitter (Jane Doe), contact information, due date, budget, equipment location (1000-1009 - P/O Office), building (1000 - Administration), room (1009), job type, and description (Hang Photo). On the left side, the 'DirectLine' logo is visible, with the tagline 'Maintenance Software Service'. At the bottom of the work order details, there are four buttons: 'Print', 'Email', 'Download PDF', and 'Close'. Colored arrows from the text above point to these buttons: a purple arrow to 'Print', a blue arrow to 'Email', a green arrow to 'Download PDF', and a red arrow to 'Close'. A grey arrow also points from the 'Close' button to the 'Logout' link.

Logout

maintenance and refer to work order 100404.

Work Order: 100404
Submitted Date: 02-18-2015
Time: 05:33AM
Type: REP ()
Status: I (Initiated)
Priority: ()
Issue to:
Submitted By: Jane Doe
Contact Name:
Contact Phone: 800-999-1000
Date Due:
Budget:
Equipment: 1000-1009 - P/O Office
Building: 1000 - Administration
Room: 1009
Job Type:
Description: Hang Photo

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Print Email Download PDF Close

End of the Work Order Request System Training. Questions?

Thank you for your time with this!

