

Instructions for Submitting Work Orders

These instructions describe how to submit work orders for a variety of issues residents might encounter in Lawrence. Residents might wish to issue a work order to fix an appliance in their apartment, to deal with an insect infestation, to fix a broken light in the parking lot, and more. Residents are encouraged to submit work orders for issues they observe in public spaces (i.e. broken outdoor lights) as facilities will often not see these issues.

1. Head to: <https://facilities.princeton.edu/services/request-service>.
2. On the webpage, click “Basic Work Order.”

The screenshot shows the Princeton University Facilities website. At the top left is the Princeton University logo and the word 'Facilities'. A search bar is on the top right. A navigation menu includes 'ABOUT US', 'SERVICES', 'PROJECTS', 'SUSTAINABLE CAMPUS', 'ALERTS AND NEWS', 'MAPS', 'SUPPLIERS', and 'REQUEST A SERVICE'. The main header features the Princeton University logo and the word 'FACILITIES'. Below this is a 'Request a Service' section with a sidebar on the left listing various services like 'A-Z services', 'Guides & Policies', 'Cleaning and recycling', etc. The main content area is titled 'Service Request Forms' and contains instructions: 'Please use one of the forms below based on your SPECIFIC needs; each form is UNIQUE to help us help you as quickly as possible.' It lists 'Repairs/Help' with a link to 'Basic Work Order' and 'Events' with a link to 'Event Support Services'. A note mentions contacting Caleco for Undergraduate Laundry issues. On the right, there is a 'FACILITIES SERVICE CENTER' box with contact information and a 'RELATED INFORMATION' section with a link to 'Facilities Shop Labor Rates'.

3. Log in if you have a Princeton ID. If you do not have a Princeton ID, click “Don’t have a Princeton ID?”

The screenshot shows the 'Online Work Request' login page. It features the Princeton University logo and the title 'PRINCETON UNIVERSITY Online Work Request System'. The text reads: 'You are here to report routine repair or non-urgent maintenance work requests. If your request requires an urgent response, please contact Service at (609) 258-8000.' Below this is a prominent orange 'LOGIN' button. A link 'Don't have a Princeton ID?' is provided. At the bottom, there is a note about authentication: 'Authentication for WebMaint users is now provided by Princeton's Central Authentication System (CAS). If you are a member of the Princeton University community and have a valid Princeton NetID and password, click the Login button above to be taken to the CAS login page.' The footer includes 'Princeton University' and '© InterPro Solutions, LLC'.

4. Once you have logged in, click “Submit a work order request (non-urgent).”

The screenshot shows the 'Facilities Requests' page. At the top, there is an orange header with 'Facilities Requests' on the left and 'Logout' with a help icon on the right. Below the header is the Princeton University logo and the text 'Welcome to Princeton Facilities.' The main content area says 'Please select from the following options:' and lists three links: 'Submit a work order request (non-urgent)', 'Submit an event support request', and 'Check the status of my previously submitted requests'.

5. Fill out the work order form and click submit at the bottom of the page.

The screenshot shows the 'New Work Request' form. It has an orange header with 'New Work Request' and 'Logout' with a help icon. Below the header is a breadcrumb 'Main Menu > New Work Request' and the Princeton University logo. The form contains several input fields: 'First Name*', 'Last Name*', 'Phone*', 'Alt NetID', 'Alt First Name', 'Alt Last Name', 'Alt Phone', and 'Alt Email'. There is a checkbox for 'Would you like to be contacted regarding scheduling?'. A 'Charge Source*' dropdown menu is set to 'Operating', with a link '(Which charge source?)'. There are two checkboxes: 'Are there unaccompanied minors or unsecured pets?' and 'Is this a request for graduate or faculty/staff housing?'. Location fields include 'Campus*' (set to 'PRINCETON - Princeton Campus'), 'Building*', 'Floor', and 'Room'. A red text prompt asks for a 'Please provide a detailed description of your new, routine service request:*' followed by a large text area. An 'Attachments' section explains the upload process and lists supported file formats (.pdf, .xls, .csv, .txt, .doc, .gif, .jpg, .ppt) with a 2MB limit. At the bottom, there is a 'Select' button, a 'Clear' button, and 'Cancel' and 'Submit' buttons.

You have now completed your work order submission! You should be able to check the status of your work order through the same website. Alternatively, you can call 609-258-8000 to submit your work order over the phone.