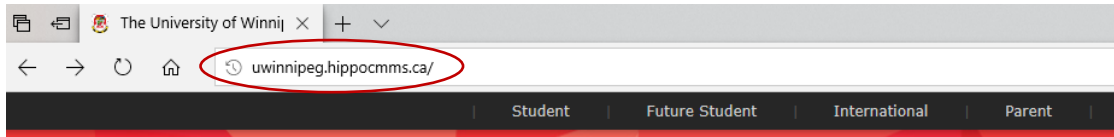


## Instructions on how to use the HIPPO Service Request Portal

1. Visit the website to have access to the login page or [click here](#).



2. Click on the Microsoft ADFS button, after clicking this button the University page will show up and you can use your University's login and password.

### Login to Hippo CMMS



User Id

Enter your User ID

Password

Enter your Password

Remember Me

SECURE LOGIN



ADFS

[Privacy policy](#) - [Terms of use](#)

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Sign in

someone@example.com

Password

Sign in

Use your UofW account to sign-in.

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After you enter your UofW login information you will have access to the work order request page and you can follow the instructions below.

- a) Fields highlighted in red are mandatory fields. However, it is a good practice to include your email or the Phone Number for ease of contact.
- b) Choose the Facility using the dropdown menu.
- c) Select the Floor Plan and its room.
- d) Choose Priority. We have four different types of Priorities (Low, Medium, High, and Urgent)
- e) Give a Description. More detailed the description is better to understand what is occurring and identify the more accurate action to execute.
- f) After filling all the mandatory fields Hippo will allow you to submit the request. You can do it pressing the submit button. This button is located just below the description field.
- g) There are other 3 buttons.
  - a. "Attach File" button. You can attach a file in this request. Pictures, documents, and emails are allowed to attach.
  - b. "History" button. Will open a new window with the Work Order Requests that you made. And check if they were treated or not.
  - c. "Logout" Button. Will make you exit the web request form.

WORK ORDER REQUEST ?

Requested By \* Security Office      Email Address      Phone Number

Facility \* Select a Facility

Priority \* Medium

Location (dropdown menu): Location, Equipment, Vehicle

Floor Plan (dropdown menu)

Location \* (dropdown menu)

Description \*

ATTACH FILE    HISTORY    SUBMIT    LOGOUT

3. Checking the Work Order Status.

- a. You can check your work request by clicking on the "history" button which is highlighted in the picture below. Clicking on that button a new screen will show to you.

WORK ORDER REQUEST ?

Requested By \* Security Office      Email Address      Phone Number

Facility \* Select a Facility

Priority \* Medium

Location (dropdown menu): Location, Equipment, Vehicle

Floor Plan (dropdown menu)


Location \* (dropdown menu)


Description \*

ATTACH FILE    HISTORY    SUBMIT    LOGOUT

- b. The screen below shows you all the information that you had written and what is the actual status. To return to the previous screen you must click on the submit work order request button.

## Work Order Requests





Created Date	Description	Requested By	Email Address	Phone Number	Facility	Location	Equipment	Vehicle	Priority	Status
07/12/2019 1:55:58 ...	TEST (NOT WORKING)	Web ...	t.nun...		Buhle...		B/C - ...		Medium	Rejected
07/23/2019 9:07:09 ...	TEST	Web ...	t.nun...		Buhle...	2BC00			Medium	Rejected

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