



Maintenance Work Order Submission Guide

1. Open the webpage through the Citrix Store Front by clicking on the  icon.
2. Enter your username (P #) and password.

DirectLine Logon

Please enter your username

Please enter your password

 **Submit**

3. Once logged in you will see the page below.

 **Menu** **New Work Order**  **Save**

*Type 

*Status 

*Submitted By  

Phone No 

E-Mail 

Alt. Contact

*Date

Building 

*Work Description

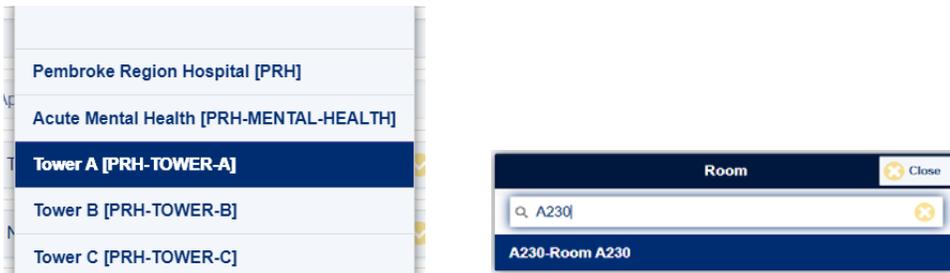
Pictures Upload images/pictures after work order saved

 **Save**

4. Enter all necessary contact information.

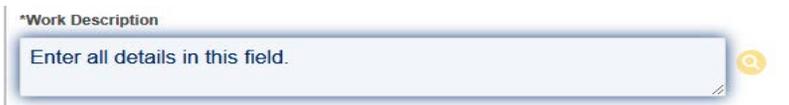
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5. Select the **building**, and then **room number** to be addressed.



The screenshot shows a vertical list of building options on the left: "Pembroke Region Hospital [PRH]", "Acute Mental Health [PRH-MENTAL-HEALTH]", "Tower A [PRH-TOWER-A]" (highlighted in dark blue), "Tower B [PRH-TOWER-B]", and "Tower C [PRH-TOWER-C]". To the right is a "Room" selection window with a search bar containing "A230" and a dropdown menu showing "A230-Room A230".

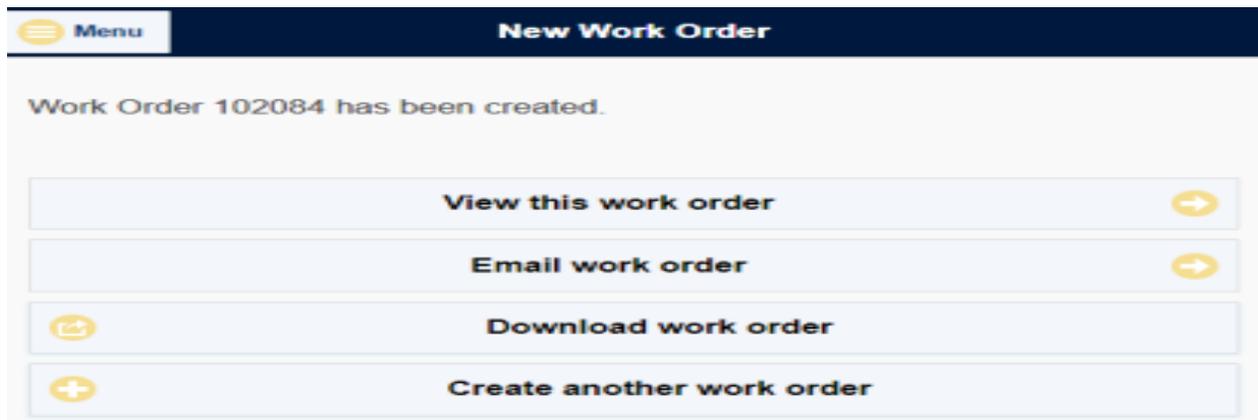
6. Enter the concern to be addressed in the **Work Description** box, please provide as much detail as possible.



The screenshot shows a text input field labeled "*Work Description" with the placeholder text "Enter all details in this field." and a magnifying glass icon on the right side.

7. To attach a photo click "**Upload images/pictures after work order is saved**". If not leave it unchecked.

8. Click "**Save**" to submit your request. If any fields were missed a notification would appear. A confirmation message will appear when submitted, similar to below.



The screenshot shows a confirmation screen titled "New Work Order". It displays the message "Work Order 102084 has been created." Below this are four action buttons: "View this work order" (with a right arrow icon), "Email work order" (with a right arrow icon), "Download work order" (with a download icon), and "Create another work order" (with a plus icon).

The process is complete and you have a Work Order number for reference to be able to follow up on.