Background

The OSR (Online Service Requests) product for PubWorks provides a way to record demand maintenance into the PubWorks Service Requests module using a webpage.

Here is how to create a service request using **PubWorks OSR**:
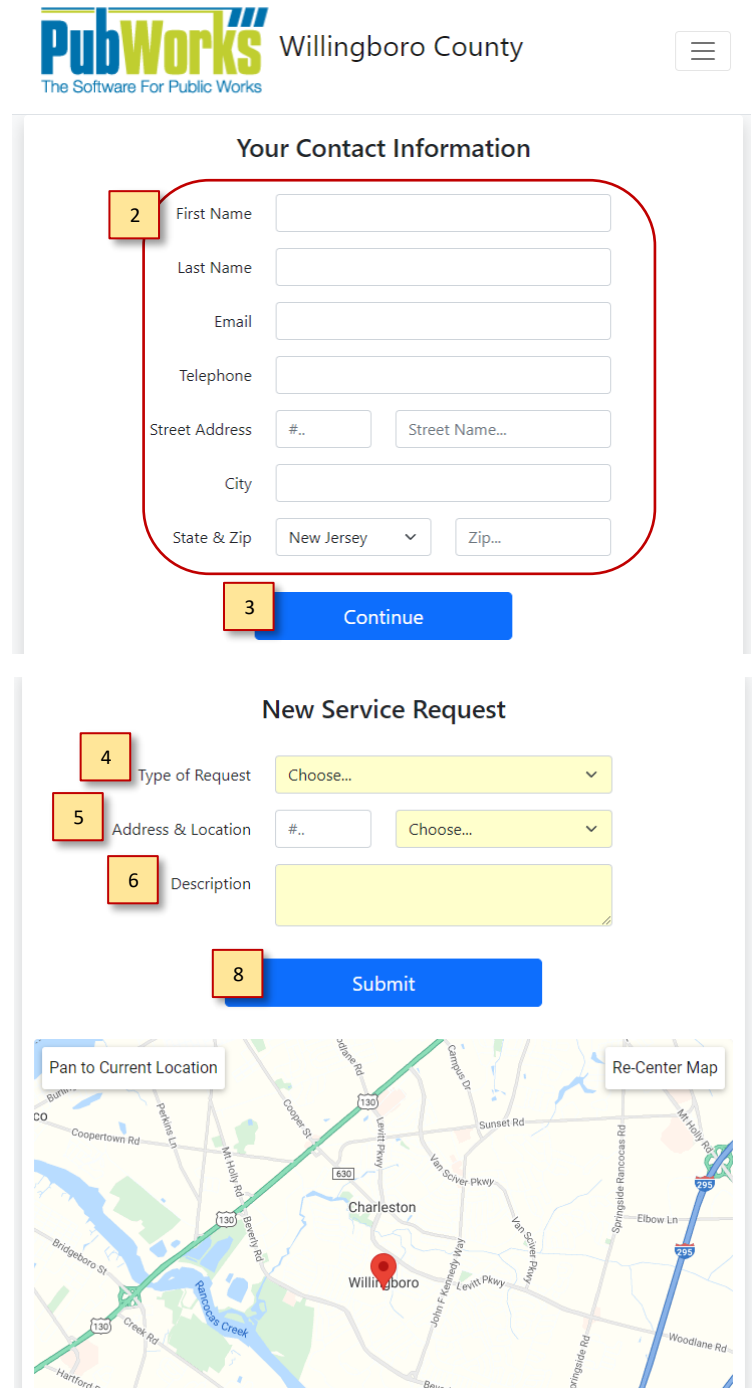
Entering Caller Information

1. Open the URL provided to you in your preferred web browser.
2. Fill out the contact information of the individual submitting the service request.
    a. Any fields highlighted in yellow are required. These required fields are defined in PubWorks Service Request Settings.
    b. If no email is entered, the submitter will not receive an email confirming service request creation and will be unable to use the OSR search page to check the status of their service request.
3. Click Continue to proceed to the next page.

Entering Request Information

4. Select the type of request that best describes the issue.
5. Enter the address and location where the issue is located.
    a. If the map is enabled, you can use the map to populate the address and location by clicking directly on the map or dragging the red marker to the correct location.
6. Provide a description of the issue.
7. When marked as required in PubWorks Service Request Settings or enabled by PubWorks support, these additional fields can be made available.
    a. Priority
    b. Target Due Date (Scheduled Date)
8. Click on the Submit button to send the service request to PubWorks.

If an email was provided in the contact information screen, an email will be sent confirming the service request was created in PubWorks.

Here is how to search for service requests using PubWorks OSR:

If you don't see the option to search, it most likely has been disabled by request.

1. Open the URL provided to you in your preferred web browser.
2. Click on "Search Requests" in the top right corner or within the menu button.
3. Enter the email address of the submitter of the service request.
4. Enter a previous service request number to verify submitter email matches an existing service request in PubWorks.
5. Click on Search
6. If the submitter's email address and previous service request number match a record in PubWorks, all the submitter's service requests will be shown on the page.

Questions? Comments?
Please contact us directly:
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