

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:

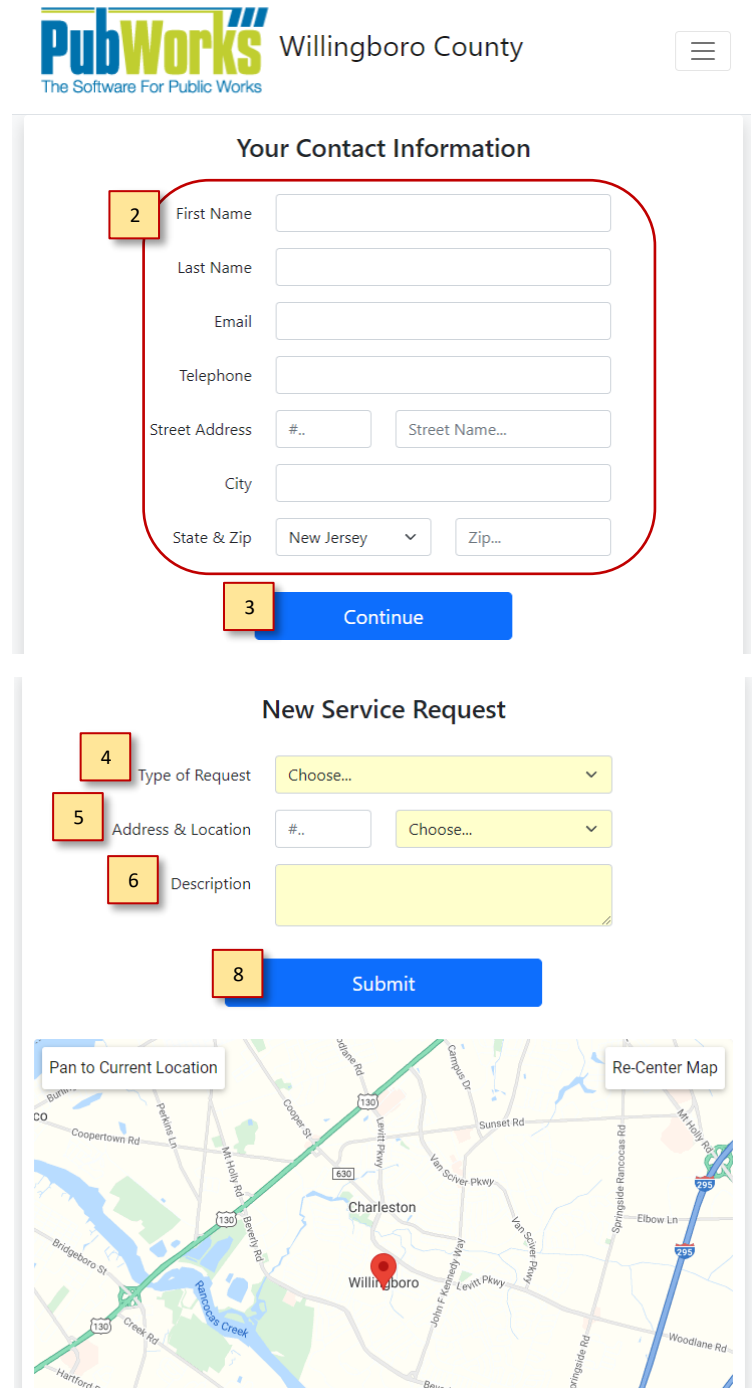
Entering Caller Information

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.



The screenshot displays the PubWorks OSR web application interface for Willingboro County. The top header includes the PubWorks logo and the text 'Willingboro County'. A navigation menu icon is visible in the top right corner.

The main content area is divided into two sections:

- Your Contact Information:** This form contains several input fields: First Name, Last Name, Email, Telephone, Street Address (with separate fields for # and Street Name), City, and State & Zip (with a dropdown menu for New Jersey and a Zip field). A red box highlights the First Name, Last Name, and Email fields, with a yellow '2' indicating they are required. A blue 'Continue' button is located below the form, with a yellow '3' next to it.
- New Service Request:** This form contains three input fields: Type of Request (a dropdown menu with 'Choose...' selected), Address & Location (with separate fields for # and a dropdown menu with 'Choose...' selected), and Description (a text area). A blue 'Submit' button is located below the form, with a yellow '8' next to it.

At the bottom of the page, there is a map showing the location of Willingboro, NJ. The map includes a red pin marker and a red box with a yellow '5' next to it, indicating the address and location field. The map also features a 'Pan to Current Location' button and a 'Re-Center Map' button.

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.

The screenshot shows the 'Search Service Requests' form. Callout 3 points to the 'Email' field containing 'tina@pubworks.com'. Callout 4 points to the 'Previous Service Request #' field containing '6145'. Callout 5 points to the blue 'Search' button. Callout 6 points to the search results table below. The table has columns for Request Number, Status, Date, Time, Location, and Request Type. The first five rows of results are visible. At the bottom, there is a pagination bar showing 'Showing 1 to 5 of 330 rows' and a page selector with '1' highlighted.

Request Number	Status	Date	Time	Location	Request Type
6147	Closed	12/9/2022	10:19 AM	Bradford Ln	Sign Down
6145	Closed	12/6/2022	08:01 AM	Levitt Park	Janitorial
6144	Open	12/6/2022	08:00 AM	Central Park	Graffiti Removal
6143	Open	12/6/2022	07:58 AM	Deerfield Park	Event Setup Request
6139	Closed	11/17/2022	01:08 PM	Babbit Lane	Code Enforce

Questions? Comments?

Please contact us directly:

support@PubWorks.com

888-920-0380 x2