



OKLAHOMA
Office of Management
& Enterprise Services

Tenant Maintenance Request Tutorial

Capital Assets Management
Office of Facilities Management

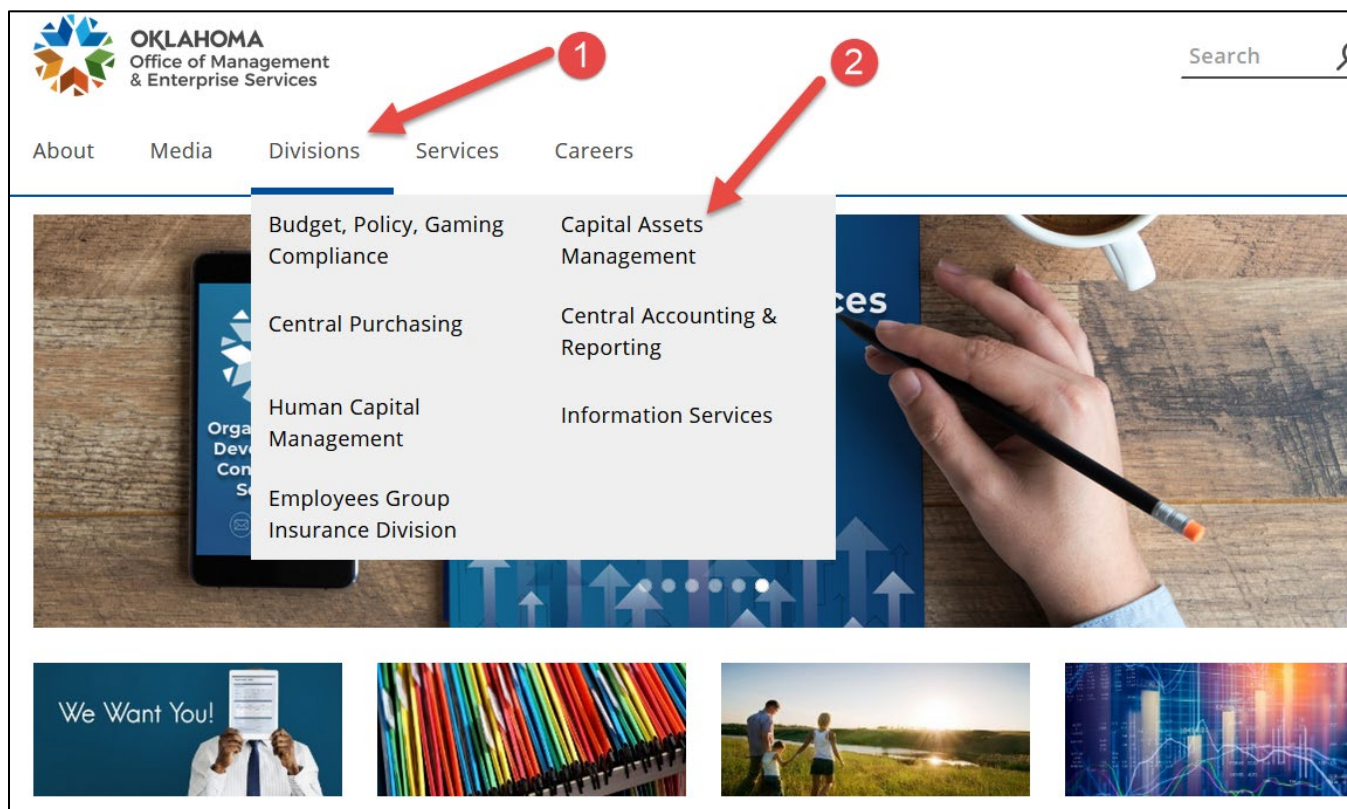
Tenant Maintenance Request Tutorial

This tutorial is designed to walk you through the steps for completing and submitting the work order form for processing.

If you have additional questions, please contact our office at 405-522-1212 and leave a message. We will get back to you as soon as possible.



Step 1

Navigate to the new request form on the [OMES website](#) by **selecting** the Divisions link, then the Capital Assets Management link in the Services drop-down menu.



Step 2

Select the More Information link in the within the Facilities Management card.

 [About](#) [Media](#) [Divisions](#) [Services](#) [Careers](#) 

[Oklahoma.gov Home](#) > [Office of Management and Enterprise Services \(090\)](#) > Capital Assets Management

Capital Assets Management Entities

<h4>Central Printing & Interagency Mail</h4> <p>Provide professional printing, mailing, and distribution services.</p> <p>Jon Paulk 405-425-2714</p> <p>More Information ></p>	<h4>Construction & Properties</h4> <p>Plan, program, and deliver construction and real estate services.</p> <p>Melissa Milburn 405-522-2112</p> <p>More Information ></p>	<h4>Facilities Management</h4> <p>Provide a safe, comfortable workspace through quality facilities & responsive service.</p> <p>More Information ></p>
<h4>Fleet Management</h4>	<h4>Real Estate & Leasing</h4>	<h4>Surplus</h4>

Step 3

Select the Resources link in the left-side navigation on the About Facilities Management web page.

The screenshot shows the 'Facilities Management' web page. The left navigation menu includes: About, Events, Services, Managed Properties and Contacts, Resources (highlighted with a red arrow), Forms, and FAQ. The main content area features a breadcrumb trail: Office of Management and Enterprise Services (090) > Capital Assets Management > Facilities Management > About. The title is 'About Facilities Management'. The text describes the Office of Facilities Management's role in managing 2.5 million square feet of space in 23 major state buildings. Below this is a 'Building Security Note' stating that visitors to OMES buildings may be required to present photo identification, sign in, and be escorted.

Step 4

Select the Tenant Work Request Link in the Resources table.

The screenshot shows the 'Resources' page on the Oklahoma Office of Management & Enterprise Services website. The breadcrumb trail is: Office of Management and Enterprise Services (090) > Capital Assets Management > Facilities Management > Resources. The page title is 'Resources'. Below the title is a table with two columns: 'Description' and 'File Type'. A red arrow points to the 'Link' icon in the 'File Type' column for the 'Tenant Work Request' row.

Description	File Type
Tenant Work Request	Link
Tenant Work Request Tutorial	PDF
Reset Tenant Work Request Password	PDF
Tenant Manual	PDF
Tenant Liaison List	Excel
ADA Accessibility Guidelines for Buildings and Facilities	Link
National Association of State Facilities Administrators	Link

Step 5

Enter your user name and password on the sign-in page. **Note:** Upon initial sign in, select the **Click here** link following **Need help signing in?** at the bottom of the page to set your password.

ORACLE Cloud
ca644640
Oracle Cloud Account Sign In

User Name
User name or email

Password
Password


Sign In

Need help signing in? Click here

Cookie Preferences

Step 6

Once you are logged in you will be taken to the Oracle Primavera page. There are three methods to begin a maintenance request from this page:

- 1 Select the **Tenant Maintenance Request** link in the upper left of the page.
- 2 Select the image 
- or 3 Select the **Tenant Maintenance Request** link at the bottom of the page.

ORACLE Primavera Unifier
Tenant Maintenance Request

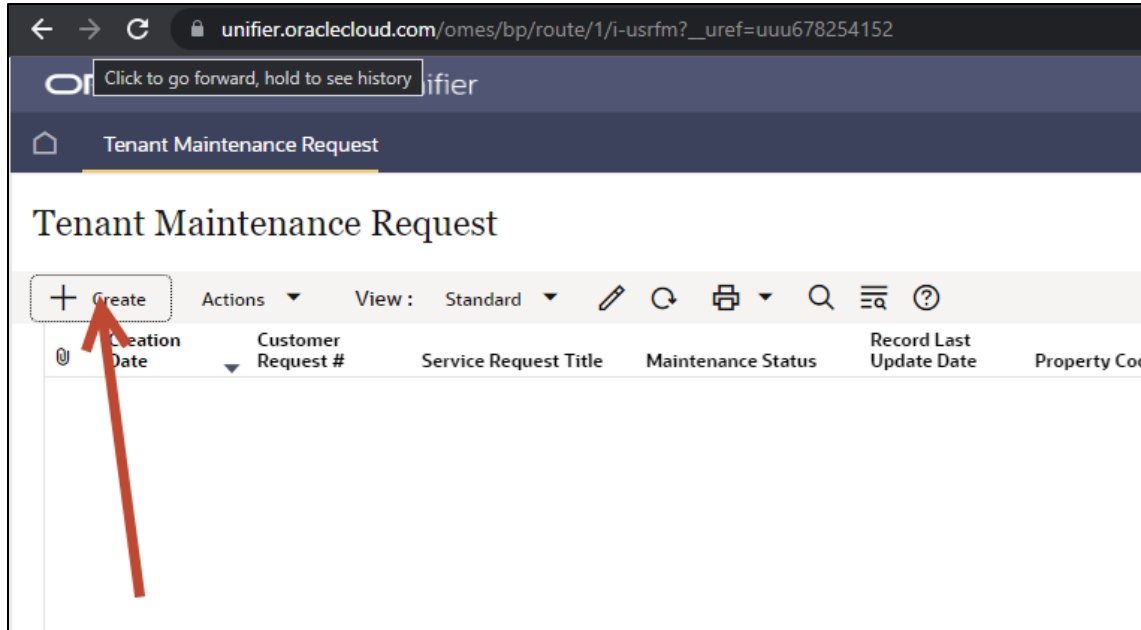
ORACLE Primavera

Welcome to the Oracle Primavera Unifier Self-Service Portal
Please select from the options below to begin the action that you would like to perform

Tenant Maintenance Request

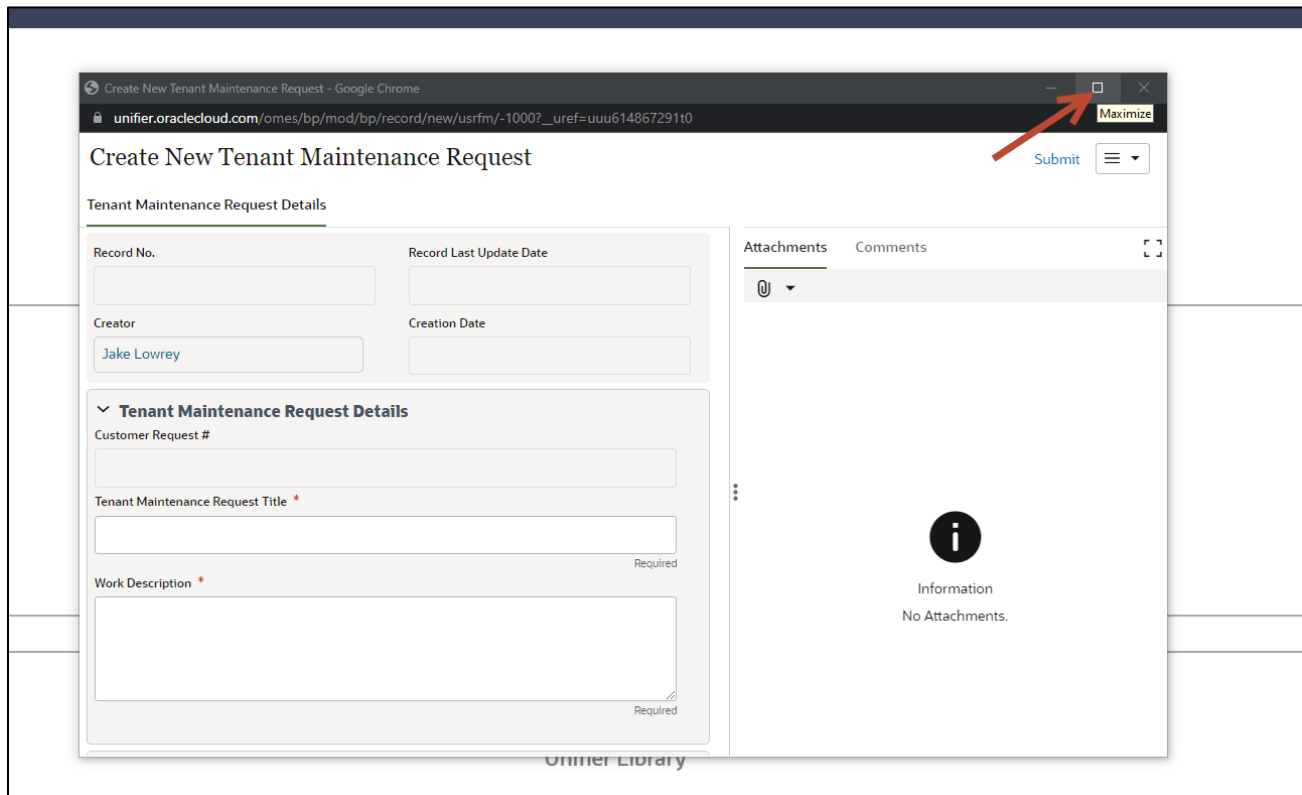
Step 7

Once you have selected one of the three methods to begin a work request, the Tenant Maintenance Request page will open. Select the **Create** button to open the **Create New Tenant Maintenance Request** pop-up page.



Step 8

Select the **Maximize** button to expand the pop-up page to full screen.




Step 9

Create New Tenant Maintenance Request

Tenant Maintenance Request Details

Record No. Record Last Update Date

Creator Creation Date

5  Attachments Comments

1 **Tenant Maintenance Request Details**

Customer Request #

2 Tenant Maintenance Request Title * Required

Work Description * Required

3

4

Location Details
Provide Location details for requested service.

Property * Required

Property Name

Space Required

Additional Location Details

Attachments

- 1** Enter a brief description of the request in the **Tenant Maintenance Request Title** form field.
- 2** Describe your request in the **Work Description** form field. Be as descriptive as possible with your request including the location of the issue, i.e., suite/floor/office numbers.
- 3** In the **Property** field, select the picker button to open a list of properties. **Note:** All OMES-managed properties will be in the far left **Property No.** column between PRP000001 and PRP0000072. **A** Locate the **Property Name** column (third from the left). Scroll down the list until you find the **B** name of your property and select the line.

Screenshot of partial list of properties:

Property No. ^	Property Code.	Property Name	Inventory #	Status	Predominant Use	Agency Number	Agency Name	Location Type	Ownership	Area of Government	Property Type	Physical Address
PRP000026	00026	ABLE BUILDING	90-55-00026	Active	Office	90	OMES	Building/Structure	Owned	General Government	Office	50 NE 23
PRP000027	00027	MC CONNORS	90-55-00027	Active	Office	90	OMES	Building/Structure	Owned	General Government	Office	2501 N LINCOLN
PRP000028	00028	DENVER DAVISON	90-55-00028	Active	Office	90	OMES	Building/Structure	Owned	General Government	Office	1915 N STILES
PRP000029	00029	GOVERNOR'S MANSION	90-55-00029	Active	All Other	90	OMES	Building/Structure	Owned	General Government	Housing/Residence	820 NE 23RD
PRP000030	00030	PHILLIPS PAVILION	90-55-00030	Active	All Other	90	OMES	Building/Structure	Owned	General Government	Other	820 NE 23RD
PRP000031	00031	FIREHOUSE BUILDING	90-55-00031	Active	Office	90	OMES	Building/Structure	Owned	General Government	Maintenance/Repair S...	2101 N CULBERT
PRP000032	00032	GREENHOUSE BUILDING	90-55-00032	Active	All Other	90	OMES	Building/Structure	Owned	General Government	Other	2101 N CULBERT
PRP000033	00033	MAINTENANCE SHOP	90-55-00033	Active	All Other	90	OMES	Building/Structure	Owned	General Government	Maintenance/Repair S...	2101 N CULBERT
PRP000034	00034	CARRIAGE HOUSE GARAGE APA...	90-55-00034	Active	All Other	90	OMES	Building/Structure	Owned	General Government	Housing/Residence	820 NE 23RD
PRP000035	00035	GATE HOUSE	90-55-00035	Active	Office	90	OMES	Building/Structure	Owned	General Government	Other	820 NE 23RD
PRP000036	00036	OLIVER HODGE	90-55-00036	Active	Office	90	OMES	Building/Structure	Owned	General Government	Office	2500 N LINCOLN
PRP000037	00037	JIM THORPE BUILDING	90-55-00037	Active	Office	90	OMES	Building/Structure	Owned	General Government	Office	2101 N LINCOLN
PRP000038	00038	ALLEN WRIGHT MEMORIAL LIB...	90-55-00038	Active	All Other	90	OMES	Building/Structure	Owned	General Government	Library	200 NE 18TH
PRP000039	00039	SEQUOYAH	90-55-00039	Active	Office	90	OMES	Building/Structure	Owned	General Government	Office	2400 LINCOLN BL
PRP000040	00040	TRANSPORTATION BUILDING	90-55-00040	Active	Office	90	OMES	Building/Structure	Owned	General Government	Office	200 NE 21ST ST
PRP000041	00041	TRANSPORTATION GARAGE	90-55-00041	Active	Storage and Warehouse	90	OMES	Building/Structure	Owned	General Government	Fleet	200 A NE 21ST ST
PRP000042	00042	WILL ROGERS BUILDING	90-55-00042	Active	Office	90	OMES	Building/Structure	Owned	General Government	Office	2401 N LINCOLN
PRP000043	00043	FACILITIES ANNEX	90-55-00043	Active	Storage and Warehouse	90	OMES	Building/Structure	Owned	General Government	Maintenance/Repair S...	2222 N WALNUT
PRP000044	00044	FACILITIES ANNEX II	90-55-00044	Active	All Other	90	OMES	Building/Structure	Owned	General Government	Maintenance/Repair S...	2211 N CENTRAL
PRP000045	00045	2311 MULTI STORAGE BUILDING	90-55-00045	Active	Storage and Warehouse	90	OMES	Building/Structure	Owned	General Government	Office	2311 N CENTRAL
PRP000046	00046	CENTRAL PRINTING BLDG	90-55-00046	Active	Office	90	OMES	Building/Structure	Owned	General Government	Office	2120 NE 36TH ST
PRP000047	00047	CENTRAL PRINTING BLDG WAR...	90-55-00047	Active	Storage and Warehouse	90	OMES	Building/Structure	Owned	General Government	Storage Space	2120 NE 36TH ST
PRP000048	00048	DATA CENTER	90-55-00048	Active	Office	90	OMES	Building/Structure	Owned	General Government	Office	2116 N LINCOLN

Total: 25156

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Cancel Select

Once the line with your property name is highlighted, choose the **Select** button in the lower right corner. **Note:** Finding the property in question using the **Find on Page** icon is detailed in **Appendix A**.

The **Space** field is not currently in use. You may ignore it.

Select the **Attachments** icon to submit photos and files to assist the maintenance team, and follow the directions.

If you are completing the form for someone else, in the **Requester Contacts** section, use the drop-down menu in the **On Behalf of Another** field to select **Yes**, then complete the **Employee Full Name**, **Employee Phone** and **Employee Email** fields.

The screenshot shows a form titled "Requester Contacts" with a sub-header: "If Service Request is sent on behalf of someone other than Requester, please provide contact information for that person." The form contains several fields: "Requester" (filled with "Jake Lowrey"), "On Behalf of Another?" (a dropdown menu with "Yes" selected), "First Name" (filled with "Jake"), "Last Name" (filled with "Lowrey"), "Phone" (empty), and "Contact Email" (empty). On the right side, there are three required fields: "Employee Full Name" (empty), "Employee Phone" (empty), and "Employee Email" (empty). Red arrows point from the "On Behalf of Another?" dropdown to each of the three "Employee" fields.

When form is complete, select the **Submit** link in the upper right corner of the form.

This screenshot shows the top right portion of the form interface. It features a "Submit" button in blue text, a hamburger menu icon, and a small "A" icon. A red arrow points directly to the "Submit" button. Below this area, there are sections for "Attachments" and "Comments", and a paperclip icon with a dropdown arrow.

A pop-up notification will appear.

The notification pop-up has a title "Notification" and a close button (X) in the top right. On the left is a green circular icon with a white checkmark. To its right, the text reads "SR-4896 has been created successfully." At the bottom right of the box is a dark grey button labeled "OK".

The system will generate a receipt email of your request.

This is a system-generated e-mail message. Do not reply to sender.

Company: State of Oklahoma

Tenant Maintenance Request - SR-4896 was created by Jake Lowrey at 08/01/2022 01:34 PM .

Record No.: **SR-4896**

Tenant Maintenance Request Title: **Test Request for Manual**

Maintenance Status:

Property Name: **WILL ROGERS BUILDING**

Work Description: **Creating form to use images in manual for completing a maintenance request. Please disregard**

[View in Unifier](#)

For Oracle technical assistance <http://www.oracle.com/us/support>

You can track the progress of your work request in the **Maintenance Status** column. The status of your request will update as it progresses through the Facilities Management work order process, i.e., **Work Order Created, In Progress** and **Closed**.

ORACLE Primavera Unifier

Tenant Maintenance Request

Tenant Maintenance Request

+ Create Actions View: Standard [edit] [refresh] [print] [filter] [help]

Creation Date	Customer Request #	Service Request Title	Maintenance Status	Record Last Update Date	Property Code.	Property Name	Cre
08/01/2022 ...	000004894	Test Request for Manual	New	08/01/2022 0...	00042	WILL ROGERS BUILDING	Jake


Appendix A

Selecting Property Using Find on Page

Select the **Find on Page** icon 

https://unifier.oraclecloud.com/omes/bp/mod/bp/record/new/usrfm/-1000?_uref=uuu818395596t0

Property

Q 


Find on Page

Property No. ▲	Property Code.	Property Name	Inventory #	Status	Predominant Use	Agency Number	Agency Name
PRP000001	00001	ATOKA OCAN HUT	90-3-00001	Active	All Other	90	OMES
PRP000002	00002	ELK CITY OCAN HUT	90-5-00002	Active	All Other	90	OMES
PRP000003	00003	EL RENO OCAN HUT	90-9-00003	Active	All Other	90	OMES
PRP000004	00004	ARDMORE OCAN HUT	90-10-00004	Active	All Other	90	OMES
PRP000005	00005	LAWTON OCAN HUT	90-16-00005	Active	All Other	90	OMES
PRP000006	00006	CLINTON OCAN HUT	90-20-00006	Active	All Other	90	OMES
PRP000007	00007	WEATHERFORD OCAN HUT	90-20-00007	Active	All Other	90	OMES
PRP000008	00008	SEILING OCAN HUT	90-22-00008	Active	All Other	90	OMES
PRP000009	00009	GRANITE OCAN HUT	90-28-00009	Active	All Other	90	OMES
PRP000010	00010	WAURIKA OCAN HUT	90-34-00010	Active	All Other	90	OMES
PRP000011	00011	GUTHRIE HUT	90-42-00011	Active	All Other	90	OMES
PRP000012	00012	ORIENTA OCAN HUT	90-47-00012	Active	All Other	90	OMES

Form fields will appear under the name of each column.

https://unifier.oraclecloud.com/omes/bp/mod/bp/record/new/usrfm/-1000?_uref=uuu818395596t0

Property

Q 


Property No. ▲	Property Code.	Property Name	Inventory #	Status	Predominant Use	Agency Number	Agency Name	Location Type
<i>Find</i>	<i>Find</i>	<i>Find</i>	<i>Find</i>	<i>Find</i>	<i>Find</i>	<i>Find</i>	<i>Find</i>	<i>Find</i>
PRP000001	00001	ATOKA OCAN HUT	90-3-00001	Active	All Other	90	OMES	Building/Struct
PRP000002	00002	ELK CITY OCAN HUT	90-5-00002	Active	All Other	90	OMES	Building/Struct
PRP000003	00003	EL RENO OCAN HUT	90-9-00003	Active	All Other	90	OMES	Building/Struct
PRP000004	00004	ARDMORE OCAN HUT	90-10-00004	Active	All Other	90	OMES	Building/Struct
PRP000005	00005	LAWTON OCAN HUT	90-16-00005	Active	All Other	90	OMES	Building/Struct
PRP000006	00006	CLINTON OCAN HUT	90-20-00006	Active	All Other	90	OMES	Building/Struct
PRP000007	00007	WEATHERFORD OCAN HUT	90-20-00007	Active	All Other	90	OMES	Building/Struct
PRP000008	00008	SEILING OCAN HUT	90-22-00008	Active	All Other	90	OMES	Building/Struct
PRP000009	00009	GRANITE OCAN HUT	90-28-00009	Active	All Other	90	OMES	Building/Struct
PRP000010	00010	WAURIKA OCAN HUT	90-34-00010	Active	All Other	90	OMES	Building/Struct
PRP000011	00011	GUTHRIE HUT	90-42-00011	Active	All Other	90	OMES	Building/Struct
PRP000012	00012	ORIENTA OCAN HUT	90-47-00012	Active	All Other	90	OMES	Building/Struct

When you begin typing the name of the property, a listing of locations with those letters will appear.

Create New Tenant Maintenance Request - Work - Microsoft Edge

https://unifier.oraclecloud.com/omes/bp/mod/bp/record/new/usrfm/-1000?_uref=uuu818395596t0

Property

Q 

Property No. ▲	Property Code.	Property Name	Inventory #	Status	Predominant Use	Agency Number	Agency Name	Location Type
<i>Find</i>	<i>Find</i>	<i>con</i>	<i>Find</i>	<i>Find</i>	<i>Find</i>	<i>Find</i>	<i>Find</i>	<i>Find</i>
PRP000027	00027	MC CON NORS	90-55-00027	Active	Office	90	OMES	Building/St
PRP000170	00174	CON TINUING EDUCATION	9997-11-00174	Active	Office	9997	EXTERNAL LEASE	Building/St
PRP000409	00420	511 E. SE CON D ST.	9997-40-00420	Active	Office	9997	EXTERNAL LEASE	Building/St
PRP000639	00660	MAYFLOWER CON REGATIONA...	9997-55-00660	Active	All Other	9997	EXTERNAL LEASE	Building/St
PRP000782	00808	STEPHENS COUNTY CON SERVA...	9997-69-00808	Active	Office	9997	EXTERNAL LEASE	Building/St

Select the name of your property to highlight the line.

https://unifier.oraclecloud.com/omes/bp/mod/bp/record/new/usrfm/-1000?__uref=uuu818395596t0

Property

Q ☰

Property No.	Property Code.	Property Name	Inventory #	Status	Predominant Use	Agency Number	Agency Name	Location Type	Ownership
PRP000027	00027	MC CONNORS	90-55-00027	Active	Office	90	OMES	Building/Structure	Owned
PRP000170	00174	CONTINUING EDUCATION	9997-11-00174	Active	Office	9997	EXTERNAL LEASE	Building/Structure	Leased
PRP000409	00420	511 E. SECOND ST.	9997-40-00420	Active	Office	9997	EXTERNAL LEASE	Building/Structure	Leased
PRP000639	00660	MAYFLOWER CONGREGATIONA...	9997-55-00660	Active	All Other	9997	EXTERNAL LEASE	Building/Structure	Leased
PRP000782	00808	STEPHENS COUNTY CONSERVA...	9997-69-00808	Active	Office	9997	EXTERNAL LEASE	Building/Structure	Leased

Choose the **Select** button in the bottom right corner of the page.

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Cancel Select

The **Property** and **Property Name** form fields will automatically populate. Continue with completing form.

Location Details

Provide Location details for requested service.

Property *
PRP000027

Property Name
MC CONNORS

Space
Type a Space Name...

Additional Location Details