Good afternoon, Melanie, and happy welcome to you! I think you'll find that this is a great place to work. Matt has let me know that as the new Administrative Assistant, you'll be asked to enter work orders on behalf of your department. I thought it might make things a little easier if I emailed you this brief "cheat sheet" for both your current and future use.

Your link to our system is: http://www.onuma.com/wo/moorpark

We just ask that you keep this link private, as only Admin. and Office Assistants, as well as Deans, Directors and similar approved users are permitted to use the system. Here's how it works:

You'll see a screen in which you can enter your name, email address, and then select the building, floor and room number you want from their respective drop-down menus. Then in the text box below that you can describe what you need done for that particular work order. There's even an option for you to attach a photo or a file at the bottom of the screen, so that we can see exactly what you're talking about.

After you've submitted your work order, you'll receive an automatic email saying that the work order was successfully added to our system. That email will also give you a link that you can use to check the status of the work order – you can click on it to see when it's been assigned to someone and also see if any notes have been added to it.

Then, after the work order has been completed, you'll receive a second automatic email letting you know that it's done.

This is especially handy when putting in a key request on behalf of a staff or faculty member. I'm enclosing our key spreadsheet template here, with a couple of hypothetical rows filled out, so that you can see the data we tend to need when programming new keys or when adding rooms to existing keys.

When completing a key request, you can attach your key spreadsheet to a work order so that it can be assigned to Jason, our locksmith. He's very diligent about typing notes into the work orders upon completing them, so when you receive your email saying that it's been finished, you should also be able to see his notes when you go back into that particular work order.

I hope that this is helpful to you as you're getting your bearings on campus! Sometimes it can seem like there's a lot to keep track of, but everyone here is quite friendly and I think you'll get accustomed in no time. I see that your extension is x4063; of course if you have any questions you may feel free to reach out at x1454. I'm usually at my desk from 7:30 to 5 Mondays through Thursdays and from 8 to noon on Fridays; however, tomorrow morning I will be here until 11:30 am.

Have a great rest of the week, and a very happy holiday season. Looking forward to meeting you soon!

Sincerely,

~Katharine Boyd
Administrative Assistant
Moorpark College
Facilities, Maintenance and Operations Department
805-378-1454 Phone
805-378-1593 Fax